

Calling 000

The quickest way to get the right emergency service to assist you is to call Triple 0 (000). Calls to 000 are free regardless of what phone you are using; landline, mobile, or public telephone.



The first question you will be asked is what emergency service you require, Police, Fire or Ambulance. If you are calling from a mobile or satellite phone the operator will ask your location, if calling from a landline your general location will be automatically given. You will then be connected through to the emergency service you have requested. It is important to remain calm and speak slowly and clearly. You will be prompted by a number of questions regarding the emergency. To the untrained this can be frustrating however the 000 operator will need some vital information regarding the situation. Depending on the emergency a number of different services may need to attend i.e. serious road accident will require Police (traffic control), Fire Brigade (spilt fuel or persons trapped), and Ambulance (injured person). The operator

will arrange this; you will not need to talk to all three. Services will be despatched while the call is in progress. If you have asked for an Ambulance, the person you are speaking with may ask about the persons condition or give you instructions regarding first aid until the Ambulance has arrived.

If calling from:

- **Work:** Ensure someone is despatched to greet the responding services especially in secure buildings, know your nearest cross street, and who your Wardens are.
- **Home:** Know your address and nearest cross street; teach your children the importance of calling 000, their address and nearest cross street. Implement and practice your home safety plan. Nominate the letter box as an assembly area.
- **Rural Areas:** In remote areas seek your grid reference, this can easily be found on websites such as Google Earth. Take the time to know the distances from landmarks or roads.
- **Beach:** Know the name of the beach and basic reference North, South, East or West. For patrolled beaches, life savers will be your quickest response and can arrange emergency services.
- **Bush Walking:** Always tell someone where you are going and an expected return time. Ideally have a topographic map or hand held GPS (not all locations will have GPS connectivity) and learn how to read the grid reference.
- **Travelling on motorways or a rural road:** Identify the direction you are travelling, the last exit or town you passed or any cross streets. Information regarding distances or locations can be found on GPS navigation equipment.
- **Travelling overseas:** When overseas, call 112 from your mobile which will direct you through to the closest emergency services.

Callers with hearing or speech impairments can call one zero six (106) text-based emergency call service using a text phone.

