

**Tara Cheyne MLA**

Manager of Government Business  
Attorney-General  
Minister for Human Rights  
Minister for City and Government Services  
Minister for the Night-Time Economy

Member for Ginninderra

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**RESPONSE TO QUESTION ON NOTICE**

**Questions on Notice Paper No 6**

**9 May 2025**

**Question No. 414**

**MR CAIN:** To ask the Attorney-General —

1. How many inbound telephone calls to the Justice and Community Safety Directorate landlines went unanswered each month over the past two financial years and this financial year to date.
2. What data does the Directorate collect on call (a) wait times, (b) abandonment rates and (c) resolution rates for inbound telephone inquiries, and can this data be provided, by business unit, for the past two financial years and this financial year to date.
3. Has the Directorate conducted any customer satisfaction surveys, audits, or internal reviews regarding inbound telephone responsiveness in the last three years; if so, can the results be provided.
4. What is the Directorate's policy, or expected standard, for answering inbound calls to published landline numbers.

**TARA CHEYNE MLA** - The answer to the Member's question is as follows:

1. The Justice and Community Safety Directorate (the Directorate) operates with many hundreds of telephone numbers. Voice communications also occur over the internet through platforms such as Microsoft Teams rather than over traditional land lines. It is not possible to provide an answer to this question.
2. The Directorate collects the types of data requested in this question where call centre functionality has been deployed within a business unit or agency. Attachment A provides data available in response to the question, noting that the whole of government platform

that provides the call centre functionality only stores a single year of data, and that no resolution rate data is provided as the platform is not configured to capture call resolution data. Consequently, abandonment rate data only reflects those calls disconnected by callers before reaching a live agent. Please also note that Emergency 000 has been excluded from consideration in response to this question as it is a special case, with a dedicated communication centre and specific call transfer arrangements in place to ensure calls are answered as quickly as possible in cases of emergency.

3. The Directorate has not undertaken specific satisfaction surveys, audits or internal reviews regarding inbound telephone call responsiveness in the last three years.
4. The Directorate does not have a specific policy, or expected standard, for answering inbound calls to published landline numbers. Individual business units or agencies may have service charters or other internal standards for answering phone calls.

**Approved for circulation to the Member and incorporation into Hansard.**



**Tara Cheyne MLA  
Attorney-General**

**Date: 15/6/25**

This response required 26 hrs 40 mins to complete, at an approximate cost of \$3,145.

## Attachment A: Contact Centre Call Data

Director of Public Prosecutions	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	TOTALS
<b>Calls Presented</b>	882	986	1,254	1,064	928	949	803	620	1,047	841	940	869	11,183
<b>Calls Answered</b>	743	844	1,045	941	796	818	672	531	901	742	827	737	9,597
<b>Calls Abandoned</b>	139	142	209	123	132	131	131	89	146	99	113	132	1,586
<b>Average Queue Time</b>	0:01:56	0:01:27	0:01:29	0:01:12	0:01:21	0:01:17	0:01:35	0:01:16	0:01:13	0:01:13	0:01:31	0:01:29	0:01:25
<b>% Abandoned</b>	15.76	14.4	16.67	11.56	14.22	13.8	16.31	14.35	13.94	11.77	12.02	15.19	14.18

Public Trustee and Guardian	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	TOTALS
<b>Calls Presented</b>	2,225	2,401	2,210	2,273	2,216	2,423	2,501	1,867	2,624	2,438	2,748	2,484	28,410
<b>Calls Answered</b>	1,854	2,044	1,889	2,009	1,928	2,101	2,114	1,564	2,145	1,863	2,124	2,016	23,651
<b>Calls Abandoned</b>	371	357	321	264	288	322	387	303	479	575	624	468	4,759
<b>Average Queue Time</b>	0:02:42	0:02:15	0:02:47	0:01:47	0:01:24	0:01:47	0:02:16	0:02:24	0:02:50	0:05:24	0:05:09	0:03:00	0:02:52
<b>% Abandoned</b>	16.67	14.87	14.52	11.61	13	13.29	15.47	16.23	18.25	23.58	22.71	18.84	16.75

Human Rights Commission	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	TOTALS
<b>Calls Presented</b>	1,108	1,296	1,317	1,378	1,286	1,365	1,212	815	1,153	1,117	1,171	1,122	14,340
<b>Calls Answered</b>	971	1,157	1,219	1,274	1,180	1,269	1,116	764	1,078	1,049	1,080	1,053	13,210
<b>Calls Abandoned</b>	137	139	98	104	106	96	96	51	75	68	91	69	1,130
<b>Average Queue Time</b>	0:01:48	0:01:20	0:00:49	0:00:44	0:01:16	0:00:47	0:00:48	0:00:36	0:00:32	0:00:48	0:00:49	0:00:28	0:00:54
<b>% Abandoned</b>	12.36	10.73	7.44	7.55	8.24	7.03	7.92	6.26	6.5	6.09	7.77	6.15	7.88

ACT Civil & Administrative Tribunal	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	TOTALS
<b>Calls Presented</b>	1,296	1,410	1,361	1,347	1,409	1,395	1,311	943	1,418	1,433	1,462	1,438	16,223
<b>Calls Answered</b>	1,190	1,244	1,191	1,201	1,241	1,219	1,159	861	1,241	1,230	1,302	1,230	14,309
<b>Calls Abandoned</b>	106	166	170	146	168	176	152	82	177	203	160	208	1,914
<b>Average Queue Time</b>	0:02:45	0:10:28	0:07:12	0:09:59	0:09:07	0:06:43	0:04:28	0:04:27	0:08:50	0:07:19	0:04:45	0:06:44	0:07:00
<b>% Abandoned</b>	8.18	11.77	12.49	10.84	11.92	12.62	11.59	8.7	12.48	14.17	10.94	14.46	11.8