



# Lyndoch CFS Grapevine Article – March 2018



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## Call 000 in an Emergency

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It's important to provide as much information as you can when you call Triple Zero as you can see from the comments below. There are some common problems that emergency services see that have the potential to cause a delay in response. The biggest fault is inaccurate location information – while we will always get a fire truck to the incident, delays can happen when the nearest truck is not responded based on the information provided.

### The simple steps in making a Triple Zero (000) call to report an incident:

- Stay calm and call Triple Zero '000' from a safe location.
- A Telstra operator will ask you if you need Police, Fire or Ambulance.  
Say 'Fire'. If you are calling from a mobile or satellite phone the operator may ask you for other location information.
- You will be connected to an Emergency Services Operator to provide more details.
- Stay on the line, speak clearly and answer the Operator's questions.
- Give them details of where you are including:
  - Street number
  - Street name
  - Nearest cross street
  - Locality
  - In rural areas it is important to give the full address and distances from landmarks and roads, not just the name of the property
  - If travelling on a Freeway, Expressway or on a rural road, know the direction you are travelling and last exit or town you passed through to assist services to correctly locate the incident



*Do not hang up until the Operator has all the information they need.*

If possible wait outside, in a pre-arranged meeting point or prominent location for Fire Services to arrive to assist them in locating the fire or incident.

### Other things everyone should know in an emergency:

- If a person is unable to speak English, if they call Triple Zero (000), say "fire" and leave the phone off the hook. The call will then be recorded and traced, and a fire appliance will be sent to that address.
- Keep the Triple Zero (000) emergency number beside the telephone at home and work.
- Take time to teach children and overseas visitors how to make an emergency call.
- Callers with hearing or speech impairments can call the one zero six (106) text-based emergency call service using a text-phone.
- **112** is the GSM international standard emergency number which can only be dialed on digital mobile phones. 112 can be dialed anywhere in the world with GSM coverage and is automatically translated to that country's emergency number.

IF YOU WOULD LIKE MORE INFORMATION ABOUT YOUR LOCAL CFS BRIGADE, VISIT OUR WEB SITE AT

[www.lyndochcfs.com.au](http://www.lyndochcfs.com.au)



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