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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.

"Whilst the majority of callers to 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, Ambulance Officer and Manager of Community Relations.

"The kids can dial 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."

Benelec in conjunction with The Ambulance Service of NSW 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 program has been distributed to all New South Wales primary schools.

The program aimed at children in Kindergarten, Years 1 and 2 hopes to equip them 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.

"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.

The Service is hopeful that the 'Ambulance Hero' program will educate and create awareness amongst children, and get positive outcomes in emergency situations.

It increases understanding of how to call an ambulance in an emergency, reinforces that the number to call in Australia is '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 Ambulance service is very much a part of the community and the people of the state entrust their lives to ambulance officers every day.

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