



NEW ZEALAND
POLICE
Ngā Pirihimana o Aotearoa

WHO TO CONTACT IN AN EMERGENCY

When to call 111 – Call 111 for any emergency, such as:

- There is a fire of any sort.
- You need an ambulance because someone is seriously hurt.
- Someone is breaking into your house right now.
- There is car accident where people might be hurt, or cars are blocking the road.
- Someone has been assaulted and the offender is still there.
- You are afraid for your safety and/or for those around you.
- You need an emergency Police response.

If something you're worried about is happening now or has just happened, or if you or anyone's safety is at risk, call 111 immediately. If you can't decide if it's a real emergency and you're still worried, call 111 and ask them. They will help you work out what to do.

When to use 105 – 105 is the non-emergency contact for NZ Police. You can phone them 24/7 or report online at police.govt.nz/use-105. Examples of when to use 105:

- You or someone you know has been hurt or threatened.
- Your house has been burgled (if you think the burglar is still in your home, call 111).
- Your car or bike has been stolen, or someone broke into your car and stole something.
- Someone has vandalised or damaged your property.
- You've lost your wallet or phone, or your handbag was stolen.
- You're a retailer and someone has shoplifted or driven off without paying for gas.
- You suspect a scam or drug dealing or other suspicious behaviour.
- Add information to your existing Police report.
- Get in touch with your local Police station.

If you can't get through to 105 for any reason, please call **0800 105 105**.
For more 105 (Ten-Five) Information head to: police.govt.nz/105support

Call *555 (mobile phone only)

- For urgent but not life-threatening **traffic** matters that don't need an emergency response.
- Continuous poor driving.
- Traffic congestion, breakdowns, and obstructions on the highway.
- Please note: *555 calls are answered with less priority than 111 calls.

111 TXT Service

The 111 TXT service in New Zealand enables people who are Deaf, hard of hearing, or have speech difficulties to contact Police, Fire, or Ambulance services via text in an emergency. Pre-registration is required for the service to work. Users can register at the [New Zealand Police website](https://www.police.govt.nz/111txt).