



25 June 2007

Inappropriate Triple Zero Calls Risking the Lives of Others

The Ambulance Service of NSW (Ambulance) responds to thousands of Triple Zero calls a year that are classified as 'inappropriate'.

The types of calls that fall into this classification include:

- Children playing games
- Teenage peer pressure
- Mental health service requests
- Misleading information from passing motorists of an accident scene
- Requests for tradesmen
- Directory assistance
- Requests for non-emergency transport bookings
- Taxi service
- Lonely
- Mobile phones that are not keypad locked
- Toddlers playing with the phone unsupervised
- Ambulance billing enquiries
- Emotional callers hanging up before vital information is obtained
- The patient departing the scene before ambulance arrival and not cancelling resources

'Inappropriate' calls are a severe drain on the resources of all emergency services and costs the community many hundreds of thousands of dollars each year. There is also a real risk of delaying emergency assistance to those in genuine need.

Malicious calls are described as calls that are abusive in nature or provide misleading information. Ambulance would like to inform the public that any malicious call to Triple Zero is a criminal offence.

~ ENDS ~

For further information or local media opportunities please contact Ambulance Media on (02) 9320 7796.