

How do you get help in an emergency ?

Call 000

There are language interpreters available

Call '000' when there is a danger to life, health or property:



Accidents

Active crimes



Serious illness / injury

Family violence



Fire / Hazards

Call 000 when you need help from:



Police

for serious crimes that are happening now



Ambulance

for serious injury or illness that needs urgent medical help



Fire

for incidents with fire, hazards or where rescue is required



Call 132 500

for storm, flood, tsunami or earthquake emergency in Victoria (non life-threatening)



Call 131 444

for non-urgent crimes and events requiring police or for general police enquiries

When you call 000 you will be asked:



Which service you need (police, fire or ambulance)



The exact location or address of the emergency

You can request a language interpreter if you need to



Other questions you may be asked:

What has happened? How many people are injured?

Is there any violence or weapons? Is there any smoke or fire?

Is anyone trapped? Is the patient awake? Is the patient breathing?

The call-taker will guide you through the process and organise the right help. Remember to:



Stay on the line



Remain calm



Listen to the call-taker and answer any questions



Choose to remain anonymous if you wish


ESTA 000
Saving Time Saving Lives

For more information go to
<http://www.esta.vic.gov.au/language-options>