



Lesson 6 - Emergency Triple Zero (000)

TEACHER BACKGROUND INFORMATION

Emergency Triple Zero (000)

Phoning for emergency services to attend is primarily an adult responsibility - children should understand this. Children should be encouraged to remind an adult to call Triple Zero (000) in the event of an emergency.

Young children should be taught to ring Triple Zero (000) when there is no adult who can do so. This may occur if they are home alone, or their adult caregiver becomes unwell or incapacitated. There are many examples where children as young as four years old have played a pivotal role in saving lives and property by calling Triple Zero (000) and providing the information needed to obtain assistance from the emergency services. Knowing when and how to call the emergency number is an important life skill that all children should learn.

It is vital, however, that everyone understands to ring Triple Zero (000) only in the event of an emergency and when they are safe to do so, eg after escaping a house fire.

Children need to be able to differentiate between what *is* an emergency and what *isn't* an emergency. If an emergency occurs and they need help, they need to be able to request the correct type of help ie Police, Fire or Ambulance.

For more information go to: [Home Fire Escape Plan and 000 \(FRV\)](#) or [Triple zero process | ESTA](#)

Essential Question

- When and how should the fire service, the police, or an ambulance be called to help us?

Key Understandings

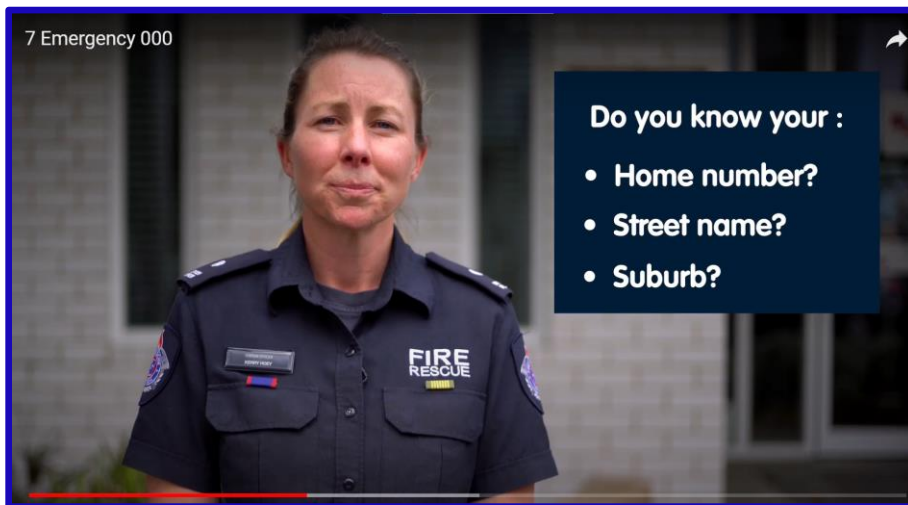
- In an emergency an adult should call 000. A child may remind an adult to call or may make the call if required.
- An emergency is when something serious has happened and we need assistance from a fire service, police or ambulance.

Lesson Steps

CLASS DISCUSSION -

- *What is an emergency? What is not an emergency?*
- *Who is there to help you when there is an emergency?*
- *What phone number should people call to get help when there is an emergency?*
- *Who should we ask for when we call Triple Zero?*
- *What else should we say when we call Triple Zero?*

SHOW VIDEO: [Emergency 000](#)



Important Discussion Points:

If there is an Emergency, it is best to tell an adult immediately and they should call 000. If there is no adult present, kids are allowed to call 000 but they need to know what is and what is not an emergency.

Any caller should ensure they are in a place of safety before they call Triple Zero eg in the event of a house fire; escape to a Safe Meeting Place first.

CLASS DISCUSSION -

Teacher to select from the following scenarios and ask, "Is this an Emergency?"

- If yes,
- What number should people ring?
- Who should you ask for?

If no,

- What could you do?

1. Your friend has fallen off their scooter in the local park. They are bleeding from the arm. They are in a lot of pain. You can see what looks like a bone poking out of their arm.

- Yes, this is an emergency
- Ring 000
- Ambulance

- 2. You walk into your bedroom and notice your goldfish has died.**
 - No, this is not an emergency
 - You should speak to an adult or carer

- 3. You see two people breaking into your neighbour's car. They have broken the back window and are wearing masks over their faces.**
 - Yes, this is an emergency
 - Ring 000
 - Police

- 4. You are out for a bike ride near your home with your friend and your tyre goes flat.**
 - No, this is not an emergency
 - You should walk your bike home and ask an adult or carer for help

- 5. Your dad is cooking dinner on the BBQ. The gas bottle catches alight and starts a fire. He has burnt his arm and is complaining about the pain.**
 - Yes, this is an emergency.
 - Ring 000
 - Ask for the Fire Brigade and Ambulance

- 6. Your little sister has just lost a tooth.**
 - No, this is not an emergency
 - You should speak to an adult or carer for help

- 7. Your brother is eating nuts and you notice his face starts to swell up. He is struggling to breathe. You notice his skin starts to turn a different colour.**
 - Yes, this is an emergency
 - Ring 000
 - As for Ambulance

- 8. You walk into your bedroom and notice you have left your iPad charging on top of the covers. You can smell smoke and see that there is fire and smoke coming from the iPad.**
 - Yes, this is an emergency
 - Ring 000
 - Ask for the Fire Brigade

- 9. You have dropped your Nintendo Switch controller in the toilet.**
 - No, this is not an emergency
 - You should speak to an adult or carer for help

ROLE PLAY - Calling 000

Using some scenarios from the video (or others) ask volunteer students to role play calling 000 in front of the class.

The volunteer could pretend to be an adult or themselves. They should pretend to call from a safe place eg Safe Meeting Place.

Teacher to act as 000 call-taker and should ask the following questions in order:

1. *What emergency service do you require: **Police**, **Fire** or **Ambulance**?*
2. *What is the address of the emergency? (Write an address on the board eg **5 Kangaroo St, Jumping Creek** for the volunteers to recite for all phone calls. Alternatively, they could say their own address.)*
3. *What has happened?*

Use the table below or the **000 PHONE CALL TEACHER'S SCRIPT (pdf)** to assist you:

Emergency	Role Play Caller / Location	Emergency Service
A small fire in pot on kitchen stove	Adult who has escaped outside	Fire
A child has fallen from a tree and he can't move	Father or friend with fallen child	Ambulance
Someone is stealing a TV from your neighbour's home	Adult neighbour in their own home	Police
My friend has been bitten by a snake	Teacher or friend with bitten child	Ambulance
A small electrical fire in laptop in bedroom	Adult who has escaped outside	Fire
Grandpa has a pain in his chest and he can't talk	7 year old grandson with older man	Ambulance

WORKSHEET: CALLING TRIPLE ZERO (000) (pdf)

Join the correct picture to the directions for each of the 5 steps.

Fill in the gaps using the words provided.

EXTENSION ACTIVITY

As a class, in groups or individually students play this online game.

The [Triple Zero Kids' Challenge](#) provides children with knowledge and skills through game play and mystery challenges. They'll learn about safety messages and hear what happens when you call Triple Zero. There are fifteen safety scenarios.



The estimated game-play time is one hour but can be played in shorter intervals. The game relies on narrative and voice-prompts. It consists of several quests that address a range of emergency situations, including medical emergencies, major accidents, house fires, bushfires, serious crimes and suspicious behaviours.