

SENATE STANDING COMMITTEE ON LEGAL AND CONSTITUTIONAL AFFAIRS
ATTORNEY-GENERAL'S DEPARTMENT

Output 2.4

Question No. 75

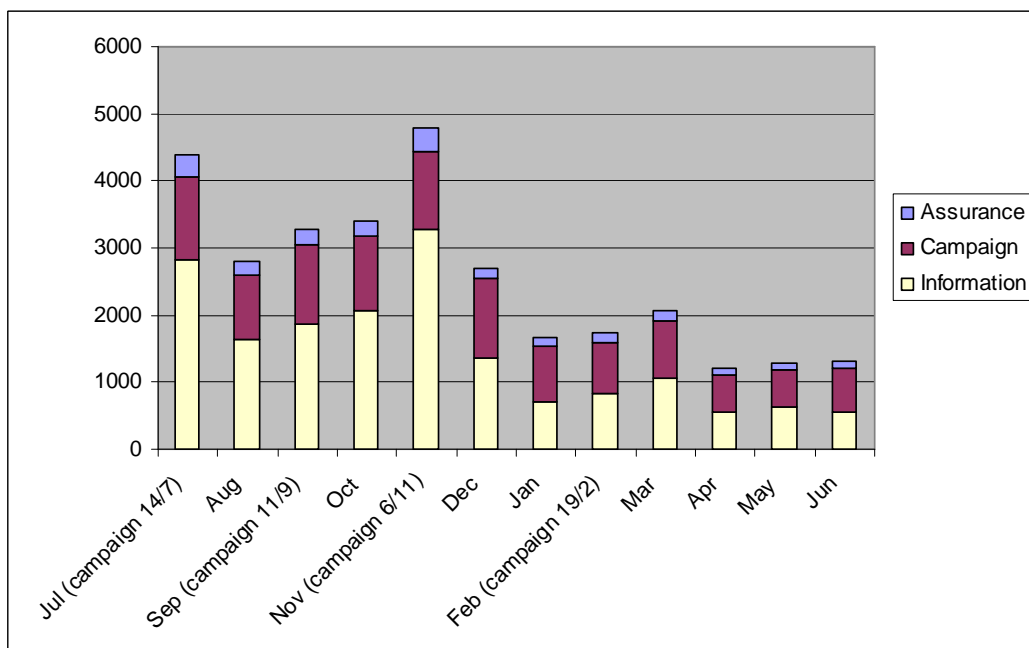
Senator Ludwig asked the following question at the hearing on 31 October 2006:

With reference to page 151 of the Annual Report and regarding the National Security Hotline:

- (a) Can the Department please provide a copy of the graph in Figure 6 with an overlay of when the campaign occurred?
- (b) With regards to the breakdown of calls in the campaign section – is there a breakdown of negative and positive responses? If so, please supply, if not, why not?
- (c) Please provide the number of calls that were transferred to an emergency service, and for each call indicate how long they spent on this number before connection.
- (d) Can the Department provide a breakdown of where the information calls were sent to?
- (e) Does the Department receive any feedback on usefulness of referrals from these agencies? If so please specify.
- (f) Is any assessment of the information performed by the National Security hotline staff other than merely determining that it is an information/emergency service/reassurance call? If so, please explain what level of assessment is performed.

The answer to the honourable senator's question is as follows:

- (a) National Security Hotline Statistics for financial year 2005-06 with campaigns.



Four national security public information campaigns were run during 2005-06. The first commenced on 14 July 2005, the second on 11 September 2005, with the third starting on 6 November 2005, and the final campaign, aligned with the Commonwealth Games, commencing on 19 February 2006. The February campaign ran for less than one month, with the remaining campaigns extending for one month each.

(b) No. The National Security Hotline does not categorise campaign calls in terms of negative and positive responses. The only categorisation of calls relates to whether the call is:

- an information call
- a campaign call
- an assurance call
- or an emergency call

(c) The National Security Hotline did not transfer any calls to an emergency service in 2005-06.

(d) The National Security Hotline sends the information from calls providing information to the relevant State and Territory police service, the Australian Federal Police and the Australian Security Intelligence Organisation. Please see the table below for the breakdown for 2005-06.

Calls listed below as 'unknown' did not indicate the state of origin and were forwarded to the Australian Federal Police and the Australian Security Intelligence Organisation only.

You will note that the total call number does not correlate with the statistics shown in the Attorney- General's Department Annual Report 2005-06. The error will be acknowledged and corrected in the AGD Annual Report for 2006-07.

Information calls sent to State and Territory police services during 2005-06:

State or Territory	Call Numbers
ACT	367
NSW	5632
NT	114
QLD	2490
SA	918
TAS	222
VIC	5188
WA	1381
UNKNOWN	1016
TOTAL	17 328

(e) The Department does not receive formal feedback on the usefulness of referrals from these agencies.

(f) No. The National Security Hotline staff do not undertake any analysis of information received other than to classify the calls as Information, Campaign, Assurance or Emergency.