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| **Emergency crisis and support | 急救与支持服务** |
| 维州的急救与支持服务处理各种紧急事故，包括紧急医疗事故和个人及家庭危机，例如暴力和虐待事件，或是灾难事件。您需要知道有需要时可以向谁求助。出现紧急事故时，或是人不确定是否属于紧急事件，但是自己或他人急需帮助时，应该拨打报案电话000。如果您不确定某人是否需要我们的帮助，为了保险起见，请拨打000。不过不需要马上处理的问题，或是您可以自行做处理，不用拨打报警电话000。有时人们犹豫要不要打000，因为不确定是否属于紧急事件。接报警电话的勤务人员受过专业训练，能引导您寻求适当的服务。致电000时，第一个问题就是您需要警察、消防队或救护车？所以要知道您需要哪种服务。通话单位会问您一些问题，您人在哪里，事故涉及多少人，是否有人失去知觉，能自主呼吸吗。您需要知道您的所在地，发生了什么事故，并告诉勤务人员。 |  |
| Victoria's Emergency, Crisis and Support Services respond to a broad range of serious situations. From medical emergencies, to personal and family crises, such as violence or abuse, or environment disasters, it's important to know who to turn to when you need help.  "We always want people to call whenever there's an emergency, or there's a situation that they are not sure about and they think that they need help or someone else needs help straight away. If you're not sure if someone needs help straight away, it's better to be safe and to call us, but if you think it's something that can wait for later on in the day or to try and organise some other assistance, don't call 000 for those sorts of things. People sometimes hesitate to call 000, because they are not sure if the situation qualifies as an emergency.However, the people who take your call are trained to help you, and will direct your call to the right service that can help you.  When people call 000, the first thing they're going to be asked is whether they want to speak to Police, Fire or Ambulance, so you need to know which service you need the help from. Depending on which agency you speak to, they're going to ask you things like where are you located, how many people are involved, whether someone is conscious or breathing and those sorts of things. You need to have a good idea of where you are and what the problem is, to give to the operator."  You can go to an emergency department of a hospital, if you or someone you are with, is experiencing a critical health issue. 如果您或您的同伴出现紧急医疗问题，可以去医院的急诊部。非紧急的健康问题可以见家庭医生、非上班时间诊所，或拨打例如Nurse-On-Call等服务专线。紧急事故发生时，有时人觉得拨打000并不合适。社区中有许多机构都能在有需要是提供协助。本地的支持服务专线、心理咨询专线，或是毒物信息服务等，或许能向您提供协助。如果查看电话簿里的本地服务电话一览表，也许能够找到您需要的电话号码。维州的个人与家庭危机服务能向经历困难的人提供支持。服务的范围包括精神健康问题以及戒毒戒酒问题。如果您担心某个孩子的安危，儿童保护服务能提供协助与保护。性侵犯与家庭暴力援助专线以及线上支持提供7天24小时免费电话专线服务。如果您未满25岁，辅导员能在电话或在线提供支持。所有谈话内容均保密，因此一有需要就应寻求协助。发生森林大火或水灾等自然灾害时，维州的紧急事件应变单位通力合作，尽快处理事件。维州紧急事件应变中心负责协调应变工作。维州的州紧急事件服务，简称SES，负责处理由水灾、暴风、海啸和地震引发的自然灾害，请拨打132 500。维州消防局处理火灾。请拨打000.化学、生物或放射线紧急事件包括化学物品溢潵、病毒、细菌或毒素、医疗放射线意外事件，或是放射物质意外流出。如果您发现化学、生物、或放射线紧急事故，请立刻拨打000。详情请访问：BETTERHEALTH.vic.gov.au/emergencyFor non-critical health issues, visit a GP, after-hours medical service, or call a phone advice line, such as NURSE-ON-CALL. So if when there's an emergency, sometimes you might not think that is an appropriate service to call. There are other agencies in the community that can give you a hand in your time of need. There might be a local support agency, it might even be a counselling line that can give you the advice you want, Poisons Information Service, those sorts of things.  So if you have a look in your local phone guide or your community guides, you can get those phone numbers from there. Victorian Personal and Family Crisis Services support you, if you are experiencing difficulties. Support is provided for mental health issues, and alcohol and drug problems. If you are concerned about a vulnerable child or children, Child Protection Services are there to assist and respond.Sexual assault or family violence helplines and online support is available 24 hours a day. Calls are free. If you are under 25, there are counsellors who can communicate with you online or over the phone. All conversations are private and confidential, so seek help or advice as soon as you need it. For natural disasters, such as bush fires and floods, Victoria's Emergency Services work in a coordinated manner to respond as quickly as possible. Emergency Management Victoria coordinates Victoria's response. The Victoria State Emergency Services, SES, responds to natural emergencies caused by floods, storms, tsunamis and earthquakes. Call 132 500. The Victoria's Fire Authorities respond to fires.  Call 000. Examples of a chemical, biological or radiological emergency are chemical spills, viruses, bacteria or toxins, a medical radiation accident, or an accidental radioactive leak. If you become aware of a chemical, biological or radiological emergency, call 000 immediately. For more information, visit: BETTERHEALTH.vic.gov.au/emergency. |  |
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维州紧急事件应变中心负责协调应变工作。

维州的州紧急事件服务，简称SES，负责处理由水灾、暴风、海啸和地震引发的自然灾害。

请拨打132 500。

维州消防局处理火灾。

请拨打000.

化学、生物或放射线紧急事件包括化学物品溢潵、病毒、细菌或毒素、医疗放射线意外事件，或是放射物质意外流出。

如果您发现化学、生物、或放射线紧急事故，请立刻拨打000。

详情请访问：<BETTERHEALTH.vic.gov.au/emergency>