



# Call Triple Zero 000 in an emergency



An **emergency** is

- when a person's life is in danger
- when property is in danger.

For example, someone has a knife and is stealing from you.

It is important to call Triple Zero 000 in an emergency.



Calls to Triple Zero **000** are recorded.

You will be asked if you want

- police
- fire
- or
- ambulance.



Say **police** to report a crime.



### You **must**

- stay on the phone
- stay calm
- answer the questions
- speak clearly.

### The operator will ask

- your name
- where you are
  - the street name and number
  - the names of streets nearby
  - other landmarks.



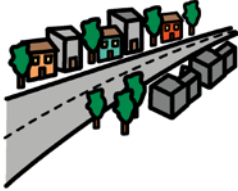
### In country areas you must give

- the full address. Do **not** give the property name only.
- names of nearby places and landmarks.



When you are on the motorway you must give information about

- towns nearby
- exits you have passed.



Do **not** hang up. Wait for the operator to tell you to hang up.

You might need to meet police at an organised place.

For example, at the police station.

**People who are Deaf, hard of hearing or have a speech difficulty**



You can call Triple Zero **000** using the National Relay Service. Read the factsheet **Use the National Relay Service to Call Triple Zero in an Emergency.**

Go to [www.police.nsw.gov.au](http://www.police.nsw.gov.au)

The Easy English is from information in **Call Triple 000 to report emergencies.**

Scope's Communication Resource Centre wrote the Easy English.  
July 2013.

[www.scopevic.org.au](http://www.scopevic.org.au).

To see the original book, contact the NSW Police Force.

Mayer-Johnson LLC says we can use the Picture Communication  
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