

# Submitted by Debby Green

Submission number: 239593

Department of Communications' Review of the national Triple Zero (000) operator 2014.

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## **Question 1: Community expectations**

As a daughter of someone that needed an ambulance I HAD TROUBLE GETTING THROUGH ALL THE QUESTIONS AND I WASN'T THE ONE WHO COULDN'T BREATHE AND IN HER CONDITION GASPING FOR BREATH SHE WASN'T UP TO MAKING A CALL THAT WAS SO LONG SHE NEEDED THE AMBULANCE THEIR IMMEDIATELY They all do an amazing job but simplify it apps are for the young not the nearly dead older folk who are already scared they won't make it through the night .

## **Question 2: Challenges facing the Triple Zero service**

when a person calls once they need to go onto a system where it brings up their record and how ill they are .you can order a taxi by just your number going in and they know exactly where u live why can't 000 do that .

## **Question 3: Other ways of requesting emergency assistance**

My mother at 83 needs simple instructions she panics when its all too hard . So why not have 000 as near death situation then downgrade your needs by 001,002,003 so forth 000 has to stay the old and really ill just can't change and don't have the knowledge of technology that the young do nor do I at 60.I had to ring for my Mother one night and the questions were hard even for me and I wasn't sick .simplify it first question how ill are you where are you how old r u your phone number which u should be able to retrieve without asking for it anyway and get that ambulance dispatched asap.The 2 men that came to her that night were amazing they calmed her and put her straight onto oxygen she had waited an hour tho for me to drive from Brisbane to the Gold Coast rather than try to get help herself .keep it simple guys or lives will be lost.

## **Question 4: Improving information**

just one question are u in an emergency situation and do you need help immediately.

## **Question 5: The role of the national Triple Zero operator**

when you ring a taxi these days they have all your information just by the number you have called in from why can't 000 store the frail elderly patients that have called before into their system to make it less stressful for them .

## **Question 6: The role of telecommunications providers**

this should be a free number the government waste so much money on overseas that back home should come first we all pay taxes our health should never be put at risk for the sake of a phone call to 000

## **Question 7: The role of innovators**

apps are great for the young but my mother has trouble just using a mobile let alone all the apps that the young use have it divided to 2 numbers but the elderly can not have 000 changed or Abbott will be responsible of culling the elderly so he doesn't have to pay their pensions anymore .He also must have parents that are old and ill or is he in human .

## **Question 8: Cooperation and decision-making**

to many questions get to it quicker on a scale of how urgent the call is .

## **Other comments**

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