

Emergency Markers & Triple Zero (000) process

In an emergency, call triple zero (**000**) and quote the 'Emergency Marker reference number'.

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 real emergency situation. People making falsified, mischievous or hoax calls are prosecutable and can face prison sentences.

Only use Triple Zero in an emergency.

Step 1:

Always call Triple Zero (000) in an emergency.

You will be asked which service you require:

"Police, Fire or Ambulance?"



Step 2:

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

You will be asked:

"Where is your emergency?"



Quote: Emergency Marker and the alphanumeric code on the sign.

The alphanumeric code will vary according to the location. The call taker will then verify your location.

You will then be asked:

"What is your emergency?"



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

Step 3:

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

This happens while the call taker continue to ask you questions.

