

When you call Triple Zero (000), you will speak with a Telstra Operator who will ask you which service you require – police, fire or ambulance.

If you say AMBULANCE, you will be transferred to one of our control centres

To ensure you receive the most appropriate care quickly, the Ambulance control centre officer will ask you the following standard set of questions.

1. **What is the exact address of the emergency?**  
(The officer will ask for the suburb name, street address and nearest cross street or location you are calling from)
2. **What is the phone number you are calling from?**  
(This information is important in case the control centre needs to call back to obtain further information)
3. **Tell me exactly what happened?**
4. **How old is s/he?** (Approximate age if unsure)
5. **Is s/he awake?**
6. **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

From your responses to the questions above, Ambulance will determine the most appropriate service for you.

Ambulance uses the internationally recognised Medical Priority Dispatch System (MPDS) to determine the level of response required based on the severity of the patient's condition. Not all callers will require an ambulance.

Life-threatening medical emergency. Urgent assistance required

Paramedics sent immediately under lights and sirens.

**DO NOT HANG UP**

The control centre officer will ask you additional questions to assist paramedics en route.  
The control centre officer can also provide further assistance and/or medical instructions depending on the medical emergency.

Medical assistance required but not life-threatening medical emergency

Paramedics will be sent without lights and sirens when available. This may be as soon as 30 minutes or up to 90 minutes during busy periods.

Not an emergency but may require further medical assessment.

Your call is transferred to a registered nurse for assessment.

The nurse can provide advice over the phone and identify other methods of transport, or treatment by other health professionals.

The nurse can also return the call to the Triple Zero (000) control centre officer at any time if they believe an ambulance is required.

If your call falls into one of the above categories, you should call Triple Zero (000) again if the patient's condition changes in any way.