

## Contact Information for Medicines, Medical Advices and Emergencies

### Emergency helpline

for an ambulance, police or fire brigade  
**000** (*zero, zero, zero*) (24 hours 7 days)

### Poisons Information Centre

**13 1126** (24 hours 7 days)  
[www.chw.edu.au/poisons/](http://www.chw.edu.au/poisons/)

### Healthdirect Australia

is a free health advice line staffed by registered nurses to provide expert health advice.

**1800 022 222** (24 hours 7 days)  
[www.healthdirect.org.au](http://www.healthdirect.org.au)

### NPS Medicines Line

if you need more information about medicines (eg doses, side effects, interactions with other medicines).

**1300 633 424** (Mon – Fri 9am – 5pm AEST)  
[www.nps.org.au/](http://www.nps.org.au/)

### NSW Health Care Complaints Commission

if you have any complaints about the health care you received (including treatments, health professionals, hospitals, clinics etc).

**1800 043 159** (freecall from landlines in NSW) (Mon – Fri 9am – 5pm AEST)  
[www.hccc.nsw.gov.au/](http://www.hccc.nsw.gov.au/)

### Therapeutic Goods Administration

for information about prescriptions, non-prescription and complementary medicines (including travelling with medicines) and medical devices (including importing and exporting of devices).

**1800 020 653** (freecall) (Mon – Fri 8.30am – 5pm AEST)  
(02) 6232 8101  
[www.tga.gov.au](http://www.tga.gov.au)

Users who are deaf or have a hearing or speech impairment can call through the National Relay Service:

- TTY or computer with modem users phone 1800 555 677 then ask for 1800 020 653
- Speak and listen (speech to speech relay) users phone 1800 555 727 then ask for 1800 020 653

### Australian Government Translating and Interpreting

if you need an interpreter. They can contact government services for you.  
**13 14 50** (24 hours 7 days).

[www.immi.gov.au/living-in-australia/help-with-english/help\\_with\\_translating](http://www.immi.gov.au/living-in-australia/help-with-english/help_with_translating)