

Media Release

The Hon Martin Foley MP
Minister for Health
Minister for Ambulance Services
Minister for Equality



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SAVE LIVES BY SAVING 000 FOR EMERGENCIES

Victorians are again being reminded to save Triple Zero for emergencies with the “Save Lives, Save 000 for Emergencies” campaign relaunching to help paramedics respond quicker and save lives.

The successful advertising campaign is back after non-emergency calls to Triple Zero (000) increased again in 2021.

More than one-in-five calls to Triple Zero for ambulance do not require an emergency ambulance response, which can take paramedics away from time-critical life-threatening emergencies.

Demand for ambulances and emergency departments has continued to increase and will continue to increase as we safely reopen.

The campaign aims to reduce the number of non-emergency calls to Triple Zero by highlighting the teams of other healthcare professionals who are ready and able to help manage non-urgent health care issues, round-the-clock. These include GPs, pharmacists and NURSE-ON-CALL (1300 60 60 24).

The campaign has provided Victorians with a better understanding of when to call an ambulance – with the previous campaign run helping to reduce the average number of daily calls to Triple Zero by 10 per cent.

Everyone can play a part by using other healthcare options when they are unwell or have a minor inquiry.

If in doubt, call 000. The people who take your call are trained to help and direct you to the appropriate assistance. For everything else you can get advice and immediate treatment from experienced GPs, pharmacists and registered nurses available to assist.

There are already plans to increase capacity in our hospitals due to rising numbers of COVID-19 patients.

The *Victorian Budget 2021/22* delivered an extra \$759 million for Ambulance Services and Emergency Departments to boost triage services, expand telehealth and get more paramedics and ambulances on the road.

For more information visit betterhealth.vic.gov.au/campaigns/save-000-for-emergencies.

Quotes attributable to Minister for Health Martin Foley

“Our hardworking ambos are doing an incredible job of responding to record levels of community demand. By saving triple zero for emergencies, we can help ensure our ambulances are available for those who need it most.”

“Victorians are lucky to have so much choice when it comes to healthcare – so we encourage everyone to explore their options most suitable to their needs, whether it’s experienced GPs, pharmacists or registered nurses.”