Emergency services

In case of fire, medical or police emergency, dial Triple Zero (000). Learn about our emergency services and how you can volunteer to help support your community.

Who to contact in an emergency

Call Triple Zero (000)
(tel:000)
or **TTY (106)**
(https://www.triplezero.gov.au/triple-zero/other-emergency-numbers)
if:

- someone is seriously injured
- someone is in need of urgent medical help
- there are threats to property or life
- if you have witnessed a serious crime or accident.

Call the NSW State Emergency Service (SES) on 132 500
(tel:132500)
if:

- you have experienced damage from storms, wind or fallen trees
- you require assistance due to a flood or tsunami emergency.

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Service NSW customer care service

We can help people and businesses impacted by natural disasters with advice and referrals about what support is available to them.

Call Service NSW 7am to 7pm, Monday to Friday and 9am to 5pm on weekends and public holidays
(tel:137788)

Service NSW: COVID-19 support and information
(https://www.service.nsw.gov.au/covid-19)

Police

Triple Zero (000)
(tel:000)
- for emergencies, or a crime in progress.

Police Assistance Line **131 444**
(tel:131444)
- non urgent crime reporting and general enquiries.

Crime Stoppers **1800 333 000**
(tel:1800333000)
- to provide crime information confidentially.

Find your nearest police station
(https://www.police.nsw.gov.au/about_us/regions_commands_districts)

Report to Crime Stoppers
(https://www1.police.nsw.gov.au/cs.aspx)

Report crimes online
(https://portal.police.nsw.gov.au/#new)

Neighbourhood Watch Program
(https://www.police.nsw.gov.au/safety_and_prevention/policing_in_the_community/neighbourhood_watch_nsw)

NSW Police
(https://www.police.nsw.gov.au/home)

Careers in the NSW Police Force
(https://www.police.nsw.gov.au/recruitment_links)

Ambulance

Triple Zero (000) - for an emergency ambulance.

Contact NSW Ambulance
(https://www.ambulance.nsw.gov.au/about-us/contact-us)
- general enquiries and customer service.

Ambulance services
(https://www.ambulance.nsw.gov.au/our-services)

NSW Ambulance facts and figures
(https://www.ambulance.nsw.gov.au/about-us)

Career opportunities with NSW Ambulance
(https://www.ambulance.nsw.gov.au/careers)

How much it costs to call for an ambulance
(https://www.ambulance.nsw.gov.au/our-services/accounts-and-fees)

Fire and rescue

Triple Zero (000)
(tel:000)
- life threatening emergencies.

Contact Fire and Rescue NSW
(https://www.fire.nsw.gov.au/page.php?id=51)
- general enquiries.

Find a fire station
(https://www.fire.nsw.gov.au/page.php?id=9205)

About Fire and Rescue NSW
(https://www.fire.nsw.gov.au/)

Careers with Fire and Rescue NSW
(https://www.fire.nsw.gov.au/page.php?id=10)

Rural Fire Service

The NSW Rural Fire Service (NSW RFS) is the world's largest volunteer fire service. Its members provide fire and emergency services to approximately 95 percent of NSW.

Bushfire Information Line **1800 679 737**
(tel:1800679737)

NSW Rural Fire Service
(https://www.rfs.nsw.gov.au/)

Major fire updates
(https://www.rfs.nsw.gov.au/fire-information/fires-near-me)

Fire danger ratings and total fire bans
(https://www.rfs.nsw.gov.au/fire-information/fdr-and-tobans)

Assess your home's bushfire risk
(https://assessmyrisk.rfs.nsw.gov.au/)

Bushfire survival plan
(https://www.rfs.nsw.gov.au/plan-and-prepare/bush-fire-survival-plan)

Fast facts about the Rural Fire Service
(https://www.rfs.nsw.gov.au/about-us/fast-facts)

State Emergency Service

NSW State Emergency Service (SES) **132 500**
(tel:132500)
- assistance due to a flood or tsunami, damage from storms, wind or fallen trees.

Check current emergency notifications impacting your area
(https://www.ses.nsw.gov.au/your-local-risk/)

NSW State Emergency Service
(https://www.ses.nsw.gov.au/)

Flood safety information
(https://www.ses.nsw.gov.au/disaster-tabs-header/flood/)

Storm safety information
(https://www.ses.nsw.gov.au/disaster-tabs-header/storm/)

Put together an emergency kit
(https://www.ses.nsw.gov.au/floodsafe/prepare-your-home/emergency-kit/)

Planning for animals in emergencies
(https://www.ses.nsw.gov.au/get-ready-animals/get-ready-animals-splash-page/get-ready-animals/)

Volunteer for emergency services

Contribute to your community by volunteering with your local Rural Fire Service, State Emergency Service (SES) or Surf Life Saving club.

Volunteer with NSW SES
(https://www.ses.nsw.gov.au/volunteer/)

Join the NSW Rural Fire Service
(https://www.rfs.nsw.gov.au/volunteer/volunteering-with-the-rfs)

Become a junior or cadet member of NSW Rural Fire Service
(https://www.rfs.nsw.gov.au/volunteer/youth)

Volunteer at Surf Life Saving NSW
(https://www.surflifesaving.com.au/join)

Volunteers in Policing (VIP) program
(https://www.police.nsw.gov.au/recruitment_links/volunteer_in_policing)

Related information

Natural disaster declarations from financial year 2023-24
(/departments-and-agencies/nsw-reconstruction-authority/about-us/recovery/natural-disaster-declarations/fy-2023-24)

Climate, weather and safety
(/environment-land-and-water/climate-weather-and-safety)

ARCHIVED NSW Reconstruction Authority
(/archive/archived-nsw-reconstruction-authority)

Your rights and legal assistance
(/legal-and-justice/your-rights-and-legal-assistance)

Disaster Response Legal Service NSW
(https://disasterhelp.legalaid.nsw.gov.au/)

Related apps



Hazards Near Me NSW
Hazards Near Me shows current information about local emergencies, including flood, bushfire and tsunamis, and advice on what to do to stay safe. The app can send you push notifications when there are new incidents or when information changes.

iOS
(https://apps.apple.com/au/app/hazards-near-me-nsw/id370891827)

Android
(https://play.google.com/store/apps/details?id=au.gov.nsw.rfs.firesnearme.nsw&hl=en_AU)



Emergency Plus
Save the app that could save your life.

'Emergency +' is a national app developed by Australia's emergency services and their government and industry partners, helping people to call the right number at the right time, anywhere in Australia.

iOS
(https://apps.apple.com/au/app/emergency/id691814685)

Android

(https://play.google.com/store/apps/details?id=com.threesixtyentertainment.nesn)