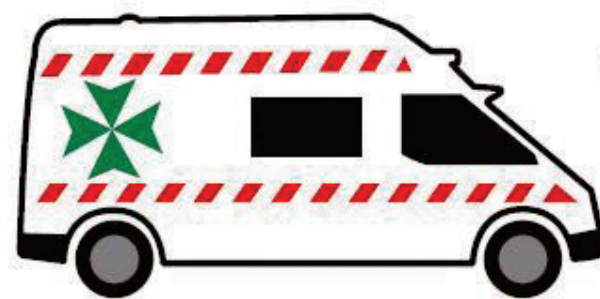


TRIPLE ZERO (000)



WHEN YOU CALL TRIPLE ZERO (000)

- You will be asked if you want Police, Fire or Ambulance?
- Stay calm, don't shout, speak slowly and clearly
- Tell them exactly where they need to go. Give an address or location.
- Listen carefully and follow any instructions given.
- Don't hang up – stay on the line until you're told to hang up.

> KEY POINTS

- Always call Triple Zero (000) in an emergency.
- Call from a safe place – away from the hazard.
- Don't shout, speak slowly and clearly.
- You will be asked which service you require – Police, Fire or Ambulance.
- You will be asked where the emergency is – try to tell them the most accurate location by giving them the exact address, details of the closest cross street (two roads) or a prominent landmark nearby.
- You will be asked what the emergency is – the calltaker will ask more questions to gather as much information as possible.
- Once the calltaker knows where the emergency is, a dispatcher will send the emergency services required – this happens while the calltaker continues to ask you questions.
- Don't hang up the phone; stay on the line until the calltaker tells you to hang up.
- Listen carefully to the calltaker, if they ask you to do something, follow their instructions.
- Only call Triple Zero in an emergency, it is not ok to call Triple Zero for fun.

Questions for discussion

What is an emergency situation?

(someone is seriously injured or need medical help; there is a fire; there has been a serious accident; someone's life is in danger; you have just witnessed a serious crime).

What other information might you need to give to the calltaker?

(name, phone number, how many people injured or in danger).