

CALLING FOR HELP



Ensure Safety for Self & Others
Dial Triple Zero (000)
For an Ambulance

STAY CALM SPEAK CLEARLY

A Triple Zero (000) operator will ask key questions to assess the situation and send the right emergency service.

Be prepared to provide:

- **What is the emergency?**
Briefly describe what has happened.
- **Where is the emergency?**
Give the exact location, including address and nearest cross street or landmark.
- **Who needs help?**
How many people are involved and their condition.
- **Are there any injuries or dangers?**
Describe any medical issues, hazards, or ongoing risks.
Stay on the line, follow instructions, and answer the operator's questions.
If possible, have someone wait outside to guide emergency services.

FOR POLICE, FIRE & AMBULANCE **Triple Zero (000)**

112 - mobile phones if 000 not available
106 - teletypewriter for hearing impaired

SELECT SERVICE

Ambulance, Fire, or Police

STATE EMERGENCY TYPE

Briefly describe the situation, e.g.:
"Person unconscious and not breathing"

PROVIDE LOCATION

Give the exact address, including:
"32 Smith Street, Bondi Beach,"

FOLLOW INSTRUCTIONS

Stay on the line.
Answer all questions and follow the operator's directions until told to hang up.



Download the Emergency Plus app
to help emergency services find you fast
What 3 Words pinpoints your exact location
in an emergency

ENSURE SAFETY FOR SELF AND OTHERS

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

TOWN / SUBURB: _____

ADDRESS: _____

CLOSEST INTERSECTION: _____

PHONE NUMBER: _____