



IN AN EMERGENCY DIAL 000 AND ASK FOR AMBULANCE

CALLING AN AMBULANCE

Our response starts as soon as you call

- The Emergency number in Australia is **000**
- This is a free call from any phone
- When dialling **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 **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?

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

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 000 and advise 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.

This information is made available as a guide only on the understanding that the Ambulance Service of NSW shall have no liability arising by reason of any person using or relying on the information and whether caused by reason of any error, negligent act, omission or misrepresentation in the information or otherwise.

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