

# CALLING FOR HELP

## STAY CALM SPEAK CLEARLY

An operator will ask you if you need  
Police, Fire or Ambulance.

When connected, the nominated  
emergency service operator will take  
details of the situation.

Give the details of where you are,  
including street number, name, nearest  
cross street and locality.

In rural areas, give the full address,  
distances from landmarks and roads, the  
name of the property.

If you make the call whilst travelling on a  
motorway or on a rural road, identify the  
direction you are travelling and the last  
exit or town you passed through.

Stay on the line, and answer the  
operator's questions.

If possible, have someone wait outside at  
an arranged meeting point to assist  
emergency services with locating the  
casualty/casualties.

FOR ALL EMERGENCIES - FOR ALL PHONES

## Triple Zero (000)

**112** – mobile phones if 000 not available

**106** – teletypewriter for hearing impaired

SELECT SERVICE

STATE EMERGENCY TYPE

PROVIDE LOCATION

FOLLOW INSTRUCTIONS

## ENSURE SAFETY FOR SELF AND OTHERS

Display this information by the phone in  
case of an emergency.

TOWN / SUBURB:

ADDRESS:

CLOSEST INTERSECTION:

PHONE NUMBER: