



## **Ambulance Service of New South Wales**

# **media statement**

2 March 2007

### **A lightning response to a lightning strike**

Business continuity plans swung into place late yesterday afternoon following a direct lightning strike on the building housing the Ambulance triple 0 call centre in Charlestown at approximately 5:30pm.

Greg Rochford, Chief Executive said "I understand following the initial impact a few callers may have experienced minor delays but within minutes all calls were diverted to three other Ambulance triple 0 call centres across NSW

With most phones and computers affected by the lightning strike, communication with ambulance officers was through two-way radio and work in the local area was restricted to triple 0 emergency calls. Routine work such as the transport of non urgent cases from hospital was postponed.

"I thank all Ambulance and hospital staff as well as the external suppliers and contractors who worked tirelessly to ensure patient care for the community was not compromised, Mr Rochford said.

Phones and computers were replaced and testing undertaken and the triple 0 call centre at Charlestown was back to normal operations before 12 midnight.

- ENDS -