



# Calling an Ambulance



The Emergency number in Australia is Triple Zero (000). In a medical emergency dial Triple Zero (000) and ask for Ambulance. Our response starts as soon as you call.

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

### REMEMBER IN A MEDICAL EMERGENCY

- > Triple Zero (000) is a free call from any phone
- > When dialling Triple Zero (000) an operator will ask which service you require
- > Ask for AMBULANCE
- > You will be asked a standard set of questions by the operator to help us get an ambulance to you as quickly as possible
- > Stay calm and speak slowly

### INFORMATION REQUIRED FROM TRIPLE ZERO (000) 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 he/she?
- > Is he/she conscious?
- > Is he/she breathing?

**Once you have answered these questions the first available ambulance will be dispatched.**

### ADDITIONAL QUESTIONS

Additional questions will then be asked by the operator who will also provide further assistance or instructions depending on the situation.

Remain calm. Do not hang up until the operator has obtained the required information.

- > It is important to teach children how to call Triple Zero (000) and provide personal information such as their name, address and phone number
- > 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
- > If you are in a hard to find location have someone wait outside to alert the ambulance on arrival or leave the front light on at night
- > Always provide accurate information to help us get to you quickly
- > Road users should give way as soon as you hear a siren or see the flashing lights. Don't panic or break traffic rules. That can make matters worse. Generally move safely to the left.

### OUR RESPONSE STARTS AS SOON AS YOU CALL

- > The emergency number in Australia is Triple Zero (000). This is a free call from any phone including mobile and public phones.
- > When dialling 000 an operator will ask which service you require— Police, Fire or Ambulance. Ask for Ambulance.
- > You will be asked a standard set of questions by the call taker to help them get an ambulance to you as quickly as possible.
- > Stay calm and speak slowly.

### INFORMATION ASKED BY 000 CALL TAKERS

- > *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 he/she?*
- > *Is he/she conscious?*
- > *Is he/she breathing?*

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# Calling an Ambulance



The following information outlines what to expect and what questions you will be asked when you dial 000 in an emergency so an ambulance can be dispatched without delay.

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

## WHAT HAPPENS NEXT

Once you have answered these questions the first available ambulance will be dispatched.

Additional questions will then be asked by the call taker who will also provide further assistance or instructions depending on the situation.

Remain calm. Do not hang up until the call taker has obtained the required information.

It is important to teach children how to call Triple Zero (000) and advise personal information such as their name, address and phone number.

## GIVING CLEAR DIRECTIONS

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.

If you are in a hard to find location have someone wait outside to alert the ambulance on arrival, and leave the front light on at night.

Always provide accurate information to help an ambulance get to you quickly.

Road users should give way as soon as they hear an ambulance siren or see the flashing lights. Don't panic or break traffic rules. Generally, move safely to the left.

## FIRST AID COURSES

The Ambulance Service of New South Wales encourages everyone to learn first aid. This can give you the confidence to assist when someone is injured or ill. To enrol in a first aid course contact an accredited provider listed with the Workcover Authority.

**For further information please contact:**