



Calling 112 or 999

Ring **112 or 999**

Free, from any phone

Stay calm and speak clearly.



What they will ask you

- 1 **Which service?** Gardaí, ambulance, fire brigade or coast guard.
- 2 **Where?** The address and Eircode, a landmark, and how to find you. On a mobile, say the county.
- 3 **What has happened?** How many people, and any injuries.
- 4 **Your phone number**, so they can ring you back.



Then

- Stay on the line. Hang up only when they tell you to.
- Hear a “busy” message? Don’t hang up. If you ring again, you go to the back of the queue.
- Answering their questions doesn’t slow the ambulance down.
- At home? Unlock the door, and put pets in another room.

- cut -



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Can't make a voice call?

Can't hear or speak on a call? **Text 112** from an Irish mobile. You don't need to register first.

- Say which service, what has happened, the county, and where: town, road, Eircode.
- Wait for a reply. None after 3 minutes? Text again.



Our details

Our Eircode _____

Phone here _____

Address _____

Write your Eircode on this card, and keep it by the phone.

This sheet: safeandsecure.ie/resources/printables/calling-999-112

Sources: ECAS (112.ie); gov.ie (emergency services); An Garda Síochána; Fire Ireland. Last checked 7 October 2026. Free to print and share. Not for sale.



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