



# Media Release – Ambulances Services across Australia Unite to Save Triple Zero for Emergencies

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Tuesday, 14<sup>th</sup> June 2022

Paramedics from across the country have joined forces and are urging the community to save Triple Zero (000) for medical emergencies.

Very high workload due to COVID-19 and Influenza cases, on top of the normal paramedic workload, means that any reduction in call volume would help hardworking clinicians and call-takers immensely.

This is the first time that every ambulance service in Australia have joined forces launching the Council of Ambulance Authorities' (CAA) nationwide campaign, releasing an ad urging Australians to preserve this critical lifeline for when it matters most.

The Council of Ambulance Authorities Chief Executive, David Waters, is calling on people to assess whether their situation is an emergency.

“Not every call made to our Control Centres is for an emergency and many can be managed through other health pathways,” Mr. Waters said.

“While every person who needs an ambulance will get one, sometimes calls that are not an emergency can put pressure on our emergency services.”

In the 12 months to 30 April 2022, more than 275,000 incidents attended by paramedics in NSW alone did not end up with a patient being taken to hospital.

CAA Director Dr. Dominic Morgan said this indicates that many of these incidents could have been managed by other parts of the health system, rather than by calling Triple Zero.

“Make no mistake, when you’re experiencing a medical emergency we will be there for you as quickly as we can. But if our emergency call takers, dispatchers and paramedics are tied up with non-emergency work it can keep us from getting to a genuine emergency,” Dr. Morgan said.



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**CAA | The Council of Ambulance Authorities Inc.**

2 / 141 Sir Donald Bradman Drive  
Hilton, South Australia 5033

caa.net.au | enquiries@caa.net.au  
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The CAA's CEO David Water's says Paramedics across Australia have done an incredible job throughout the pandemic and their efforts keeping the community safe should be commended.

"Another thing the public can do this year is get your flu jab. One of the worst Influenza seasons in a decade is projected to hit the country hard this year, it is more important than ever to arm yourself," Mr. Waters said.

Minor symptoms, such as a headache, runny nose and a sore throat can be managed with the help of a pharmacist.

"That said, both of these viruses can be very dangerous for many in our community. You should never hesitate to call an ambulance if you have severe symptoms such a shortness of breath, chest pain, coughing up blood, severe headaches, confusion or fainting. We just want people to consider their symptoms, and the right pathway for them," said Mr Waters.

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To access the video, go to

[https://www.dropbox.com/sh/I0rwehpgkdblx7x/AACfKEaUFAJI\\_h1J0PfNaW3Ca?dl=0](https://www.dropbox.com/sh/I0rwehpgkdblx7x/AACfKEaUFAJI_h1J0PfNaW3Ca?dl=0)



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