**When to call 111**

111 is the number to call in emergencies.

**Call 111 when:**

- Someone is badly hurt or in danger.
- There’s a serious risk to life or property.
- A crime is being committed and the offenders are still there or have just left.
- You’ve come across a major public inconvenience, like trees blocking a state highway.
- Any of the above is **happening now** or has **just happened**.

**Here are some examples:**

- “I can hear screaming from the house next door.”
- “Someone is on my neighbour’s property and they’ve just broken into the house.”
- “There’s been a car crash and people are badly hurt.”
- “I can see someone being beaten up.”
- “A herd of cows is loose on State Highway 1.”

If you can’t decide if it’s a real emergency and you’re still worried, call 111 and ask us. We’ll help you work out what to do.

**Be prepared to answer questions**

When you call 111, the Police Communicator will ask you questions in a structured way.

We need to quickly find out what's happening and where Police are needed so that if an emergency response is required, we can get the right staff with the right equipment on their way.

When you call 111 and ask for Police, Telecom will put you through to one of our three Police Communications Centres.

The centres are in Auckland, Wellington and Christchurch.

Your call might be answered in another centre if the one closest to you is busy. Police Communicators are trained to a set standard and each centre has maps of the whole country. So no matter where the call is answered, if an emergency response is needed local Police will be on their way.

**Where the calls are answered**

**What you can do to help**

In an emergency, call 111.

If it’s not an emergency, phone your local police station.

Use emergency information phone book stickers and fridge magnets so whoever calls can be ready with name, address and phone number. If you live in the country, give your Rapid Rural Number.

Make sure visitors know where to find emergency information.

If you have children, make sure they know when and how to call 111.

When you call 111, be clear about where Police are needed. Remember, we don’t always know where you are especially if you’re calling from a cell phone. Provide street, road or bridge names or other geographical features as reference points, and use formal place names.

Answer all the questions and be as accurate as you can.

Stay calm and stay on the line. Keep telling us what’s happening so we can pass it on to Police who are on their way.

**FOR MORE INFORMATION VISIT**

[www.police.govt.nz](http://www.police.govt.nz)
**Information to have by the phone**

It's critical in an emergency to accurately describe how Police can find you.

It will be easier to give the Police Communicator the right information if you've written it down beforehand. Put an emergency information sticker on your phone book, or use one of our fridge magnets so you, your visitors or children can quickly provide:

- Phone number.
- Suburb.
- Town / district.
- Rapid rural number (available from local authorities for rural residents).

Tell visitors and children about the 111 emergency number and let them know where to find the information they'll need.

In an emergency every minute is important.

**What you'll be asked**

The Police Communicator will ask you three questions to start with:

- Where are you (where are Police needed)?
- What's happening?
- How long ago did it happen?

They'll also confirm your name, address and contact details.

Then you may be asked more questions, such as:

- Where is the person causing concern now?
- Do they have weapons?
- If that person has left, which way did they go and how did they leave?
- Who are they? What do they look like and how are they dressed?
- What's the number plate or description of their vehicle?
- What else is happening?

At the same time as we're asking you for this information, if an emergency response is needed, we're getting Police on the way.