



WHO TO CONTACT IN AN EMERGENCY

When to call 111

Dial 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.

When to use 105

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

- Your car or bike has been stolen.
- Someone has vandalised your wall.
- You've lost your wallet or phone, or your handbag was stolen at the library.
- Someone broke into your car and might have taken something.
- You're a retailer and someone has shoplifted or driven off without paying for gas.
- You suspect a scam or drug dealing.
- Your house has been burgled (if you think the burglar may still be in your home, or running down the street, do not go inside - contact Police immediately by calling 111).

You can also use 105 to:

- 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**.

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.