



How to call Triple Zero (000)

Triple Zero (000) is the number to call to access **emergency services**. That is, the people trained to respond to urgent, dangerous and or life threatening events.

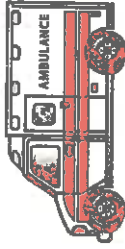
The Triple Zero (000) service is the quickest way to get the right emergency service to help you. It is the number to call to get help from the police, fire or ambulance services.



Police Service: the people whose job is to enforce laws, investigate crimes, and make arrests.



Fire Service: the people whose job it is to put out fires and rescue people.



Ambulance Service: is used to treat urgent medical conditions, and for the transportation of ill or injured people to, from or between places of treatment for an illness or injury.

Triple Zero (000) is **FREE** to call from mobile phones, home or work phones, or payphones



Mobile phone



Home or work phone



Payphone

How to make a call to Triple Zero (000)

1. Stay calm and call Triple Zero from a safe place.
2. When your call is answered you will be asked "Police, Fire or Ambulance?"
3. Your call will then be transferred to the right service.
(You can ask for a translator at this point if needed.)
4. You will also be asked for the following information:
 - your location or the location of the incident
 - The details of the incident
 - The phone number you are calling from.
5. Don't hang up until the operator tells you to do so. They might give you some instructions along the way.