

Media release

8 October 2018

Victoria's triple zero service features in new Channel Seven series

The Emergency Services Telecommunications Authority (ESTA) triple zero service is featuring tonight in a Channel Seven TV series that goes behind the scenes at its State Emergency Communications Centres.

Emergency Call features unprecedented access to Victoria's triple zero operations, allowing viewers to listen to some of the most challenging calls ESTA's call-takers deal with every day.

The Victorian triple zero service answers - on average - a call every 12 seconds.

ESTA's CEO, Marty Smyth, said: "Our call-takers are on the phone with people in what can sometimes be the worst moment of the caller's life.

"Not only do our people organise the appropriate emergency help, but the reassurance, instructions, scene safety advice and first aid care they provide can make a real difference to the lives of Victorians across some 7000 calls a day.

"*Emergency Call* will showcase how our call-takers are the critical link between the Victorian community and the state's emergency services agencies; it looks at what it's like to be an emergency call-taker and what Victorians can expect when calling triple zero," he said.

Emergency Call premieres tonight, Monday 8 October 2018, at 7:30pm.

- ends -

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.

For more information:

Tania Willett

Corporate Affairs Adviser, ESTA

tania.willett@esta.vic.gov.au / 0422 808 552

ESTA media line 1300 783 462