



# in the news

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## Special delivery

With nine weeks on the job Amanda Stevens helped a man deliver his own baby in a car 300 kilometres away.

The triple zero call came through to Ambulance's Western Operations Centre at Dubbo on Wednesday 5 December at approximately 1030 hours and was answered by Amanda who has been an ambulance officer for six years but has only spent nine weeks taking triple zero calls.

"We get called to many of women in labour but 99 times out of 100 they're only having contractions and the ambulance officers can get there in time," Amanda said.

This situation was different because the parents live outside of Narrabri and were in the car and on the way to hospital.

"Only part way through the call did we realise the birth was going to happen on the side of the road," Amanda said.

"It took a while to convince the couple to pull over rather than keep driving." The dad said they had been pulled over by police, who on discovering the woman was in labour, told them to keep going.

She's no stranger to delivering babies, but Amanda said this was completely different.

"It's much easier to calm someone in person than over the phone (where) you only have verbal communication to gain their trust," she said.



**Amanda Stevens at the Western Operations Centre at Dubbo.**

The remote location, the imminent birth and the presence of an excited father, and his mother-in-law resulted in a difficult situation.

"When it comes to babies, it's easy to panic, and the job relied on multi-tasking", she said.

While talking to the father, Amanda also had to enter the information into a computer for the dispatchers and the ambulance officers on the scene, which would be used by the hospital.

"It's teamwork," she said

Helping Amanda through the call was training officer Karl Pirchmoser.

"Our role is to empower the caller and help them take control," he said.

"The caller is the tool to achieve the desired outcome."

The birth of a baby girl when the local ambulance officers were still about eight minutes away did not end the challenges.

"There were two complications after the birth and if they didn't have the telephone support the outcome may not have been as good," he said.

*Article by Faye Wheeler from the Daily Liberal in Dubbo.*