

# For emergency assistance you should always ring Triple Zero (000).

When you first call Triple Zero, you will be asked which service you require: Police, Fire or Ambulance. If you are calling from a mobile phone, you will also be asked which State you are calling from.

Your call will then be connected to an Emergency Services Telecommunications Authority (ESTA) communication centre.

The ESTA calltaker will firstly ask **Where is your emergency?** followed by **What is your emergency?**

These two pieces of information are vital in getting the relevant emergency service(s) you need to the right location.

The ESTA calltaker's first goal is to get the address verified as soon as possible so that the emergency services can be dispatched quickly.

To confirm the location, the ESTA calltaker will always ask where the nearest corner street or intersection is. There are many streets in Victoria with the same name and many similar sounding suburbs, so this verification is important for ESTA to direct the correct service to exactly where the emergency is.

The ESTA calltaker may continue to ask relevant questions and while doing so, an ESTA dispatcher is signalled via the computer aided dispatch system with the details. These details are then used to dispatch the police, fire or ambulance services.

Any additional information you provide the calltaker will be passed on to the already dispatched emergency services.

## Remember:

**Where is your emergency?** and **What is your emergency?** are the two most important pieces of information you can provide.

## Triple Zero process (000)

Always call Triple Zero (000) in an emergency.



You will be asked by Telstra which service you require: "Police, Fire or Ambulance?"

Your call will then be connected to an ESTA communication centre.

You will be asked:  
**"Where is your emergency?"**

The calltaker verifies the address by asking where the nearest corner street is, or asks for a prominent landmark.

You will then be asked:  
**"What is your emergency?"**

The calltaker will ask more questions to gather as much information as possible.

**Once the calltaker knows where and what the emergency is, a dispatcher will send the emergency services required.**

This happens while the calltaker continues to ask you questions.

The emergency services arrive on scene.



## Nuisance calls

Each year there are thousands of nuisance and hoax calls to Triple Zero. This type of call is a serious offence and may result in delayed response to someone in a real emergency situation. People making falsified, mischievous or hoax calls are prosecutable and can face prison sentences.

*Only use Triple Zero in an emergency.*

## About ESTA

The Emergency Services Telecommunications Authority (ESTA) manages Triple Zero calls throughout Victoria for the following emergency services organisations:

Victoria Police

Country Fire Authority

Metropolitan Fire Brigade

Ambulance Victoria

ESTA also manages calltaking and dispatch for the Victorian State Emergency Service via the flood and storm number 132 500.

ESTA comprises a dedicated team of calltakers and dispatchers located in three State Emergency Communications Centres. The team processes in excess of 1.8million Triple Zero calls each year.



[www.esta.vic.gov.au](http://www.esta.vic.gov.au)

# Triple Zero

# The gateway

# to saving

# lives.

# (000)