



Emergencies

If you or someone in your family is sick you should go to your GP doctor. However, if you have been to the doctor and the person gets worse and very sick, you might need to call the ambulance. If someone has chest pain, or difficulty breathing or a serious accident, then these are also times when you would call an ambulance. This is called an **emergency**.

The telephone number you call for an **emergency is 000**. The operator will ask you whether you want police, fire or ambulance. Say Ambulance. If you need to speak to someone in your own language ask for an Interpreter and say your language. Then you must wait for the operator to get an interpreter, do not hang up just wait for the interpreter.

It is important to remain calm, and you will need to say what the emergency is, and your name and the address of where the emergency is. They should tell you approximately how long it will be until the ambulance arrives.

Stay on the phone as the operator might ask you questions about the sick person and give you some instructions while you are waiting for the ambulance. You can stay on the phone until the ambulance arrives.

If the ambulance doesn't arrive and you are worried, you can call 000 again and tell them you have phoned before and you are still waiting.