



# Calling an Ambulance



The emergency number in Australia is Triple Zero (000).  
Dialling Triple Zero (000) is the quickest way to get the right help from the Ambulance Service of NSW in a medical emergency.

**For all medical emergencies dial Triple Zero (000) immediately and ask for Ambulance**

## CALLING TRIPLE ZERO (000)

- > Calls to Triple Zero (000) are free and can be made 24 hours a day, seven days a week from any landline, pay phone or mobile phone.
- > When calling Triple Zero (000), a Telstra operator will ask which service you require – police, fire or ambulance.
- > Ask for AMBULANCE.
- > You will be connected to an ambulance control centre.
- > The control centre officer will ask you a standard set of questions to help us organise the most appropriate service as quickly as possible.
- > Stay calm. Speak slowly and clearly.

## QUESTIONS ASKED BY THE CALL TAKER

- > What is the exact address of the emergency?
- > What is the phone number you are calling from?
- > What is the problem, tell me exactly what happened?
- > How old is s/he?
- > Is s/he conscious?
- > Is s/he breathing?

Answering these questions to the best of your ability ensures we have the most accurate information about the patient's condition and can assess the situation quickly.

## WHAT HAPPENS NEXT

- > Do not hang up
- > The control centre officer may ask you additional questions and can also provide further assistance and/or medical advice depending on the emergency.
- > If you have a life-threatening injury or illness, paramedics will be sent immediately.
- > If you require medical assistance but do not have a life-threatening injury or illness, paramedics will be sent as soon possible.
- > If you do not require onsite medical assistance, your call may be transferred a registered nurse who can provide you with over-the-phone advice and direct you to alternate healthcare providers.

**Remember ambulances are available for saving lives and are not taxis. Calling an ambulance for non urgent conditions could cost someone their life.**

## TIPS FOR CALLING TRIPLE ZERO (000)

- > It is important to teach children how to call Triple Zero (000) as well as their name, address and phone number.
- > If calling from a house, unit, flat or business address, ensure that the building number is clearly visible from the street.
- > If you are in a hard to find location have someone wait outside the building/location to wave the ambulance down or leave the front light on at night.
- > If you live in a rural area or an area difficult to find, remember landmarks such as 'yellow house with blue picket fence' for example.
- > Make it a habit to note street names of places you frequent such as shops, schools, parks, restaurants, clubs and sporting grounds. This could assist you to give more detailed information.
- > If travelling on a Motorway or on a rural road, identify the direction you are travelling and the last exit or town you passed through.