



COMMISSIONER'S OFFICE

MIN2011/0011 : Our Ref

Lajamanu Law and Justice Group  
c/- Mr Ben Grimes and Mr Will Crawford  
North Australian Aboriginal Justice Agency  
GPO Box 1064  
DARWIN NT 0801

Dear Mr Grimes and Mr Crawford

Thank you for your letter of 24 October 2011 to myself and the Minister for Police, Fire and Emergency Services, the Hon Paul Henderson MLA, regarding the diversion of after hours calls to police, to Darwin.

In late 2010, the Joint Emergency Services Communications Centre (JESCC) took over the call taking duties for the Lajamanu Police Station outside of business hours or when the Police Officers were away from the station.

The JESCC has a dedicated 24 hour call centre and separate radio area containing skilled and experienced operators who are always available to take calls from the Lajamanu Community and ensure the correct police response is provided.

JESCC call takers are required to accurately identify the location of an incident to ensure there is no confusion with similar names near the location or elsewhere. This is vital to ensure the appropriate resources are tasked to the correct location, and is a requirement even when the call taker has local knowledge of the area. Once a call is received, the time taken for police to attend a particular incident depends upon their availability and the priority of the incident. If necessary the JESCC will contact police from other Police Stations, such as Kalkaringi.

Your letter raised the issue of long delays in service and an example involving an incident at the Lajamanu Health Clinic. Without more specific information, the incident referred to cannot be identified.



Northern Territory Government

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I understand that on 7 November 2011, Divisional Officer Superintendent Daniel Bacon met with your nominated contact officers, Mr Ben Grimes and Mr Will Crawford of the North Australian Aboriginal Justice Agency (NAAJA). They discussed community concerns about the JESCC, the computer system used and its capability of listing the address as Lajamanu and then adding other important information such as common names, description, directions, people to see and other information. All of this information is then available to the local police as required.

I encourage people not to hesitate to call police when necessary and would urge your group to allay any community concern.

The Northern Territory Police is committed to customer service and keeping people safe and I can assure you that the level of service provided to the people of Lajamanu, by the JESCC, is professional, efficient and customer service focused.

Please contact Superintendent Bacon on telephone 8973 8023 or by email at [daniel.bacon@nt.gov.au](mailto:daniel.bacon@nt.gov.au) should you wish to discuss this matter further.

Yours sincerely



John McRoberts APM  
Commissioner of Police

21 November 2011