



## **Dial Triple Zero (000) in an emergency – no “apps” about it!**

*Do not rely on untested smartphone apps to send your location details in case of an emergency – call Triple Zero (000).* That’s the united message from the State’s emergency services agencies who are urging the public to reject apps which claim to transmit a caller’s GPS coordinates directly to emergency responders.

Apps such as ‘Echo112’ are not recommended or endorsed by emergency services because they are not tested and cannot be guaranteed to perform in a time of crisis.

Accidental misuse and/or faults can also waste valuable emergency responder resources. The majority of emergency response facilities are not equipped to receive coordinates via voice message or SMS.

SA Police Assistant Commissioner Linda Williams reinforced that dialling Triple Zero (000) remains the best, most efficient way to report an emergency.

“Our advice hasn’t changed. In an emergency, dial Triple Zero (000) immediately,” AC Williams said.

“We cannot vouch for the reliability or functionality of these apps. Don’t put your life or someone else’s life on the line by relying on an unproven app that could fail when it really counts.”

Steve Cameron, the Executive Director Operations from SA Ambulance Service echoes the advice.

“Always call Triple Zero (000) for immediate access to life-saving emergency medical advice and assistance,” he said.

“SA Ambulance Service provides first-aid advice over the phone before the ambulance arrives and will respond to your emergency, wherever you may be in the State.”

Metropolitan Fire Service Acting Deputy Chief Officer, Paul Fletcher, reiterated that Triple Zero (000) is the most appropriate contact number for emergencies.

“There are probably other applications like this available however we advise they are untested and not accredited within Australia,” he said.

“Members of the public should not use or rely on them in the event of an emergency.”

Country Fire Service deputy Chief Officer Andrew Lawson said the CFS shares the view of other emergency services that it cannot endorse technologies that have not been proven to work with our current systems.

“The CFS supports the view that by calling Triple Zero (000) will provide the best result,” he said.

**If you are deaf, hard of hearing or have a speech impairment, you can contact police, fire or ambulance through the National Relay Service:**

- If you are a TTY user, dial 106
- If your speech is hard to understand on the phone (but you can still use your own voice and can hear) and can use an ordinary handset, dial 1800 555 727 and then ask for 000
- If you prefer to make a call via the internet, use the following link <https://www.iprelay.com.au/call/index.aspx> and then type in 000 in the red box
- If you prefer to make your call using Auslan (Australian Sign Language) through video relay, choose the nrs.videorelay contact on Skype that is online and available. Click "Video Call" and then when connected give the relay officer the number 000

### **When should I call Triple Zero?**

When there is an emergency.

For example:

- any situation where life or injury is threatened
- motor vehicle accident where people are injured
- air, rail or water accident
- any event which might cause danger to people or property
- explosion or bomb incident/threat
- a disturbance or breach of the peace, for example a domestic violence incident or anti-social behaviour.
- any suspected offence in progress, being witnessed or just committed

### **What happens when I call 000?**

1. Your call is first answered by Telstra, who will ask "Emergency. Which service do you require - Fire, Police or Ambulance?"
2. Respond with the service/location you need (if you are using a mobile telephone you will be asked for the city and state you are in).
3. Your call will then be connected to the emergency service you need.
4. Requests for Police will be connected to the Police Communications Centre  
Requests for Ambulance will be connected to the SA Ambulance Service Emergency Operations Centre  
Request for Fire will be connected to the SA Fire Communications Centre
5. A computer aided dispatch system for directing patrol attendance is used to manage and distribute calls, on a priority basis, to the next available operator.



**For MFS related media enquiries and interviews call the  
MFS Media Line on (08) 8204 3770**

**Further information for the public:**

Call the MFS Community Education Department on (08) 8204 3611 during business hours.  
Country callers 1300 737 637.

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