



Step 3 Continued

taker to assess your safety are: *Is there a weapon in the house and do you know where it is kept? Are you in immediate danger? Are there children present?*

In Dublin and Cork, while the Garda call-taker is taking the details of your call, they are inputting this information into their Communications computer system to ensure that a patrol car will be sent to you as soon as possible. Where possible, the call-taker will stay on the line with you until a patrol car arrives to where you are.

Where you have called 999/112 and are waiting for a patrol car to arrive and something changes, e.g. you leave the location or the offender returns, ring 999/112 again and tell the Garda call-taker that you have already called and what has changed so that they can tell the patrol car. In this situation you need to also give the Garda call-taker your original location immediately so that they can more easily and quickly update your call information.

999/112 is an emergency number for your use when you need the help and protection of an emergency service.

It is there for you to use as many times as you need at any time of the day or night.

However, it must be remembered that it is an emergency phone number.

It is not the number to call when you simply need information.



National Domestic Violence **Intervention** Agency

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Victim Safety

Calling **999/112** to contact
An Garda Síochána

This document aims to outline what you can usually expect when you dial 999/112 in order to access An Garda Síochána. It specifically looks at calls that are made from Dublin and Cork and received by a Garda Communications Centre.



Step 1

All 999/112 calls are answered by a **Telecom Exchange operator** (T.E. operator) who asks you:

Where you are &

What emergency service you need

The T.E. operator needs to know your location, e.g. Dublin, Cork, Waterford, etc. in order to be able to connect you to the appropriate call centre for the service you need. If you require An Garda Síochána and you are in Cork, then the T.E. operator will connect your call to the Garda Communications Centre in Cork.

Similarly, the T.E. operator needs to know what service you require in order to be able to connect you to the appropriate service call centre. This is to ensure that if you need An Garda Síochána you do not get connected for example to the Fire Brigade service.

Once you have given the T.E. operator your location and the service you require you will be connected to the call centre appropriate to your location and service need.

Step 2

At this stage, you will hear the phone ringing at this call centre as your call waits to be answered. The T.E. operator will remain on the line with you until your call is answered at the call centre. With regard to calls for An Garda Síochána, the T.E. operator hangs up once they have ensured that your call has been passed on and is connected to the Garda call-taker.

In the Dublin and Cork areas, the Garda call-taker is based in a central Communications base and not in your local station. Outside Dublin and Cork when the T.E. operator puts you through to a Garda call-taker, this Garda is usually based in the Garda Division or District Headquarters station in whose area your station is located. As a result, the Garda call-taker may not know your particular story, or recognise your name or address.

999/112 is the 24-hour emergency, free phone number that is called when you need the emergency services, i.e. An Garda Síochána, an ambulance, the fire brigade, or a combination of these emergency services.

Step 3

The **critical information** needed from you by the Garda call-taker to ensure they can get a patrol car out to you as soon as possible is:

1. Your exact location

2. Your phone number

3. Your name

4. Details of the incident (i.e. why you are calling)

The job of the Garda call-taker is to take the details of your call in order to be able to send a patrol car to you. The Garda call-taker needs you to tell them your exact location, i.e. where you are calling from (full address, including number of house or number of flat), your contact number and name, and why you are calling. They may look for other information from you in order to be able to give the patrol car as much information as possible e.g. in the case of a call to report domestic violence crime some of the specific questions you may be asked by the Garda call-