

MEDIA RELEASE

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Victoria's triple zero service launches new podcast - 'I am 000'

The Emergency Services Telecommunications Authority (ESTA) today launched its podcast, 'I am 000', featuring stories from the emergency triple zero service.

It gives rare access to real triple zero calls and the people behind them. Listeners will hear from the callers, patients, triple zero operators and emergency services, sharing their stories and experiences from each case.

ESTA's CEO Marty Smyth said: "ESTA's triple zero operators answer more than 2.6 million calls for help each year and are there for Victorians when they need emergency help in any situation, and the podcast highlights this.

"We hope the podcast will provide an important community education channel, highlight the importance of callers and call-takers working together to get the right help in an emergency and show how ESTA works as one with the emergency services.

"The episodes will be a mix of ambulance, police and fire-related stories with some highlighting the brave actions of callers in challenging situations.

"The series will also be a chance to recognise our operators and their critical role in coordinating the frontline emergency response."

The podcast is now available on Apple Podcasts, Spotify and SoundCloud.

- 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.

Note: Podcast cover image is available upon request. Links to listen and subscribe to the podcast can be found on ESTA's website: www.esta.vic.gov.au/i-am-000-podcast

Electronic media note: The correct reference to 000 is 'triple zero' (not 'triple oh').

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