

LITTLE HERO

knows triple zero

“Sasha’s heroic act reinforces the need for both children and adults to be aware of the use of the Triple Zero (000) emergency number...”



The enormous courage of little Sasha Hartman was the key to his mother’s survival when she collapsed on the floor of the family’s Gold Coast home after experiencing serious chest pains.

Four-year-old Sasha displayed a remarkable maturity beyond his years and dialled Triple Zero (000)

after seeing his mother Melita Hartman, 31, in distress.

During Ambulance Week (September 10 to 16), the Queensland Ambulance Service presented Sasha with the State Young Hero of the Year award for his amazing bravery and leadership in the attempt to save the life of another.

Sasha’s heroic act reinforces the need for both children and adults to be aware of the use of the Triple Zero (000) emergency number.

Last month the national Triple Zero (000) campaign, an initiative of the Australian Government, State and Territory Police and Emergency Services, was launched in an attempt to further build awareness and educate the community in the use of the Triple Zero number.

For the first time, the campaign aimed to appeal to young people through a targeted education and awareness children’s television commercial created by children’s entertainment group the Hooley Dooleys.

Manager, Queensland Police Communications Branch, Acting Superintendent Ray Pringle said it was important people knew what to do when they called Triple Zero (000) in an emergency.

“Give the operator as much information as you can – for

example the house number, street name and a cross street. This will help the emergency services get to you as quickly as possible,” he said.

Additionally 60% percent of calls received by the Telstra Emergency Call Service during the last financial year were considered non-genuine. These calls have the very real potential to delay the response to genuine calls.

“Taking simple steps like locking the keypad of mobile phones and teaching children how to use the Triple Zero (000) service correctly can reduce the number of non-genuine calls being made,” Acting Superintendent Pringle said.

Sit down with your family and make sure that everyone knows that Triple Zero (000) is the number to call in the event of an emergency – it could save a life.

By Karen Downey,
Media and Public Affairs Branch



Stay focused. Stay relevant. Stay on the line

There are three important things to remember when calling Triple Zero (000):

1. When you call Triple Zero (000), an operator will ask you what service you require.
2. Simply say ‘Police’, ‘Fire’ or ‘Ambulance’. If you are calling from a mobile phone, you will need to provide the state and town the emergency is in.
3. Once you have been connected to the appropriate service, it is important to stay focused, stay relevant, and stay on the line and provide as much information to the operator as possible. If you are calling from a fixed phone and you need to leave for safety reasons, leave the phone off the hook.