

Calling for help

In Australia **dial '000'** for emergency assistance such as ambulance, fire or police services. You can dial '000' from any phone, fixed or mobile.

Alternatively, '112' is the GSM international standard emergency number, which can only be dialled on digital mobile phones. Another feature of the 112 system is that it can be dialled from anywhere in the world with GSM coverage and is then automatically translated to that country's emergency number.

112 can also be dialled in any network coverage area (for example, in Australia, it could be dialled on an Vodafone mobile that is out of coverage and be connected to the emergency number by Telstra where there is coverage) and this is even without the presence of a SIM card or having the PIN number for the phone.

People with a hearing or speech impairment can call ambulance, fire or police services by dialling '106' from a phone line connected to a Teletypewriter (TTY) or from a computer with a modem (but not mobile text messaging).

In a workplace there may be an internal number to call in an emergency which should be clearly displayed on or around telephones and on notice boards.

Freeways and major roads have emergency phones that are marked by blue signs and with an arrow to point you in the direction of the nearest phone. These are linked to control centres, allowing them to pinpoint your position and get help to you quickly.

If you are attending to a casualty, have a bystander telephone for help. If you are on your own you may have to leave the casualty for a short time to make a call in order to contact emergency services. If sending a bystander, instruct them to give basic information to the operator, and get them to repeat it back to you to ensure that the correct information is understood.

When calling for help:

1. State which emergency service you want: Ambulance, Fire, or Police.
2. Stay on the line until connected with the emergency service operator as they will need to talk to you before sending assistance.
3. Give as much information as possible about the location of the emergency. The information required will depend on whether you are in an urban or rural area, and include:
 - exact address or location
 - street name and number
 - suburb, city/town
 - nearest cross road or street
 - landmarks and distance from landmark, intersection or roadside box/number
 - your name and phone number (from where the call is being made)
 - details of the incident / emergency (what happened – e.g. heart attack)
 - number (there may be more than one casualty) and condition of the casualties, including level of consciousness, breathing and circulation