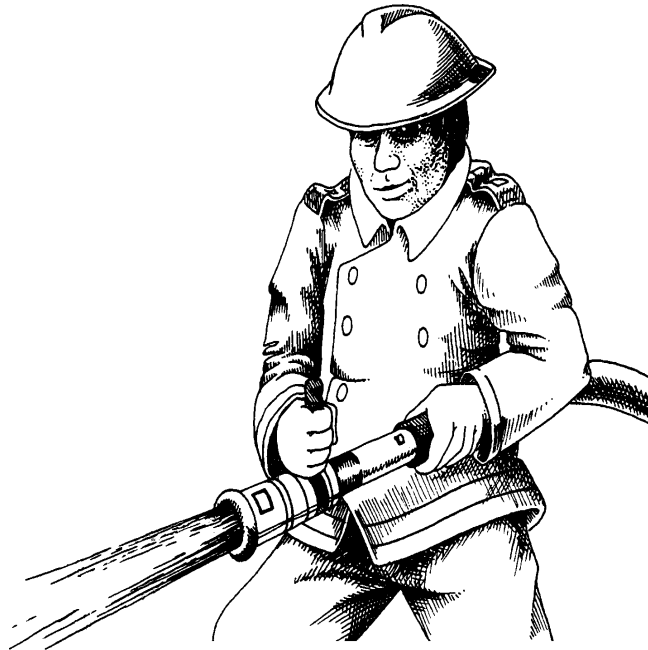


For 8 years +

EMERGENCY 000

*Activities to teach correct use of the emergency
000 number to contact the fire, police and
ambulance services in Australia.*



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Foreword

Emergency 000 “Police, Fire and Ambulance”

About the Book

This book was designed to aid in teaching about Emergency Services. It will fit into health education, drama and art programmes.

The worksheets in this book are designed to provide the child with a complete set of learning activities about the different emergency services available in Australia. The book is divided into four sections. The first section “Using 000” contains general information about using the 000 emergency number while the remaining three sections deal specifically with the emergency services being examined (Police, Fire and Ambulance). There are a variety of activities which give children the opportunity to learn and practise the correct way to telephone each emergency service. Each emergency service also includes some activities dealing with health and safety issues that reinforce the concept that prevention of a harmful situation is far better than curing it.

N.B. All the activities in this book can be linked to outcome statements 2.12 and 3.12 of the Safety Strand of the National Health and Physical Education learning area.

How the Emergency Number Works

There are approximately one million calls made throughout Australia to the 000 number each month. Of these calls only 25-30% are real emergencies. The remaining 70-75% are “nuisance” calls which is of great concern. These calls have the potential to delay a genuine cry for help.

Once 000 is rung, it is transmitted to a call centre where Telstra’s agents answer it. As from mid-1999 all 000 calls are received in Sydney and then forwarded on to the relevant state and/or the requested emergency service. In 85-90% of the cases the calls are answered in less than 5 seconds. Most 000 emergency calls are free but if a blue phone is used a charge may apply. In 2001 Telstra once again reached an important milestone which improved the call handling of 000 calls from mobile phones.

When the Telstra agent answers the 000 emergency call at the centre, the location of the incoming call is displayed on their screen. This only applies if the call is from a fixed phone. This is to help in the case of a real emergency but is also used to try to stop nuisance calls. Children need to be taught not only the right way to telephone the emergency number but the importance of not making nuisance calls, which may prevent a person in real need of assistance from gaining access to the emergency services as quickly as possible.

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Section 1: Using 000

Teacher Information

The **triple 000 emergency number** is to be used only in a FIRE, POLICE or AMBULANCE emergency.

Some emergency situations might be:

- ❖ Fire;
- ❖ Hazardous chemical spills;
- ❖ Road accidents;
- ❖ Well rescues;
- ❖ Any emergency that has the potential to be life threatening and requires the immediate attendance of the POLICE, AMBULANCE or FIRE DEPARTMENT.

The critical information children need to tell the emergency operator is:

WHAT'S THE EMERGENCY? What's wrong?

THEIR NAME.

WHERE IS THE EMERGENCY? Give the address, include building number, apartment number, nearest cross street. The name of the building is also helpful.

THEIR TELEPHONE NUMBER.

WHO NEEDS HELP? Age/number of people.

They must also remember to SPEAK CLEARLY.

Some actions that can be undertaken while children wait for the emergency service to arrive are:

ASSURE THE PATIENT that help is on the way.

KEEP THE PHONE LINE CLEAR after the 000 call is made.

DIRECT SOMEONE TO WAIT OUT FRONT in a safe place to meet the ambulance and lead the way.

WAVE A FLASHLIGHT in the air or turn on flashers of a car or porch light if it's dark or visibility is poor.

HAVE A VISIBLE ADDRESS, easily readable from the street.

ALWAYS STAY CALM.

NEVER PHONE FROM A HOUSE THAT IS ON FIRE - go next door or to the nearest phone box.
Remember that 000 calls are free.

Stress to the children that they should never use the 000 number unnecessarily and that there are penalties in place if it is used wilfully. The calls are able to be traced!

When to Use 000

The 000 emergency number is only to be used for FIRE, POLICE or AMBULANCE emergencies.

Some emergency situations are:

- ❖ when somebody is choking;
- ❖ when somebody is electrocuted;
- ❖ there is a fire in a house.

Think of some other dangerous situations when the emergency number should be used.

.....

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When you phone 000 you should remember:

- ❖ stay calm;
- ❖ speak clearly.

The 000 number will connect you to a Telstra operator, who will ask what service you require.

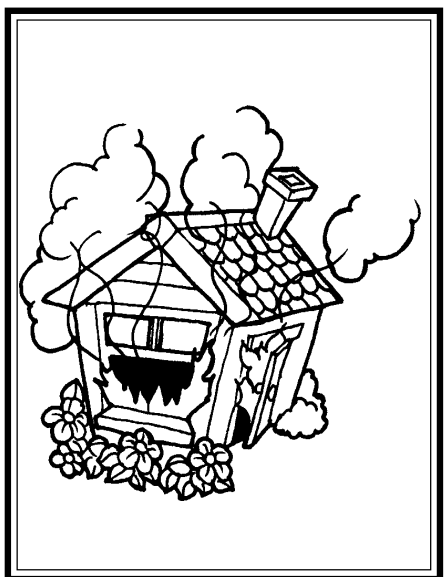
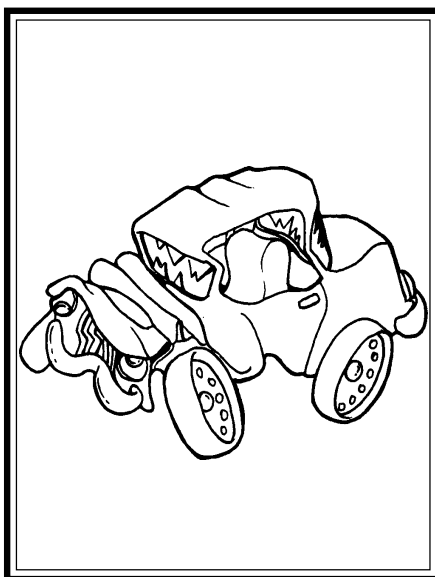
What are the three services?

1.

2.

3.

Look at the illustrations below and decide which emergency service should be asked for after you have rung the 000 emergency number. Write the service in the space.

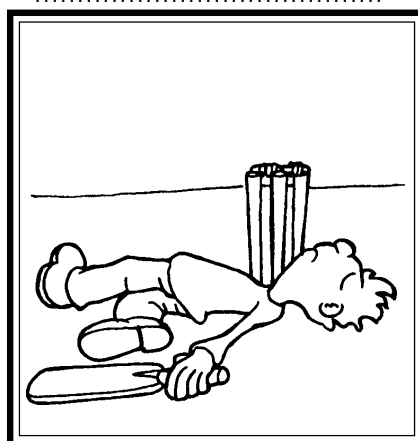
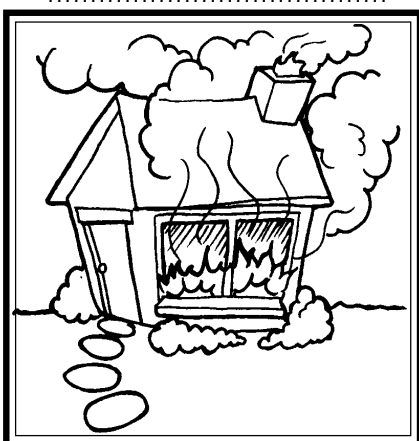
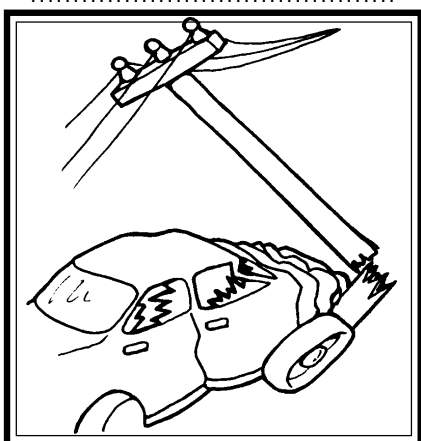
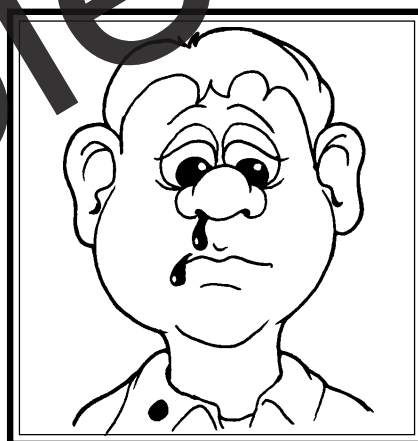
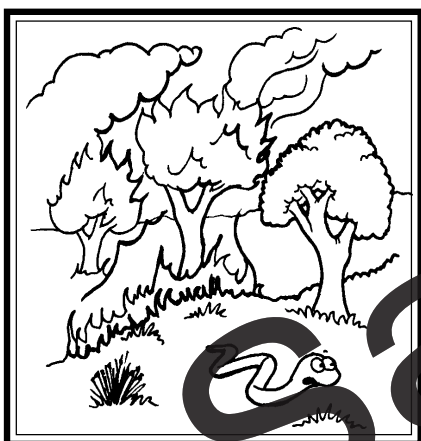
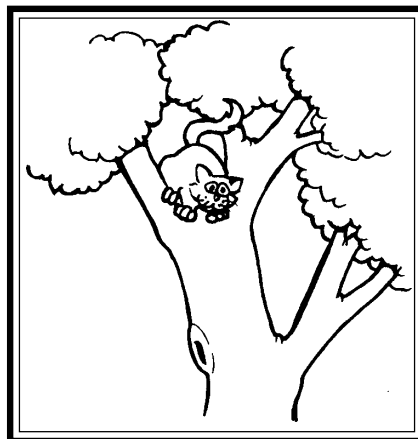
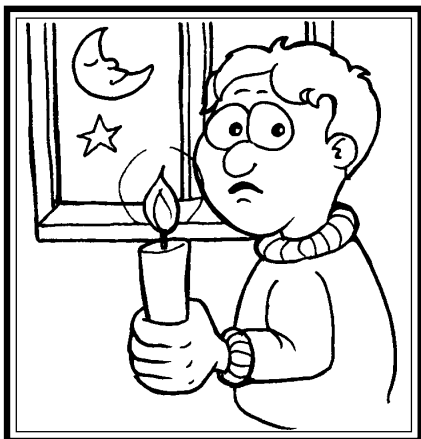


When NOT to Use 000

The 000 emergency number is only to be used for FIRE, POLICE and MEDICAL emergencies.

Discuss whether the following situations are emergencies or not.

Write 'yes' or 'no' depending on whether or not you think 000 should be used.



Ask yourself:
Is it an emergency situation?
If it is, ring 000.

Fire Emergency Plan in Your School

Your teacher will show you a copy of the whole school fire emergency plan. Find out and discuss the following information.

❖ What the fire emergency signal is

❖ Which exit you use in your classroom if there is a fire emergency.

❖ Where the meeting place is (usually the school playing field)

❖ What the pathway is you take from your classroom to the meeting place.

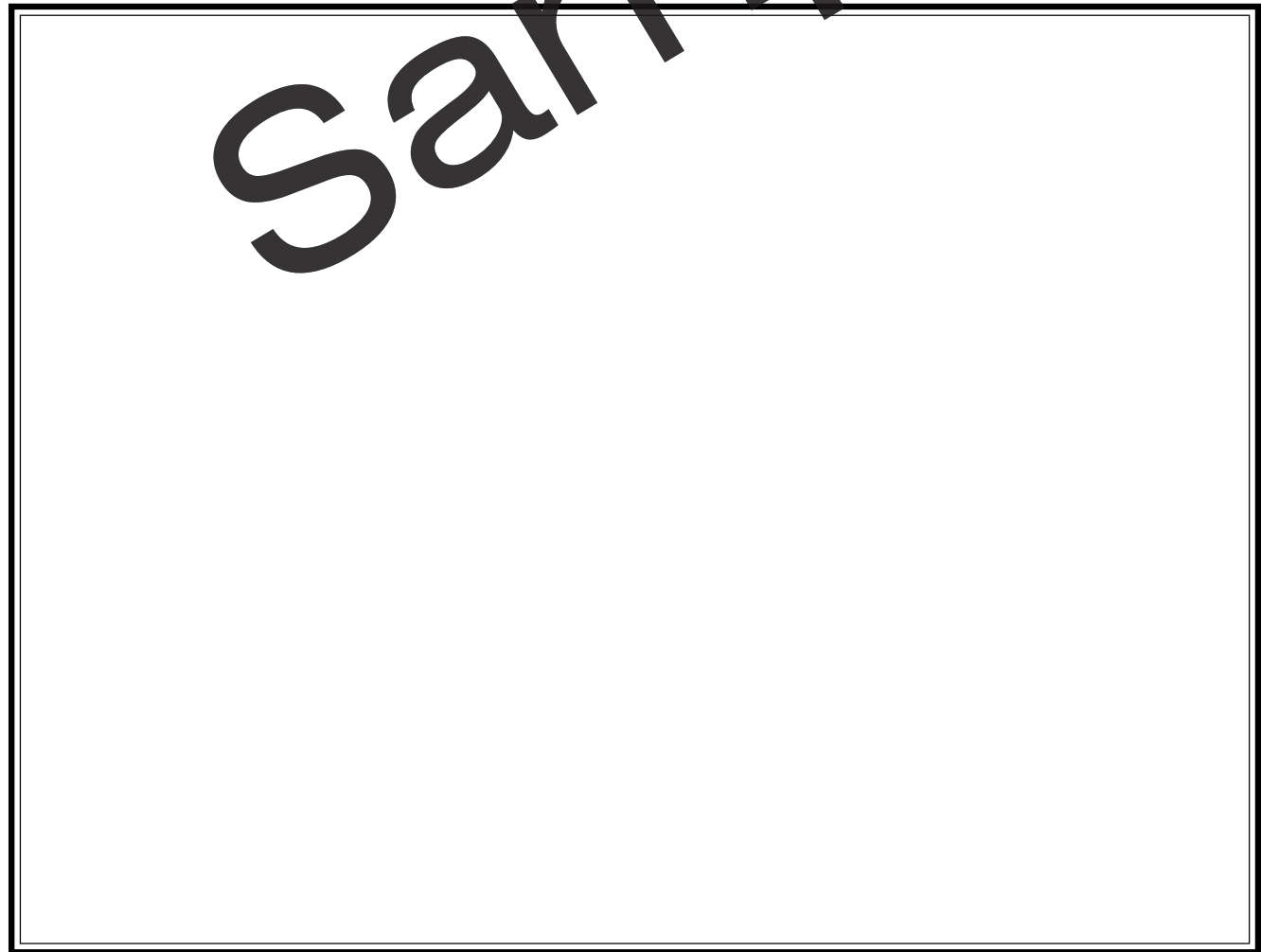
Draw a floor plan of your classroom in the box below and label:

❖ the emergency exit;

❖ where you sit;

❖ one other exit to use if you are unable to use the emergency exit.

Practise the fire drill procedure in your classroom.



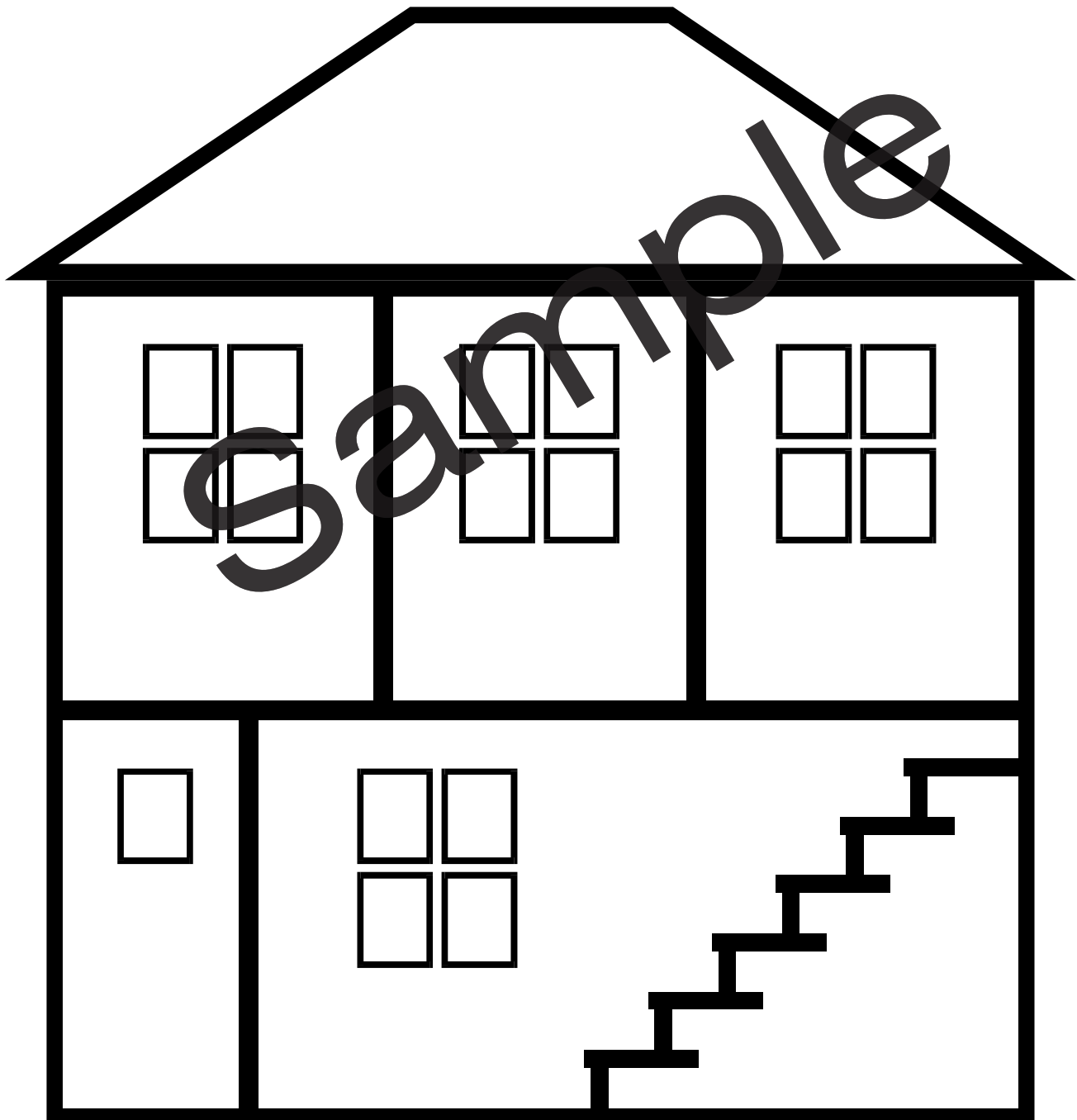
Smoke Alarms

Brainstorm all the important things to remember when placing a smoke alarm correctly.

List four important points about smoke alarm placement.

1.
2.
3.
4.

Draw an x in each place in this house where you think a smoke alarm should be placed.

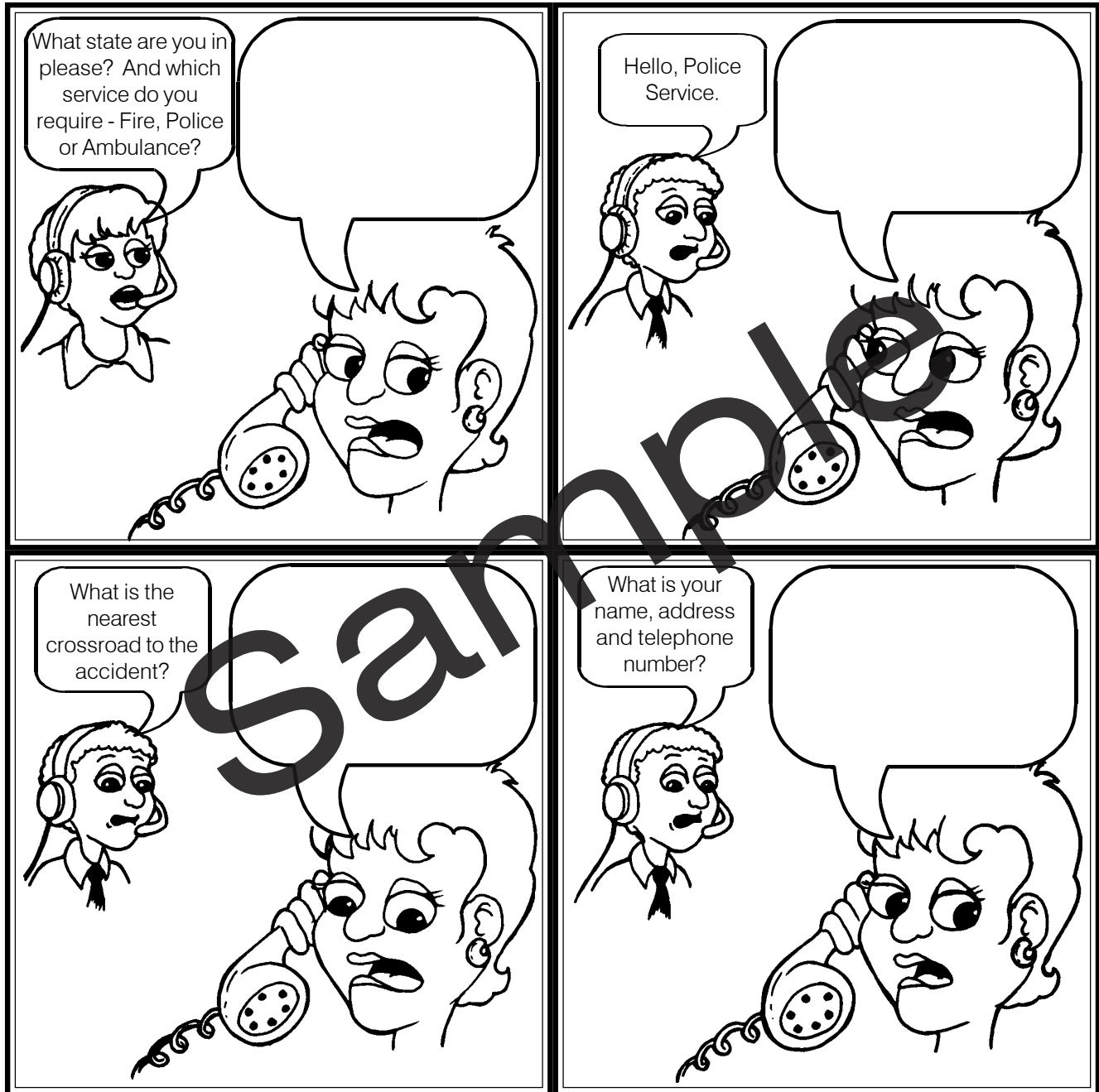


Police Emergency (1)

The emergency situation

You witness a car accident in your street and run home to tell an adult. Your mother telephones the 000 emergency number to inform the police about the accident.

Fill in the speech bubbles to show what is being said.



In small groups, role play the above situation. Remember these important steps.

- ❶ Mother phoned the 000 emergency number.
- ❷ When the emergency operator answered, mother asked for the police.
- ❸ Mother gave her name, address, nearest cross road and telephone number.
- ❹ She kept everybody away from the accident scene until the police arrived.