

TRIPLE ZERO (000) PROCESS

Always call triple zero (000) in an emergency

Step 1

You will be asked which service you require: Police, Fire or Ambulance?



If you need a translator, state the language you require in English

Step 2

Your call will then be connected to an ESTA emergency communications centre.

You will be asked:

WHERE DO YOU NEED POLICE, FIRE OR AMBULANCE?

This is the most important piece of information.

The call-taker verifies the address by asking where the nearest cross street is or asks for a prominent landmark.

You will then be asked:

WHAT IS YOUR EMERGENCY?

Once the call-taker knows where and what the emergency is, help will be organised.



Step 3

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

This will not delay an emergency response.

