

What is the difference between a “Telstra 000 call taker” and a SAPOL Call Centre Consultant?

South Australia Police Assistance Line in Australia (**131 444**) is for non-urgent police matters like reporting crimes (theft, property damage, minor traffic crashes, lost property) and for general enquiries, connecting you to local police 24/7.

Telstra Triple Zero (000) is for life-threatening emergencies where a Telstra Triple Zero Call Taker answers all initial 000 emergency calls and then redirects to the appropriate emergency service (Police, Fire, Ambulance).

Crime Stoppers (1800 333 000) is for providing confidential crime information.

The **SAPOL Call Centre Consultant works for South Australia Police** and handles emergency and non-emergency police-related calls **after they are transferred from Telstra**. They will then continue the call, gather detailed information, and will assist to determine whether police will be required to attend.

They also answer and respond to **131 444 Police Assistance Line** and **Crime Stoppers 1800 333 000**

SAPOL Call Centre Consultant (South Australia Police employee)

- Specially trained to handle **police-related** emergencies
- Stays on the line after the call is transferred from Telstra
- Uses SAPOL systems to record information, including the job number provided by Telstra
- Dispatches police officers and coordinates resources for major incidents
- Works closely with other emergency services such as SA Ambulance and SA Fire and Emergency Services

Key skills needed: empathy, multitasking, strong keyboard/ PC Skills, strong typing, reading and comprehension skills, the ability to stay calm under pressure, decision making, resilience, teamwork.

TELSTRA 000 Call Taker

- First person to answer when someone calls Triple Zero (000)
- Collects basic details about the emergency
- Transfers the call to the correct service (police, ambulance, or fire)

What makes these roles different?

Telstra – rapid response call takers answer all **initial 000 dialled emergency calls** follow a set script and redirect to caller to the appropriate service (police, fire, ambulance).

SAPOL Call Centre Consultants are police communications specialists who **manage a call once redirected to SAPOL, record and provide information and support for emergency and non-emergency police related events**, dispatch support, and provide a formal handover process, including a job number, ensures accurate and smooth transfer of information.