

## What is the Emergency Services Telecommunications Authority (ESTA)?

ESTA is Victoria's triple zero service and 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.

### When to call triple zero

An emergency is a serious, unexpected and often dangerous situation that requires immediate action. This includes danger to life, health and/or property. Some examples of an emergency include:

- Air, rail or water accidents
- Allergic reaction resulting in difficulty breathing
- Bleeding (severe)
- Breathing difficulty (e.g. severe asthma)
- Diabetic low (fainting/disorientated/acting strangely)
- Drug overdose
- Drowning
- Electric shock/burns/industrial accidents
- Explosion or bomb incidents
- Heart attack (suspected)
- Road accidents (causing serious injury or major traffic problems)
- Stomach pain (severe)
- Stroke (suspected)
- Trapped person(s)
- Trauma (injury)
- Unconscious person
- Violence (assault/brawl/family violence incident)
- Fire threatening life or property
- Incidents involving hazardous materials

### When to call triple zero

When you first call triple zero, you will be asked by Telstra which service you require: police, fire or ambulance.

If calling from within Victoria, you will be connected to one of ESTA's emergency communication centres.

The ESTA call-taker will first ask:

*Where do you need the police, ambulance or fire brigade?*

Followed by:

*What is your emergency?*

As soon as the ESTA call-taker knows **WHERE** you need help and **WHAT** the emergency is, the ESTA dispatcher is signalled via the computer-aided dispatch (CAD) system with the details. These details are then used to send the police, fire or ambulance to the relevant location.

The call-taker will continue to ask you questions. This will not delay an emergency response. This will help determine if additional emergency appliances are required (e.g. a rescue unit for a trapped person) or if the patient requires first-aid treatment while waiting for the emergency services to arrive.

**STAY ON THE LINE: Don't hang up until the call-taker advises you to do so.**