Triple Zero

Listen



Stay focused, stay relevant, stay on the line.

Call Triple Zero (000) in an emergency.

If someone is seriously injured, in danger, or needs urgent help – call now.

> ***Important – if there is no mobile coverage on any network, you will not be able to reach Triple Zero from your mobile phone.***

Triple Zero (000) is Australia's main emergency number for life threatening or time critical situations. You can call 000 from any fixed or mobile phone, satellite phone and certain Voice over Internet Protocol (VoIP) services.

In Australia, you can also dial the international standard emergency number (112) from a mobile phone, which will direct you to the same Triple Zero (000) service. This number (112) cannot be called from a fixed landline or satellite phone.

If you are deaf or have a hearing and/or speech communication difficulty, you can contact police, fire or ambulance through the National Relay Service (NRS) by calling 106 using a TTY (also known as a teletypewriter or textphone). The NRS also has other technologies for accessing Triple Zero (000). Visit their website to find the best technology for your needs.

You cannot contact Triple Zero (000) by SMS (also known as Short Message Service).

When to call 000

- Is someone seriously injured or in need of urgent medical help?
- Is your life or property in immediate danger?
- Have you just witnessed a serious accident or crime?

If you answered YES, call 000. Triple Zero calls are free.

Be ready to:

- say which service you need – police, fire or ambulance
- stay calm — don't shout, speak slowly and clearly
- tell the operator exactly where to send emergency services — give an address or location.

When you call 106 with a TTY

- This is for people who are deaf or have a hearing and/or speech communication difficulty
- Calls can only be made with a TTY (teletypewriter or textphone)
- Tell the operator which service you need and where to send them

- The NRS also has other technologies for contacting Triple Zero (000) in addition to TTY 106.

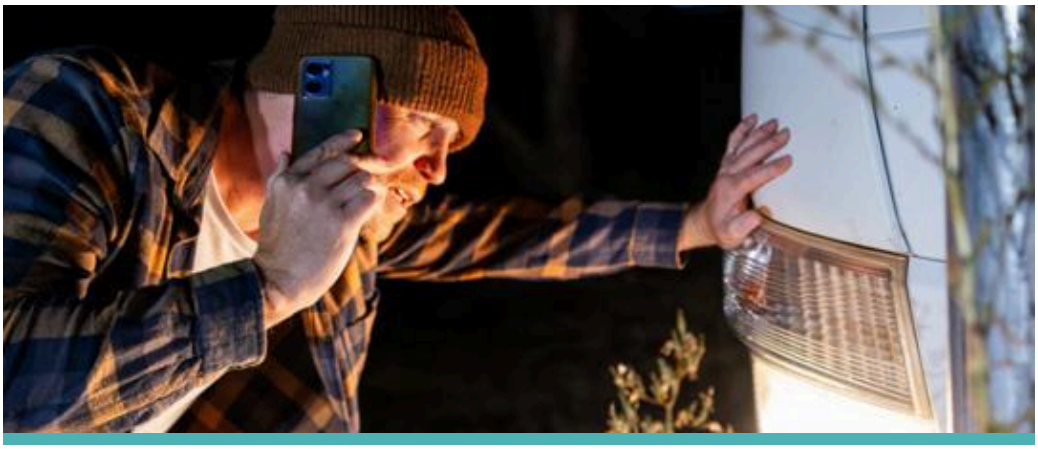
Who to call when it's NOT an emergency

- *State Emergency Service (SES)* – for flood, storm, and tsunami assistance (non-life-threatening). Call 132 500
- *Police Assistance line* – for non-urgent police matters. Call 131 444
- Crime Stoppers – to report information about crime. Call 1800 333 000
- For more information, visit your state or territory emergency service's website.

The Triple Zero ecosystem

Triple Zero is an essential community service. An accessible and reliable Triple Zero service depends on multiple organisations working effectively and efficiently together. This includes the Australian Communications and Media Authority (ACMA, the regulator), Emergency Call Person (ECP), state and territory emergency service organisations, telecommunications service providers and statutory bodies. The Triple Zero Custodian was established in our department in 2025 to have oversight of this Triple Zero ecosystem to ensure it is operating effectively and is coordinated, connected and responsive.

To learn more about the Triple Zero service and ecosystem, see additional information below.



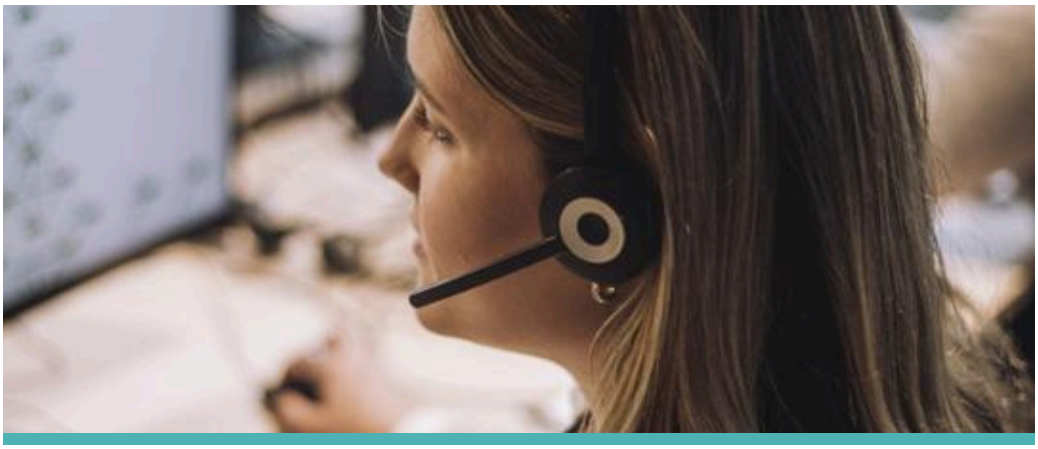
How to call 000

Find out more about calling 000.



Using other emergency numbers

Find out more about other emergency numbers in Australia.



Emergency call service regulations

Learn about the rules that help the Triple Zero ecosystem operate efficiently.



State and territory emergency service organisations

Learn about state and territory emergency service organisations in the Triple Zero ecosystem.

What's new

18 Mar 2026

Review of Triple Zero laws commences

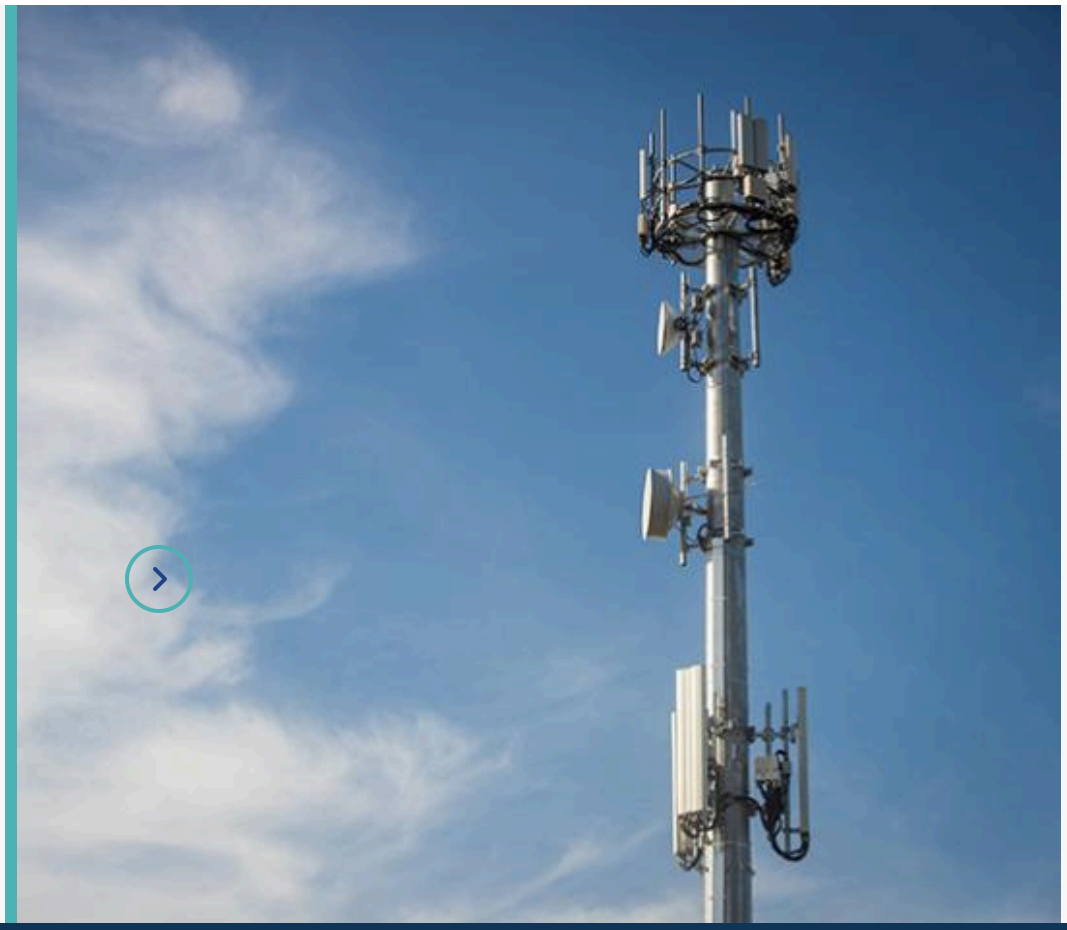
An Australian Government review of Triple Zero laws is now underway, to help ensure Australia's critical emergency



10 Sep 2024

Government to improve Triple Zero in response to Optus Outage Review

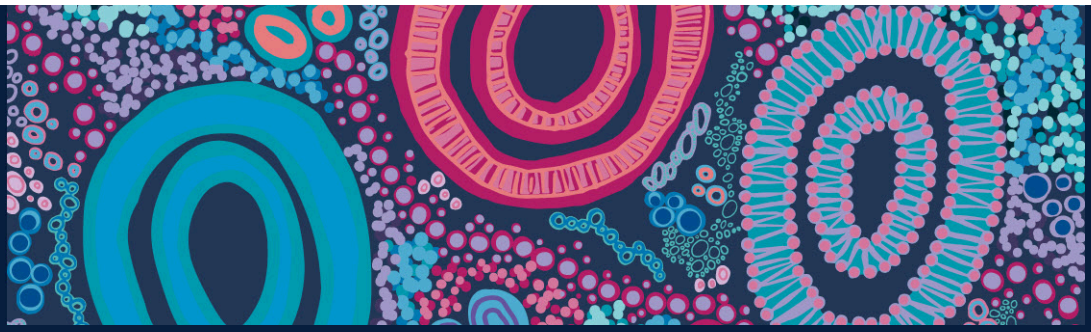
Industry to be more accountable as robustness of Triple Zero service delivered.



Social media

The Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts acknowledges the Traditional Custodians of Country throughout Australia.

Aboriginal and Torres Strait Islander people are advised that this website may contain images, voices and names of deceased people.



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