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| **Emergency crisis and support | 緊急危機和支援** | |
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| 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.  For 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. | 維多利亞州緊急事故、危機及支援服務部對很多嚴重的情況作出應對。  從醫學緊急事故，至個人及家庭危機，例如家暴、虐待或是環境災難，當你需要協助的時候，你需要知道向誰求助。  「我們希望市民，無論當你遇著緊急事故、碰上一個不知應怎樣做的情況，覺得需要他人幫助，或者覺得有人需要即時幫助時，都請致電 000。  但如果你不能確定某人是否需要立即幫助，你最好還是以防萬一，致電我們。但如果你覺得情況可以等一會、可以稍後處理，或你正嘗試安排其他協助的話，那麼請不要爲此致電 000。」  有時候大家對是否致電 000 感到猶豫，因為他們不敢肯定某個情況是否可稱為緊急事故。  不過，電話接綫員曾經受訓，可以幫到你，又會把你接駁到你所需要的適當服務。  「當市民致電 000 時，接線生首先會問他們，是否想聯繫警局、消防處或救護車。因此，你需要知道，你究竟需要什麼服務幫忙。」  「有一些機構可能會問你，你的位置、有多少人牽涉在内、某人是否清醒或者有呼吸等相關問題。」  「所以你需要知道自己身處什麽地方、以及面對甚麼困難，然後告訴接線生。」  如果你身邊的人出現危急健康問題的話，你可以直接前去醫院的急症室。  如果並非致命的健康問題，你可以看你的家庭醫生或尋求非辦公時間醫療服務，或者致電熱線電話，例如是 NURSE-ON-CALL。  有時有些緊急事故，你可能認爲致電 000 未必是尋求協助的適當途徑。  其實社區中還有其他機構，可以在你有需要時伸出援手。  他們可能是地區支援組織，也可能是輔導熱線，都能給予你所需的意見。  Poisons Information Service (中毒諮詢熱線) 便是一個例子，你可以查閱你的地區電話指南或社區指南，從這些地方獲得他們的電話號碼。  當你遇到困難時，維州個人及家庭危機服務可給你支援。  另外，也包括精神健康問題方面和酗酒及毒品問題。  如果你擔心有兒童可能受傷害的話，兒童保護服務處，也可以作出應對及協助。  至於性侵犯或家庭暴力協助熱線，和網上的支援服務，是全日 24 小時提供的。  致電費用全免。  如果你未滿 25 歲，你可以通過網上或電話與輔導員傾談。  所有談話內容都是私人及保密的，因因此，當你有需要時，請立即尋求協此，當你有需要時，請立即尋求協助或意見。  自然災難方面，例如叢林大火和水災，維州緊急服務處會作出協調，並且盡快作出應對。  維州緊急事故管理處負責協調維州的應對行動。  維州緊急服務處 (SES) 則應對由水災、風暴、海嘯及地震等所引起的自然災害。  請致電 132 500。  維州消防局會對火災採取應對行動。  請致電 000。  一些化學、生物及輻射緊急事故的例子，可以是化學品洩漏、病毒、細菌或毒素、醫學輻射意外，或者是放射性洩漏意外。  如果你察覺到有化學、生物，或輻射等緊急事故，請立即致電 000。  欲知詳情，請瀏覽：  BETTERHEALTH.vic.gov.au/emergency |
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