



# in the news

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## Simulator phone will help kids save lives

The Ambulance Service has welcomed a new Triple Zero (000) Emergency Phone Simulator to be used to educate young children about calling an ambulance.

“While the majority of callers to Triple Zero (000) are adults, we certainly have instances where young children are calling for help for a person who has fallen ill or been in an accident “said Shelley Conasch, paramedic and Manager of Community Relations.

“The kids can dial Triple Zero (000) and the simulator will play back an audio clip of a young girl calling for an ambulance and the kind of questions they can expect from the operator.”

Electronics communications company Benelec, in conjunction with the Ambulance Service of NSW (Ambulance) have developed the phone simulator which is fitted to a training phone.

The phone will be used in conjunction with the “Be an Ambulance Hero – Dial Zero, Zero, Zero” program.

The “Be an Ambulance Hero – Dial Zero, Zero, Zero” program is aimed at children in kindergarten, Years 1 and 2 and hopes to equip students with simple decision making skills, increase awareness of the difference between a little accident and a big accident, including how to identify an unconscious person.



**Parramatta Paramedic Craig Watkins teaches his three children Isaac, Hannah and Josh how to call an ambulance.**

“As part of the program, children are educated on how and when to call an ambulance in emergency situations. The phone simulator will be a perfect training tool.” Shelley said.

Ambulance is hopeful that the “Be an Ambulance Hero – Dial Zero, Zero, Zero” program will educate and create awareness amongst children, resulting in positive outcomes in emergency situations.

The program increases understanding of how to call an ambulance in an emergency, reinforces that the number to call in Australia is Triple Zero (000) and develops the confidence and skills necessary for children to be able to call for an ambulance and answer questions from the ambulance call taker.

The phone is available to go out with the Ambulance mobile education vehicle.

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