Medical problem? **Call healthdirect** on **1800 022 222**.If you need urgent medical help, call triple zero (000) immediately.
healthdirect is a free service where you can talk to a nurse or doctor who can help you know what to do.

Listen

Calling triple zero (000)

If you or someone with you is having a medical emergency, call triple zero (000) immediately and ask for an ambulance.

Key facts

- Triple zero (000) is the national emergency service phone number.
- Dial triple zero (000) to contact the police, fire or ambulance services.
- When you call triple zero, stay calm and speak clearly.
- If the situation is not serious and urgent, call a local service for help instead of using triple zero (000).

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When should I call triple zero (000)?

Triple zero (000) is the number to call for ambulance, police or fire services in an emergency. Only call triple zero (000) if the situation is serious and urgent.

You should call triple zero (000) if:

- a person is seriously injured or needs urgent medical help
- your life or property is in danger
- you have just witnessed a serious accident or crime
- you see an uncontrolled fire

Remember that the triple zero (000) number is for emergencies only. If you call triple zero (000) and it is not an emergency, you might be stopping an ambulance from helping someone else.

If you or someone you know is sick but it's not an emergency, you can get help from:

- your doctor
- a pharmacist
- an urgent care clinic
- your local hospital or emergency department

FIND A HEALTH SERVICE — The **Service Finder** can help you find doctors, pharmacies, hospitals and other health services.

When do I need an ambulance?

Call triple zero (000) if you or another person is seriously injured or needs urgent medical help. Ask for an ambulance if someone has a medical problem, such as:

- loss of consciousness (blackout or fainting) — even if brief

- chest pain
- sudden weakness in the face, arm or leg or trouble speaking — these could be signs of a stroke
- breathing problems
- a sudden collapse or unexplained fall
- a seizure
- uncontrollable bleeding
- any other major concern about a person's health or wellbeing

Also call for an ambulance if someone has:

- severe burns
- stings or bites from snakes, jellyfish or other poisonous animals
- fallen from a great height
- an injury from a major car accident
- been physically assaulted, including stabbing or shooting

What happens when I call triple zero (000)?

The operator will ask if you want police, fire or ambulance.

If you need an ambulance, the triple zero (000) operator will triage you by asking questions:

- What is the problem?
- How old is the patient?
- Are they breathing?
- Are they conscious?

Remember to keep calm and speak slowly and clearly. Stay focused and only give relevant details.

The operator will also ask for your address or location.

- Try to provide the street number, street name, nearest cross street and the area.
- In rural areas, give the full address, nearest landmarks and roads, and the name of the property.
- If you are driving, tell them the direction you're going in and the last motorway exit or town you passed.
- If you are at home, turn lights on (inside and outside) and unlock the front door.

Stay on the line and don't hang up until the operator tells you to.

How do I call or contact triple zero (000)?

It's important to call triple zero from a safe place. You can call triple zero (000) free of charge from:

- any fixed or mobile phone in Australia
- many VoIP (Voice over Internet Protocol) or internet services
- Australian satellite phone services

You can also call 112 (the international emergency number) from a mobile phone. This is an alternative number to contact emergency services.

If you are in a place with no mobile coverage from any provider, none of the numbers will work.

Text-based service

If you have a speech or hearing impairment, you can use the 106 text-based National Relay Service. 106 can only be used with a teletypewriter (TTY) or a device for people who are Deaf or hard of hearing.

You can't contact emergency services by sending a text message.

Smartphone apps

You can call triple zero (000) with the Emergency+ app on your smartphone. The app will display your location (via latitude and longitude coordinates). Give these coordinates to emergency service operators if you don't know exactly where you are.

The Emergency+ app also includes 'what3words' and 'drop a pin' functions. These can help you explain where you are during an emergency. There are CPR videos in the Emergency+ app.

You can get these apps from the Apple App Store and Google Play Store.

What if I don't speak English?

If you don't speak English, you can still call triple zero (000) and ask for police, fire or ambulance.

Once you're connected to the emergency service, they will arrange a free translator. Tips to get help in your language:

- Stay on the line.
- Do not hang up.
- After connecting you to the emergency service, the operator will bring an interpreter onto the call to help you.
- When the interpreter joins the call, explain your emergency in your own language.
- Stay calm and answer the operator's questions.

What do I do while waiting for an ambulance?

If you have called an ambulance for someone who is unconscious (blacked out or fainted), bleeding or in distress, stay with them while waiting for the ambulance.

Give first aid if needed. If they are not breathing properly or if their heart stops, start CPR (cardiopulmonary resuscitation).

If there is another person with you, ask them to:

- check if the house and unit number are clearly visible from the street
- wait outside to direct the ambulance if your location is hard to find
- ensure there is a clear pathway to your location
- secure your pets in another area

What do I do when the ambulance arrives?

Tips for when the ambulance arrives:

- Follow the paramedics' instructions.
- Answer any questions they may have.
- Tell the paramedics if you or the person you are with has any allergies or special needs.
- If the ambulance is taking you to hospital, it can be helpful to:
- bring your regular medicines with you, or a list of your medicines
- leave valuable items at home
- make sure your doors are locked and bring your keys

In some cases, it may help to have someone at home pack a small bag with essentials for the hospital.

How can I help others to use the triple zero (000) service?

Keep the triple zero (000) number beside the telephone or on the fridge at home and work.

Teach children how to call triple zero (000).

Tell people who come to Australia from overseas that the emergency number in Australia is triple zero (000).

Resources and support

The Australian Government has a website Triple Zero for further information.

The Australian Communications and Media Authority provides further information on how and when to call emergency services in Australia.

You can also call the healthdirect helpline on 1800 022 222 (known as NURSE-ON-CALL in Victoria). A registered nurse is available to speak with you 24 hours a day, 7 days a week.

The Australian health system has many different medical services available to help you. Watch this video to learn the right type of service for your health needs.

Languages other than English

Find information on how to call triple zero (000) in many languages.

Sources

Find out how we develop and review our content.

Last reviewed: August 2025

Need more information?

These trusted information partners have more on this topic.

General search results | Results for medical professionals

Top results

Ambulance services | NT.GOV.AU

St John Ambulance emergency and non-emergency ambulance services.

Calling an ambulance | Better Health Channel

In a medical emergency, call triple zero (000) for assistance.

Ambulance – when to call one | National Centre for Farmer Health

First aid skills are essential for all farm workers and people living on farms. Knowing what to do in an emergency could save a life, and that life could also be your own.

NATIONAL CENTRE FOR FARMER

Queensland Ambulance Service - qld.gov.au

The Queensland Ambulance Service (QAS) provides emergency pre-hospital patient care and transport services through a network of 307 ambulance response locations across the state.

Queensland Government

Overview of Health System

An overview of what is covered by private health insurance and what is covered by Medicare for hospital, medical services (general treatment), pharmaceutical benefits and ambulance.

COMMONWEALTH OMBUDSMAN PRIVATE HEALTH INSURANCE

First aid training - qld.gov.au

Information about First aid training courses delivered by Queensland Ambulance Service.

Queensland Government

Ambulance

Depending on which state you live you may need to organise ambulance cover to cover the costs of using an ambulance.

COMMONWEALTH OMBUDSMAN PRIVATE HEALTH INSURANCE

About specialist services | NT.GOV.AU

Specialist services in cities and remote communities, contact information for specialist outreach services.

NORTHERN TERRITORY GOVERNMENT

Hearing services

Hearing services are provided by a range of government and non-government agencies in NSW. This information is provided for consumers to locate NSW Health clinical services they may need.

NSW GOVERNMENT | Health

NT cancer services directory | NT.GOV.AU

Cancer services in the Northern Territory.

Related pages

- About ambulances in Australia

Search our site for

Paramedics

Symptom Checker

Worried about your health?

Select a symptom, answer some questions, get advice

Start a symptom check

Service Finder

- (•) General practice
- ( ) Pharmacy
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- ( ) Emergency department

Search other services

Enter suburb or postcode

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