



The Royal  
Melbourne Hospital

## City Campus

Monday, 23 April 2007

Trudy Habner  
MH Executive  
8<sup>th</sup> Floor South  
Royal Melbourne Hospital

Dear Trudy,

At our April 2007 MH Resuscitation Committee, we discussed some recent advice from the Australian Resuscitation Council (ARC) February 2007 National meeting which is relevant for MH staff who are working in the community.

The ARC have followed up problems ringing emergency telephone numbers from mobile phones and have advised by the Australian Communication Authority ([www.acma.gov.au](http://www.acma.gov.au)) that 000 can only be used on a fixed landline and on a mobile phone where it is connected to the users service provider. Where the mobile phone is accessing the telephone network through another provider, 000 may not work. The best advice is:

- Dial 000 in an emergency.
- If using a mobile phone and 000 doesn't work, dial 112.
- 112 will access the local emergency service anywhere in the world.

Yours sincerely,

Prof J Tatoulis  
Chairman  
Melbourne Health Resuscitation Committee