

# EMERGENCY Triple Zero (ZERO, ZERO, ZERO - 000)



To get help from **Police, Fire** or **Ambulance** in an emergency, call Triple Zero (000) from any phone in Australia.



An emergency is when someone's life is in danger, or when you need help quickly from the **Police, Fire** or **Ambulance** services.



Calls to Triple Zero (000) are **free** and can be made from mobile phones or fixed phones, such as home, work or public phones.

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English



**Queensland Government**  
Department of **Emergency Services**

V1 06/08

## KEEP THIS CARD IN YOUR WALLET/BAG

### EMERGENCY Triple Zero (000) CARD

To get help from **Police, Fire** or **Ambulance** in an emergency, call Triple Zero (000) from any phone in Australia.

To call Triple Zero (000), press 0 three times on your phone buttons.

SEE OVER FOR MORE IMPORTANT DETAILS

## KEEP THIS CARD NEAR YOUR HOME PHONE

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# EMERGENCY – Triple Zero (000)

## How to call Triple Zero (000)

To call Triple Zero, push 0 three times - 000. The 0 is located between the \* and the # buttons on the phone.



## What will happen when you call Triple Zero (000)

The person on the other end will ask if you want **Police**, **Fire** or **Ambulance** help. Tell them who you want and they will put you on to them.



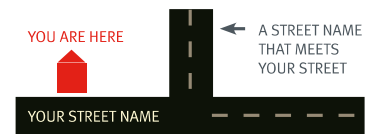
**Police** in Australia are not soldiers. They protect people and property from people who break the law.

The **Fire** Service helps when there are house fires, bushfires, car crashes and rescues.

The **Ambulance** Service helps people when they are really sick or injured and takes them to hospital.

## What to say when calling Triple Zero (000) from a fixed phone

Make sure you say where you are. You will need to tell them the house number, street name, another street that meets that street, and the suburb or town.



If you live away from town, tell them these things and how far you are away from any big roads or any places near that people know.

Make sure everyone is safe. Do not call Triple Zero (000) from an unsafe place

## What else to say when calling Triple Zero (000) from a mobile phone

On a mobile phone you will also need to say what State and town you are in so that help can find you quickly.

**Always call Triple Zero (000) from a safe location, speak clearly, don't rush and wait until you are told help is on the way.**

### TEAR OFF AND KEEP NEAR YOUR HOME PHONE

The person on the other end will ask if you want **Police**, **Fire** or **Ambulance** help. Tell them and they will put you on to them. Tell them where you live. Write your details below and put it near the phone in case an emergency happens in your home.

House Number

Street Name

Another Street that meets that Street

Suburb/Town

**Always call Triple Zero (000) from a safe location, speak clearly, don't rush and wait until you are told help is on the way.**

### TEAR OFF AND KEEP IN YOUR WALLET/BAG

The person on the other end will ask if you want **Police**, **Fire** or **Ambulance** help. Tell them who you want and they will put you on to them.

Make sure you say where you are: Tell them the house number, street name, another street that meets that street, and the suburb or town. If you are calling from a mobile phone, also tell them the State and town you are in.

**Always call Triple Zero (000) from a safe location, speak clearly, don't rush and wait until you are told help is on the way.**