

## D. Jurisdictions’ response targets and performance for calls for service

Figure C1 shows performance for 2021–22 for the jurisdictions that report against response targets.

**Figure C1**  
Response targets for jurisdictions and reported performance for 2021–22

Jurisdiction	Response targets	Actual performance publicly reported for 2021–22
<b>Queensland</b>	<ul style="list-style-type: none"> <li>Respond to 85 per cent of Priority (Code) 1 &amp; 2 incidents by attendance within 12 minutes.</li> </ul>	<ul style="list-style-type: none"> <li>85.3 per cent</li> </ul>
<b>New South Wales</b>	<ul style="list-style-type: none"> <li>Respond to urgent response calls within 12 minutes.</li> </ul>	<ul style="list-style-type: none"> <li>75.0 per cent</li> </ul>
<b>Western Australia</b>	<ul style="list-style-type: none"> <li>Respond to 80 per cent of Priority 1 &amp; 2 incidents within 12 minutes in the Perth metropolitan area.</li> <li>Respond to 80 per cent of Priority 3 incidents within 60 minutes in the Perth metropolitan area.</li> </ul>	<ul style="list-style-type: none"> <li>80.8 per cent</li> <li>83.1 per cent</li> </ul>
<b>Australian Capital Territory</b>	<ul style="list-style-type: none"> <li>Respond to 80 per cent of Priority 1 incidents within 10 minutes.</li> <li>Respond to 80 per cent of Priority 2 incidents within 20 minutes.</li> <li>Respond to 90 per cent of Priority 3 incidents within 48 hours.</li> </ul>	<ul style="list-style-type: none"> <li>76.6 per cent</li> <li>70.6 per cent</li> <li>94 per cent</li> </ul>
<b>South Australia</b>	<ul style="list-style-type: none"> <li>Respond to 80 per cent of Priority 1 incidents within 15 minutes.</li> </ul>	<ul style="list-style-type: none"> <li>94.8 per cent</li> </ul>

Notes:

QPS’s reported performance outcome is for 000 calls for service data only. As noted in Chapter 5 of this report, our analysis found the actual figure was 78.2 per cent.

We have not tested the accuracy and completeness of performance outcomes reported by other jurisdictions.

Source: Australian Government Productivity Commission – Report on Government Services 2023.

