

MEDIA RELEASE

24 July 2026

NORFOLK ISLAND'S EMERGENCY PHONE SYSTEM PROCESS

Norfolk Island Regional Council (Council) reminds the public of the correct use for our emergency phone system.

TRIPLE-ZERO SYSTEM

When a person calls triple-zero (000), the caller will hear an automated voice announcement, prompting the caller to press 1 for Hospital or Ambulance, press 2 for Police, or 3 for Fire Service.

If the caller presses 1 for Hospital or Ambulance:	If the caller presses 2 for Police:	If the caller presses 3 for Fire Service:
The caller is routed to an emergency line at the hospital where the call is triaged by onsite clinical staff at NIHRACS.	The call is routed to the police station, and if the station is unattended, the call diverts to the On-call Officer.	This triggers an emergency blast conference call, where the fire station number along with all fire staff personnel, are alerted and can join an emergency conference call with the caller.

Public emergency phones on Norfolk Island are located at Anson Bay, Cascade Pier, Bumboras, Kingston Pier, Slaughter Bay and Emily Bay.

These phones are tested regularly to ensure they remain operational and are ready to use in an emergency. See the map below for their locations.

How to use an emergency phone: Simply pick up the handset and an emergency conference call will be activated immediately, connecting you with the police, hospital and fire services.

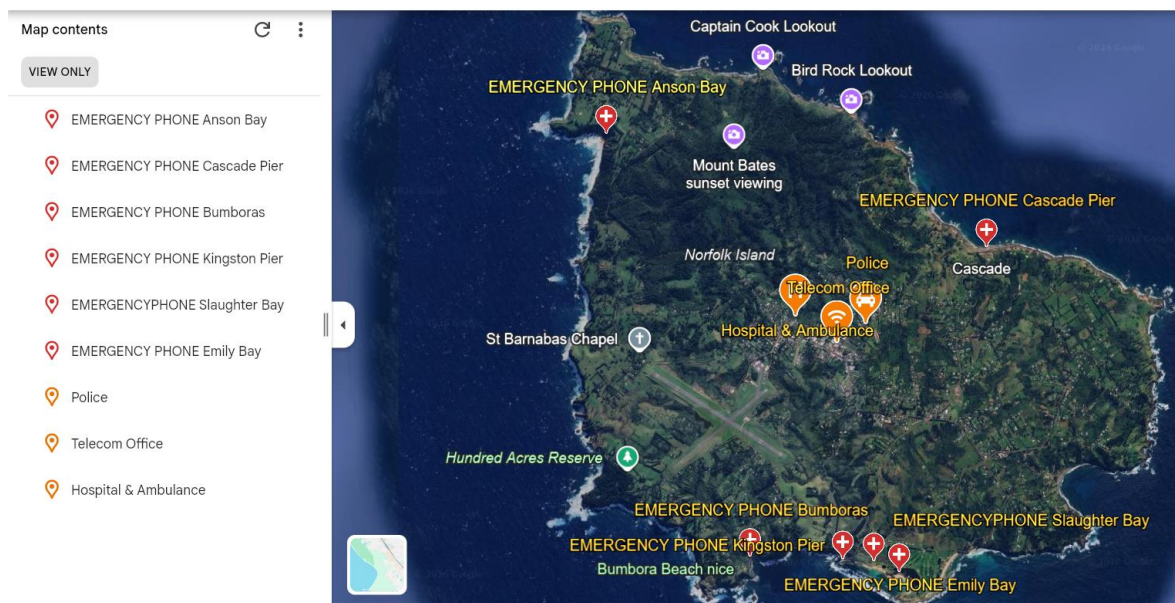


Image: Map locations of the emergency phones on Norfolk Island.

TRIPLE-NINE SYSTEM

During an island-wide disaster emergency declared by Emergency Management Norfolk Island (EMNI), the Triple Nine (999) phone line will be activated to coordinate assistance for disaster-related incidents.

Members of the public requiring assistance as a direct result of the declared disaster event should call 999. This may include incidents such as storm damage, flooding, fallen trees, blocked roads, or other emergency impacts associated with the disaster.

Calling 000 for disaster-related assistance may result in delays, as emergency responders may need to relay the information to EMNI before action can be taken.

The public is reminded that 000 should continue to be used for all medical emergencies, fires, police matters and other emergencies that are not directly related to the declared disaster event.

EMNI will advise the community when the 999 service has been activated and when it is no longer required.

Enquiries: Customer Care on free call 0100, +6723 22001, or customercare@nirc.gov.nf.

ENDS