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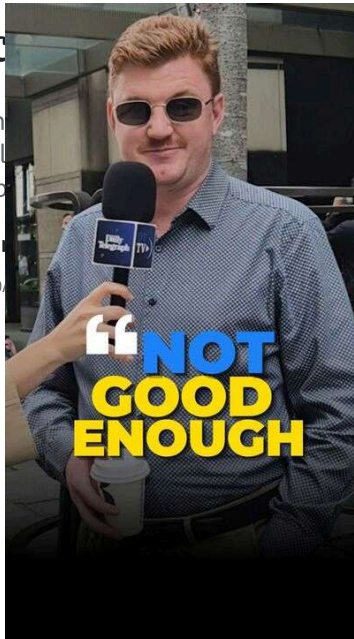
Why Triple-0 calls fail and how new Leelou app could help

After three deaths were linked to calls that didn't go through, experts warn Triple-0 isn't foolproof — here's why calls fail and how a new Aussie app that could help.

Anthony Piovesan and Adrienne...

4 min read October 3, 2025 - 5:00pm

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A new app promising “instant” access to emergency services could help

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incident which has been linked to three deaths.

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...to download, did not rely on a mobile carrier and operated anywhere with Wi-Fi.

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technology needs to replace or support what triple-0 is doing because lives are
By posting a comment you are accepting our [Commenting Guidelines](#) and acknowledge that your use of the site
is subject to our site's [Terms and Conditions](#).

[Director Cyber Advisory at CyberPulse](#), Paul Friend, said having a backup

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always rely on just one way to reach help, Friend said. 2000 characters remaining

“Apps like Leelou give you a safety net. If calling triple-0 doesn’
phone can still alert people you trust, share your location, and even stream
and it knows what’s going on.” Viewing Options ▾



Leelou still relies on you actually being able to get the app open and press its alert button, then one
and fate of your 5 contacts actually responding to an alert immediately and then they call emergency
Enrique Acqui services. How long might that delay be??

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However, Friend said it was also important to remember apps aren’t
foolproof.

John 37 minutes ago

“They rely on data networks, phone battery, and permissions working as
Not everyone owns a device that connects to apps.
expected. They’re helpful, but not a replacement for common sense or
preparation,” he said. [Reply](#)

Leelou was voted one of the best personal safety apps in Australia by
shaun 3 hours ago
independent review site Safewise last year. Other personal safety devices also
exist including some that are available in the world’s most
an SOS button for help. [Reply](#)

To use the app, a user must create a profile and then invite up to five close
RadioRico also download the app.

Why are we blaming the Telcos (even though there are plenty of other reasons) when we have a “watchdog” in the form of the Australian Communications and Media Authority? What are they doing, “Working” From Home?? I was told by a former Police Sergeant who visited the Kenyan game reserves a couple of years back that he was able to get a full telco signal anywhere. That’s “outback” Africa!! The locals had mobile phones and charged them using solar panels. So there you have it folks. This is 2025 and the above tells me that we have fooled ourselves and we are a genuine Third World country!!

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If the user is in trouble, they press an SOS button, which immediately sends audio, GPS coordinates and phone battery status to their emergency contacts.



If the app user is in trouble, they then press an SOS button, which immediately sends audio, GPS coordinates and phone battery status to their emergency contacts so they can intervene. Picture: Luis Enrique Ascui

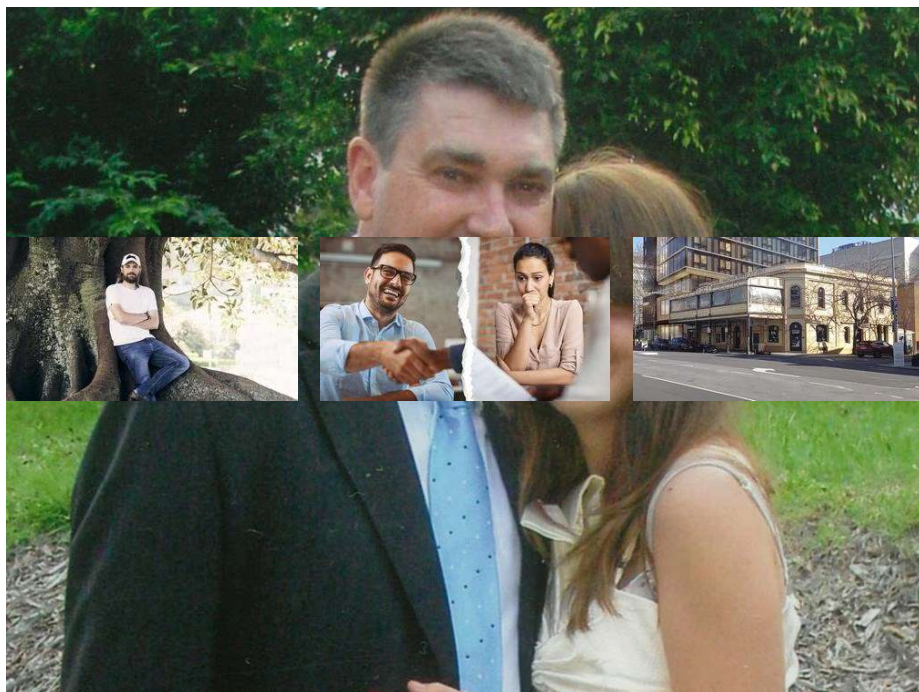
It also connects with the health apps on Apple and Android devices, and can detect irregular heart rates that may trigger an SOS alert.

“If someone is suffering from domestic violence, has a heart attack or a panic attack the SOS warning will be triggered automatically,” Mr Farsoun said.



react and I'm sure that if my daughter had the ability to hit an SOS button it could have changed her life," he said.

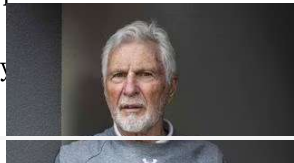
'Addictive model': Global education leader hails Aussie social media ban



John Herron with his daughter Courtney, who was murdered.

Technology & Digital Safety
Good Morning George

Mr. Parsons said that traditional emergency calls don't provide the same real-time information as the app. Recommended based on what you've read. Don't miss out on the headlines from Technology & Digital Safety. Followed categories will be added to My



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your phone battery is down to 1 per cent, **over alleged attempted** **extend trams out of**
Highway Surf Coast **invasion of Mick** **the CBD**
Malhouse's home

A spokesman from the federal government's Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts said "the government is continually exploring ways to improve the service" to ensure easy and reliable access to triple-0 for every Australian.



Dialling '000' will not work if telcos in the area have no reception. Picture: iStock

WHAT OPTIONS DO I HAVE IF THERE IS NO SIGNAL?

Newer mobile phones may be able to relay information to triple-0 in cases where you have no network coverage.

“There are some new innovations, such as Apple’s Emergency SOS over satellite that enable customers with an iPhone 14 or newer to text and have their needs relayed to triple-0,” an ACMA spokesperson said.

WHAT IF I HAVE A 3G OR 4G MOBILE PHONE? WILL THEY STILL WORK?

Australia’s 3G network shut down last year, which means calls made to ‘000’ on mobile phones on the 3G network will not work.

Some 4G phones may require users to turn on a setting called a Voice over Long-Term Evolution emergency calling.

But some 4G models may not have this feature and in that case, people would not be able to make triple-0 calls.

DOES 911 WORK IN AUSTRALIA?

This number is the US emergency service number and should not be dialled in Australia. If used, it will re-route to 000.

WHAT ABOUT 112?

'112' is the international standard emergency number, which can only be called from a digital mobile phone.

When people dial '112' in Australia, the call will be automatically re-routed to '000'.

"It does not require a SIM card or pin number to make the call, however phone coverage must be available (any carrier) for the call to proceed," the DHA website states.

Both '112' and '000' calls operate on the same networks and therefore there is no difference in availability during network outages or areas without any telco network coverage.

More Coverage



Ally's fury after couple call triple-0 25 times



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Originally published as [Why Triple-0 calls fail and how new Leelou app can save lives](#)

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