

## Emergencies - calling triple zero 000

**Emergency - ambulance, fire, police**  
**Tel. Call triple zero (000)**  
**Hours 24 hours, 7 days a week**

In an emergency call triple zero (000) for an ambulance, the fire brigade or the police. The operator may be able to offer help over the phone until emergency service staff arrive.

- When you call triple zero (000), tell the operator which service you need - ambulance, fire or police. Be prepared to answer the following questions:
- What is the exact location of the emergency?
- What is your call back number?
- What has happened?
- How many people are hurt?
- If someone is hurt, how old is the patient?
- Is the patient conscious?
- Is the patient breathing?

Follow any instructions offered by the operator but do not hang up - the operator may need to ask more questions.

People with a hearing or speech impediment can use the text-based emergency services network by dialling 106 on a teletypewriter (TTY). The 106 service does not accept voice calls.

### **Dialling from a mobile phone**

If you are using a GSM mobile phone, call triple zero (000) first. This will connect you to an operator if you are within range of your normal mobile phone network.

If your mobile phone is out of range of your normal network, dial 112. This will connect you directly to emergency services if you are within the range of another GSM operator, even if the phone keypad is locked. As GSM is an international standard, you can also dial 112 if you are calling internationally in order to be connected to the Emergency Call Service. Note that 112 cannot be dialled from the fixed network.

If you are using a 3G mobile phone, you should dial 000 in an emergency.

### **Dialling from a VoIP service**

If you are using a VoIP service, it is important to know that some VoIP providers are unable to provide access to emergency calls. Check with your VoIP provider about the ability to have access to emergency calls.

Emergency services can have difficulty identifying the location of calls made using a VoIP service. When making an emergency call, it may be necessary to provide information about your specific location to the operator. It is also important to note that as VoIP services depend on internet access. The quality of service through some broadband connections can vary and this may affect the ability of emergency service operators to be able to communicate with you clearly. If there is a power outage affecting the power supply to your computer, the VoIP service will be unavailable for you to make an emergency call. This includes calls to emergency services on triple zero (000).

**This page has been produced in consultation with, and approved by:**

Better Health Channel

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