

## MEDIA RELEASE

20 November 2019

### **Families reunited with triple zero operators who helped deliver their babies over the phone**

Eight Victorian families will be reunited today with triple zero operators who helped deliver their babies.

The event, Special Delivery, will celebrate some of the incredible stories of babies being born during calls to the Emergency Services Telecommunications Authority (ESTA 000).

ESTA's CEO Marty Smyth said: "ESTA's triple zero operators are there to help Victorians when they need emergency help in any situation, and today highlights this.

"Every year ESTA's operators help deliver about 100 babies over the phone, with some deliveries occurring on the side of the road, at a bus stop, service station or on a driveway. Some of our operators have delivered more than a dozen babies.

"More than 2.6 million emergency calls are made to ESTA through the triple zero service every year and, while many call on the worst day of their lives, today we celebrate one of the best days.

"ESTA operators enjoy every opportunity to meet the people they have helped; and families have told us that the reassurance our operators provided in those moments was crucial."

The Special Delivery event will include an appearance by our special guest, AFL Women's player, media commentator and midwife, Daisy Pearce, who said: "Helping to bring babies into the world is one of life's amazing experiences and I look forward to celebrating that with ESTA's people and the families they've helped".

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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.**

**Note:** Audio of some 'baby born' calls is available for media. Photographs from the ceremony will also be available after the event. **Electronic media note:** The correct reference to 000 is 'triple zero' (not 'triple oh').

#### **Event Details:**

- **What:** Special Delivery brunch
  - **When:** Wednesday, 20 November.
  - **Time:** 10:00am – 12noon
- Where:** Greenfields – 35 Lakeside Drive, Albert Park.

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