

Media Release

The Hon Vicki Ward MP

Minister for Emergency Services
Minister for Natural Disaster Recovery
Minister for Equality



Wednesday, 3 September 2025

RECRUITING MORE TRIPLE ZERO CALL TAKERS

The Allan Labor Government is supporting every Victorian to get the help they need in an emergency with recruitment now underway for more Triple Zero Victoria (TZV) call-takers.

Minister for Emergency Services Vicki Ward today visited TZV's State Emergency Communications Centre in Burwood East to announce the expansion of the team and to celebrate a group of existing workers reaching an incredible 30 years of service.

Over the past year, TZV received more than 3 million calls for assistance – an increase of 7.3 per cent on the previous year and one call every 10.2 seconds.

To meet this growing demand, the Labor Government is investing \$25 million to recruit 50 additional call-takers and dispatchers, ensuring help is available when Victorians need it.

Call-takers and dispatchers are rostered on 24 hours a day, seven days a week to connect Victorians to emergency services in their time of need.

Today, three dispatchers also received a signed and framed letter from the Minister to commemorate three decades of service to the Victorian community.

TZV operates call-taking and dispatch services out of Burwood East, Ballarat and Williams Landing, providing advanced operational communications for emergency agencies in the field. Last year alone, TZV dispatched almost 2.6 million emergency service events.

TZV also manages the dispatch of fire and ambulance services for non-emergency situations, such as burn offs and non-emergency patient transport.

Those interested in joining TZV and being a part of this incredible workforce should visit jobs.triplezero.vic.gov.au.

Quotes attributable to Minister for Emergency Services Vicki Ward

"We're recruiting more call-takers to ensure that every Victorian gets the support they need – when they need it."

"This is a dynamic, skilled and rewarding career and we encourage Victorians to take up the opportunity to work with the amazing team at TZV."

"Congratulations to the staff that have reached a remarkable 30 years of service – it's a testament to the fulfilling nature of this work."

Quotes attributable to CEO of Triple Zero Victoria Deb Abbott

"Special people do this work - they are always calm under pressure and dedicated to helping the community."

"To our dedicated staff who have spent thirty years providing a vital public service — you are the quiet heroes behind every emergency response."

"On behalf of the community you've served, and the emergency response you've supported: thank you."

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