Role of an Ambulance Officer

Hi, our names are Billy and Betty and we are here to tell you about the role of an ambulance officer in the Ambulance Service of NSW.

An ambulance officer can be a man or a woman. Our job is to help sick people or people who have hurt themselves. This might be taking someone to hospital with a broken leg or going to emergencies like motor bike accidents or asthma attacks.

You can dial ‘000 from any telephone in an emergency any time of the day or night. Ambulance officers work every day of the year, including Christmas Day! But remember ‘000 is only for emergencies and you can get into big trouble if you call this phone number as a joke – we can find out where the call has come from if we need to. It is very important to know your address so we can get to you.

Two ambulance officers usually work together as a team. We take turns at treating the sick people and driving the ambulance. The ambulance officers start their day or night by checking the ambulance and its equipment. A drug box, bandages, oxygen bottles and a heart monitor are the main pieces of equipment we use. We carry radios with us so we can talk to the radio operator and we even have equipment to help us deliver babies.

If we receive a ‘000 phone call for a very sick person or an accident like a car crash, we turn on the ambulance lights and sirens. If you hear or see an ambulance with its lights and sirens on, ask mum or dad to safely move the car over to the side of the road until we pass.

There are special ambulances for the snow and 4WD ambulances for the bush! Ambulance officers can also work on helicopters. We can be lowered down a cliff-face using special ropes or climb through caves with special breathing equipment. Sometimes we work with the police and the fire brigade.

Ambulance officers have very exciting jobs because we help sick and injured people everyday. We always get to meet new boys and girls and we never know what adventure might happen next!