

YOUNG VICTORIANS NAMED TRIPLE ZERO HEROES

A total of 29 young Victorians aged between four and 15 will be named Junior Triple Zero Heroes today by the Emergency Services Telecommunications Authority (ESTA) for calls they made to Triple Zero (000).

The young heroes are nominated by the ESTA operators who took their 000 call. In their twelfth year, the Junior Triple Zero Heroes awards recognise young people for their bravery and clear thinking during an emergency.

This year's heroes include:

- 10-year-old Isabella who called Triple Zero when a fire broke out in the kitchen of her family home using a mobile phone without a SIM card
- Eight-year-old Jamuna who was guided by the Triple Zero operator to perform life-saving CPR on her father when he wouldn't wake up
- 10-year-old Nikita who reported a car rollover while her mother tended to the young driver trapped inside the car with possible head injuries.

The awards will be presented in Melbourne today.

ESTA's CEO Julia Oxley said the awards highlighted the importance of teaching children and young people when and how to call 000.

ESTA is the statutory authority that provides Victoria's 24-hour emergency call-taking and dispatch services for police, fire, ambulance and SES.

ESTA operators answered 2.4 million calls for emergency and non-emergency assistance in the past year. On average, this is a call every 13 seconds or more than 6,600 a day.

Independent community insights research last year revealed more than a third of Victorians who have called Triple Zero rated the service 10 out of 10.

Quotes attributable to Minister for Emergency Services, Jane Garrett

"Victoria's brave Junior Triple Zero Heroes remained remarkably cool, calm and collected in emergencies that would have rattled most adults."

"When you do use Triple Zero, follow the lead of these young heroes and use the service responsibly and appropriately."

"Triple Zero's strong reputation in Victoria is a true testament to the quality of the operator, who help people through some of the worst moments of their lives."

Quotes attributable to ESTA CEO, Julia Oxley

"Teaching your children how and when to call Triple Zero, including knowing your home address, really can save lives."

For more information: ESTA media line 1300 783 462

Note: Audio of Junior Triple Zero Heroes' calls is available for media.

Electronic media note: The correct reference to 000 is 'Triple Zero' (not 'triple oh').