

## Call Triple Zero (000) to report emergencies



### Stay focussed, Stay relevant, Stay on the line.

- In a life or property threatening time critical EMERGENCY situation - Call Triple Zero (000) and ask for 'police'.
- When you dial 000, your call is connected to the Telstra Emergency Call service centre. Calls to 000 are recorded. You will be prompted by the Telstra operator "police, fire or ambulance?" **Ask for 'police'**.
- Your call will be directed to police.

- When connected to the emergency service, **stay on the line, stay calm, speak clearly and answer the questions.**
- You will be asked to provide details of where you are, including street number, name, nearest cross street and locality. In rural areas it is important to give the full address and distances from landmarks and roads, any distinguishing property features and not just the name of the property. If travelling on the motorways or along rural roads, include details of towns or nearest exits passed through.
- **Don't hang up** until the operator has all of the information they need. If possible you will be asked to wait for a police officer at an arranged location.