

MEDIA RELEASE

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Victoria's triple zero service opens new emergency communications centre

The Emergency Services Telecommunications Authority (ESTA) today announced the opening of its new triple zero centre in Williams Landing, strengthening its emergency call-taking and dispatch service to the Victorian community.

ESTA is moving its police and VICSES operations from the Docklands to the purpose-built centre in Melbourne's west, which will enhance its ability to respond to calls for police and VICSES help.

ESTA's CEO Marty Smyth said triple zero operators answer more than 2.6 million calls for help each year and the new centre will help to meet continuous growth in demand.

"It's an exciting and significant milestone in ESTA's capability to add increased call-taking and dispatch capacity, provide for future growth of the workforce and offer employment opportunities in the area of Wyndham City and surrounds," he said.

"In the next 12-24 months, we will be looking to increase the centre's capability to include ambulance and fire services, which could generate more than 100 new job opportunities."

ESTA also has State Emergency Communications Centres in Burwood East and at Mt Helen, near Ballarat.

- 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: Video and images of the new centre are available upon request.

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

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