

## Media release

20 March 2018

### **Triple zero service enhances police response**

The Emergency Services Telecommunications Authority (ESTA) has enhanced its ability to respond to calls for police help, especially during major emergencies.

The triple zero service already manages police calls at its World Trade Centre and Ballarat (Mt Helen) centres but this week is adding police call-taking and dispatch (CTD) to the existing fire and ambulance CTD services at its Burwood East headquarters.

ESTA answered 2.6 million calls for help in 2016-17, of which 1.4 million or 55 per cent were for police.

ESTA's CEO, Marty Smyth, said having police call-taking and dispatch at a third emergency communications centre would improve ESTA's capability to respond during critical and major incidents.

"Creating additional police communications capacity at a different metro location to World Trade Centre will provide an alternative resource to meet continuous growth in demand.

"It will also improve workforce flexibility and capability by allowing police call-takers to become multi-skilled in ambulance and fire communications services.

"This allows for a more robust emergency call response and ensures we continue to have the resources in place to respond when the Victorian public needs us," he said.

The Executive Manager of Operations at ESTA's World Trade Centre office, Tim Madigan, said expanding its police presence marked an exciting and significant step for ESTA.

"It's a milestone in ESTA's capability to provide improved capacity for police call-taking and dispatch," he said.

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**ESTA provides the critical link between the Victorian community and the state's emergency services agencies. It provides Victoria's 24-hour emergency call-taking and dispatch services for police, fire, ambulance and VICSES. On average, ESTA takes a call every 12 seconds.**

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