

## Response to question on notice

### Questions on Notice Paper No 15

06 February 2026

Question No. 842

**Ms Deborah Morris MLA:** To ask the Minister for Police, Fire and Emergency Services -

1. In relation to the answer to question on notice No 6 of the Standing Committee on Legal Affairs' inquiry into annual and financial reports 2024-2025, (a) why has the average response time for answering calls to the non-emergency police assistance line risen from 1 minute and 42 seconds in 2021 to 5 minutes and 19 seconds in 2025, (b) does the average response time change when factoring in December 2025 given that the 2025 figure was taken from 1 January - 28 November 2025 and (c) why was the headcount of ACT Policing Communications reduced from 59 in 2020 to 40 in 2025

**DR MARISA PATERSON MLA** - The answer to the Member's question is as follows:

(a)

The increase in average answer times for the non-emergency police assistance line in 2025 was primarily the result of staffing shortages within ACT Policing Communications during the second half of the year with recruitment unable to match attrition. The attrition is attributed to a combination of the following factors:

- Movement to other areas of ACT Policing and the AFP
- Transition of members into sworn policing roles
- Members on restricted duties or long-term sick leave
- Resignations

The staffing issues that caused this increase were resolved in January 2026 following a review of recruitment and training strategies.

(b)

The overall average answer time for the non-emergency police assistance line in 2025, including December, was 5 minutes and 57 seconds.

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(c)

The reduction in headcount between 2020 and 2025 occurred as during 2025, recruitment was unable to match attrition. The attrition is attributed to a combination of the following factors:

- Movement to other areas of ACT Policing and the AFP
- Transition of members into sworn policing roles
- Members on restricted duties or long-term sick leave
- Resignations

The staffing issues that caused this increase were resolved in January 2026 following a review of recruitment and training strategies.

Approved for circulation to the Member and incorporation into Hansard.

M. Paterson

5/3/26

Dr Marisa Paterson MLA  
Minister for Police, Fire and Emergency Services

Date:

This response required 2hrs 50mins to complete, at an approximate cost of \$267.16.