

EMERGENCY SERVICES

In an emergency, you should call Triple Zero (000) if:

- You or someone else gets hurt and needs to go to hospital.
- Yours or someone else's life is in danger.
- You see something dangerous or illegal.

You can call Triple Zero (000) at any time from your phone – it is a free call. You will be asked if you need Police, Fire, or Ambulance.

When you call Triple Zero (000), you will be asked:

- For the address where you need help.
- Your nearest cross street or intersection
- What happened.

The person on the phone will ask you questions, organise what you need and give you instructions. Stay calm and stay on the phone until you are told to hang up. An interpreter will be organised if you need one.

In floods and storms, you might have:

- a tree fall on your home or car,
- a broken roof, or
- a flooded house



If this happens, you can call State Emergency Service (SES) for help and advice on 132 500. Remember, you should always call Triple Zero (000) first if your life or someone else's life is in danger.

In Victoria, you can find current, trustworthy emergency information for your area on the [VicEmergency Website \(www.emergency.vic.gov.au\)](http://www.emergency.vic.gov.au) or App

You can call the Translating and Interpreting Service on 131 450 and ask them to call the VicEmergency Hotline on 1800 226 226.