

UNIT 3 – TELEPHONING 000 (TRIPLE ZERO)



MAKING THE CALL



Triple zero (000) should be called only when you need the police, the fire service or an ambulance. If you don't speak English very well, you can ask for an interpreter.

When you call Triple Zero, you will be asked:

1. *Do you want police, fire or ambulance?*
2. *What is the address of the emergency?*
3. *What is the nearest cross street?*
4. *What is happening? What is the emergency?*
5. *Is anybody inside the house?*



Match each answer below with a question above.
The first one is done for you.

- a. *Do you want police, fire or ambulance?*

The fire brigade please

- b. _____

27 Lawrence Street, Wodonga.

- c. _____

David Street

- d. _____

There is a lot of smoke coming from the house across the road

- e. _____

I don't know if there is anybody inside the house.

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AN EMERGENCY CALL

Complete the phone call from the answers below.

Call taker: “Do you want Police, Fire or Ambulance?”

Answer: _____

Call taker: “What is the address of the emergency?”

Answer: _____

Call taker: “What is the nearest cross street”

Answer: _____

Call taker: “What is happening? What is the emergency?”

Answer: _____

Call taker: “Is anybody in the car now?”

Answer: _____

Call taker: “We’ll get a fire truck there as soon as possible. ”

Answer: _____

- “Bell St”
- “A car is on fire”
- “Fire Brigade”
- “Thank you”
- “Outside 271 Swan St, Richmond”
- “No. Everybody is out of the car and safe”



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CHOOSE THE CORRECT RESPONSE

Read each situation then highlight 'Yes' or 'No'. Give a reason for your decision.

Should you call the fire service on 000 if ...

- a. A small fire has started in long grass in a paddock. **Yes** **No**

Why? The fire might spread and put people and property in danger.

- b. A child, playing with matches, has set fire to some paper. **Yes** **No**

Why? _____

- c. The curtains in your kitchen have caught on fire. **Yes** **No**

Why? _____

- d. You can see a lot of smoke coming from your neighbour's window.

Yes **No**

Why? _____

- e. A car has crashed and something is leaking onto the road. **Yes** **No**

Why? _____

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Matthew's Lucky Escape

I got home from work one day feeling very tired and hungry. I put some noodles into a saucepan with some water. I put them on the electric stove and turned it on.

My friend Kareem was in the lounge room watching TV. I said 'hi' to him and sat down on the lounge chair next to him. We must have both fallen asleep.

The next thing I knew I was being woken by two firefighters dressed in gold uniforms and breathing masks. I started to cough a lot and my eyes were stinging. The lounge room was full of grey smoke. The firefighters helped us to escape out the front door to the fresh air. I was feeling really bad. They put oxygen masks on us. I started to feel much better.

Kareem and I watched the firefighters go back in the unit. One of them carried a black saucepan with smoke coming from it out of the unit. He put some water on it. Another firefighter was opening all the windows and doors in our unit. Smoke was coming out everywhere. The firefighters used a ladder to climb on the roof.

Our neighbour had rung 000 (Triple Zero) and called the fire brigade. The smoke alarm in our unit had a flat battery and didn't work. If the smoke alarm had activated it would have woken us very quickly. I had been silly leaving the kitchen and falling asleep while something was cooking. Kareem and I were very lucky to survive this fire.



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COMPREHENSION

1. Read '*Matthew's Lucky Escape*' and answer the questions.

a. What was Matthew cooking on the stove? _____

b. Where did Matthew fall asleep? _____

c. How were Matthew and Kareem feeling when the firefighters woke them?

d. What would have woken the men earlier if it had been working?

e. Where should Matthew have stayed while he was cooking?

2. Number these sentences in the correct order.

Firefighters arrived and rescued the two men.

Matthew put the saucepan on the stove and turned it on.

The firefighters cleared the smoke from the unit.

The neighbour saw smoke coming from the unit and called 000 .

The two men fell asleep in the lounge room.

Matthew was feeling silly for leaving the kitchen while cooking.

The saucepan boiled dry and the noodles and saucepan got very hot.

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VOCABULARY

Read the situation in the boxes. Cross out the wrong word.

The first one is done for you.

The house next door **is / are** on fire. There is **smoke / smoking** everywhere. I **can't / doesn't** see anybody inside.

There's **been / happened** an accident. A car **have / has** crashed into a tree. There's a man **trapped / trapping** in the car.

The bush is **burn / burning**. The fire is **growing / grew** very big. There **is / are** some houses nearby.

I am **worker / working** at a factory. A chemical has **leaked / leak** on the floor. Everyone **has / have** evacuated.

My little boy **has / have** got his hand stuck in the wall. He is in lots of pain but he is not **blood / bleeding**.

I can **smell / smelling** smoke. I **can't / won't** see any fire. I **am / is** a bit scared.

There is a smoke alarm **beeped / beeping** next door. I **don't / doesn't** think anyone is home.

A lot of smoke is **coming / come** from my car's engine. I have **stopping / stopped** the car. No one is in the car.

A 50 year old lady has **been / being** badly burnt. Oil on the stove **caught / caughted** on fire. She is having trouble **breathe / breathing**.

The fire alarm is **gone / going** off at my office. We **can't / isn't** see any smoke or fire.

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JOSHUA'S STORY – ORDERING EVENTS

1. Read each paragraph of the story. They are in the correct order.
2. Cut out each paragraph and mix them up.
3. Glue each paragraph onto a piece of paper. Make sure the story is back in the correct order.
4. Read the story again.

I was on my way to my friend's house. I was listening to the radio and not concentrating on driving my car. I crashed into another car.

My car was badly damaged. I took off my seat belt. I could not open the car door to get out. My head was hurting after the road accident.

I saw the driver of the other car talking on his mobile phone. He was looking very worried. He was asking for the fire brigade & the ambulance.

I heard sirens. A fire truck arrived. Then an ambulance came. The firefighters used a tool called the 'jaws of life' to open my car door.

The ambulance paramedics put a cervical collar around my neck. They gave me pain relief. They were very professional.

The firefighters controlled the busy traffic. They helped keep me and the paramedics safe.

I was gently put into the ambulance and transported to hospital. I was feeling a lot better.

I was lucky that I had not been badly hurt. My seat belt probably saved me. I will always pay attention when I am driving from now on.

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JOSHUA'S STORY - DEFINITIONS

After you read *Joshua's Story* match these words and meanings.

road accident

jaws of life

controlled

concentrating

cervical collar

transported

pain relief

paramedic

professional

_____ a firefighter's cutting equipment

_____ giving something your full attention

_____ ambulance officer

_____ having or showing great skill

_____ neck brace

_____ reduces pain or suffering

_____ managed and moved

_____ a crash involving one or more vehicles

_____ moved from one place to another



Have you ever been in a road accident?

Do you know anyone who has been hurt in a road accident?

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Khalid's Heart Attack

Last year, we were in the mosque at the end of Ramadan. Everyone was feeling happy and relaxed. Suddenly my grandfather, Khalid, collapsed on the floor. "Help him please!" my father cried, and we all rushed over to him.

My brother, Hussein, quickly got out his mobile phone. He dialled 000 (triple zero), said "Ambulance," and waited. He spoke to another operator and said, "We're at the mosque." He told her the address and the nearest cross street. Then he told her what had happened. He said, "My grandfather has collapsed and seems to be in great pain. He doesn't answer when I call him."

In about five minutes we heard sirens. A fire truck arrived. Someone said, "No, no there is no fire. We called an ambulance!" But the firefighters said, "The ambulance is on the way. We will look after the patient until the ambulance arrives."

The firefighters gave grandfather emergency help. They gave him oxygen. I ran outside to look for the ambulance.

When the ambulance paramedics arrived, I took them to my grandfather. They treated him and then took him to hospital in the ambulance. My father went in the ambulance too.

It was terrible, but I am happy to say that my grandfather, Khalid, is fine now. Thankyou to the firefighters and the ambulance paramedics for looking after him.



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KHALID'S HEART ATTACK - VOCABULARY

Complete these sentences. Fill in the missing words.
Use the words in the box. The first one is done for you.

fire truck	firefighters	operator	paramedics
life saving	safe	arrives	dangerous
life	breathing	ambulance	

When his grandfather collapsed, Hussein asked for an **a**_____.

So: Why did the **f**_____ **t**_____ come to the mosque?

When you ring 000 (triple zero) for an ambulance, the Ambulance

Victoria **o**_____ listens to what you say and decides how

d_____ the medical emergency is. If the emergency is

l_____ threatening, that is, if the sick person is unconscious or not

b_____, the operator will send out an ambulance and a fire

truck at the same time. The fire brigade may arrive first.

All FRV **f**_____ are trained in basic **l**_____

s_____ skills. When they get to a medical emergency, the

firefighters will check the area is **s**_____ and then treat the sick person

until the ambulance **a**_____. They will try to resuscitate the sick

person if necessary. When the ambulance arrives, the

p_____ will take control.