



MEDIA RELEASE: Triple Zero App launched

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A free *Emergency+* App launched today by emergency services across the country can pinpoint your location to get the help you need.

The *Emergency+* App can be downloaded free to smartphones, Android and iOS devices.

Developed by the national *Triple Zero Awareness Work Group (TZAWG)*, the App allows people to call Triple Zero and identifies their location via GPS tracking. Currently the App requires users to first call 000, the SES or Police 131 444 line.

If the caller is unsure of their exact location, they are asked if they have the App on their smart phone and if they can then verbally read out their exact Latitude and Longitude GPS coordinates from the App.

With approximately 66 per cent of all incoming calls to Triple Zero now made from mobile phones, this app takes away all the guess work.

This will be especially helpful when callers are unsure of their exact location, for example, if they're on a beach, parklands or unfamiliar roads.

Not only will it reduce the stress for a distressed caller struggling to explain where they are, it will also help call-takers reduce the time taken to establish locations, allowing them to move quickly on to the next incoming emergency call.

The *Emergency +* App will also help people pick the right emergency number to call for help in emergency and non-emergency situations. Information on other national numbers such as Crime Stoppers will also be available on the App.

South Australia Police Assistant Commissioner Linda Williams says the *Emergency+* app is a welcome addition to the emergency service resources for the community and police.

"This *Emergency+* app, developed by a national working group to provide exact location information and quick access to all emergency and non-emergency contacts, is a sound, user friendly app that will help us help you," Assistant Commissioner Williams said.

"We had concerns earlier in the year in regard to untested smartphone apps not endorsed by Government or emergency services. These claimed to send location details to emergency responders, but couldn't be guaranteed to perform.

"This App overcomes all of those issues."

MFS Commander of Community Safety and Resilience, Mr Greg Howard said the public can trust the *Emergency+* app, as it has been designed by Australian emergency services personnel.

"We endorse the *Emergency+* app because it's the only Triple Zero (000) smart phone app that's been created and tested by emergency services representatives from the national Triple Zero Awareness Work Group (TZAWG).

"The *Emergency+* app requires the public to phone Triple Zero (000) to report a life threatening emergency needing police, fire or ambulance response. During the phone call, the caller can access

and verbally convey their GPS coordinates if they're unsure of their exact location," MFS Commander Howard said.

Mr Graeme Wynwood, State Emergency Service (SES) Manager, Operations Planning and Support, says the new telephone app would be a useful tool for all South Australian rescue agencies.

"It will also help the SES and other marine rescue authorities locate and respond much more quickly and effectively to boaties who, for one reason or another, find themselves in trouble."

SA Ambulance Service's Executive Director of Operations, Mr Steve Cameron, says the app will assist ambulance personnel to find patients during medical emergencies.

"This app has the potential to save lives because in a medical emergency every second counts.

"In situations where callers are unable to give clear and accurate location information, this app will assist ambulance personnel to find patients and is therefore an extremely valuable tool," Mr Cameron said.

CFS Director Regional Operations Mr Mick Ayre said this App will help to improve the response times of CFS crews to incidents including bushfires and road crash rescues.

"The processing of accurate information is critical to any emergency response," Mr Ayre said.

"Even by saving a few seconds from the time the Triple Zero call is made to the point of activating a CFS crew to respond, can make a significant difference in preventing the spread of a fire or saving a life.

If you'd like to access or upload the app, please see the links below:

iPhone - <https://itunes.apple.com/au/app/emergency-+/id691814685?mt=8>

Android - <https://play.google.com/store/apps/details?id=com.threesixtyentertainment.nesn>

VIDEO on Youtube: <http://youtu.be/hThHoRNhEnQ>

How to use the Emergency+ App



1. The caller opens the *Emergency +* app.
2. They tap Triple Zero to make their call.
3. The call taker asks them to the press the *Emergency+* icon. This will take them back to their map coordinates and they can read you out their lat/long information.

Note: There may be subtle differences between using the *Emergency+* app on varying phones.

When to call Triple Zero for police assistance:

- ✓ Any situation threatening life or injuries.
- ✓ Vehicle crashes where people are injured
- ✓ Any event which may cause danger to people or property
- ✓ Air, rail or water accident
- ✓ Explosion or bomb incident/threat
- ✓ A disturbance such as domestic violence or antisocial behaviour
- ✓ Any suspected offence that is occurring, or just committed.

Otherwise, please call the Police Assistance Line on 131 444