



# Fact Sheet

## Teaching Children about Triple 000

### Teach your kids about 000

The ability of a child to successfully learn and dial their home telephone number and emergency number 000 is crucial for safety reasons. Children as young as three have been able to save their parents in an emergency, by being able to dial 000 and provide vital information, such as name and address.

In emergency situations that warrant that children be able to make a phone call home or dial 000, for example a fire or an accident or sudden illness involving a parent or caregiver, it is important the child knows what to expect and how to answer questions posed by the Communication Centre Operator.

Playing the online Triple Zero game is a good way to introduce your children to emergency situations and what to do in those situations. Go to <http://pfes.nt.gov.au/Fire-and-Rescue/Community-fire-safety/Community-engagement-unit.aspx>

It is also important to stress that they should not give out their telephone number to strangers – only to an authorized person, such as when calling 000. It is also important to stress that 000 is a number used only in extreme emergencies and should only be used if there is no adult available to make the call.

- ✿ Introduce the topic to your child or to your class by first discussing what an emergency is, make a list of the answers (see p. 3 “What is an emergency?” for examples).
- ✿ Discuss options of how to solve the listed emergencies.
- ✿ Introduce the emergency number 000 and when to use it (see p. 4 “How to call 000 in an emergency”).)
- ✿ Display the picture of Communications Operator (see p. 5) and explain that this is where the 000 call is answered.
- ✿ Explain that when you call 000 the Operator will ask you some questions (see p.6 000 Operator’s Questions”).
- ✿ Using the list of emergencies, have your child or class determine who to ask for in each example, either Police, Fire or Ambulance.

- ✿ Have your child or some of the class children recite their own name/s address and phone number if possible.
- ✿ Remind your child or students about the danger of making a joke/hoax call and state that this is not allowed and that you will get into a great deal of trouble when caught.
- ✿ Demonstrate how to use the phone correctly i.e., listen for a dial tone prior to dialing.
- ✿ Role play with another adult or student with someone being the Communications Operator and the other being a child ringing 000 demonstrating the importance of staying calm and speaking clearly so they can be understood.
- ✿ Revise when it is appropriate / necessary to call 000.
- ✿ Revise how to dial 000
- ✿ Complete activity sheet (see p. 7) to be placed near the phone.

# What is an emergency?

- ✿ If you are alone and have an accident.
- ✿ If you are alone and a stranger tries to come into the home.
- ✿ If someone has an accident and there are no adults around to help.
- ✿ You notice smoke or hear a smoke alarm coming out of the windows of your neighbour's house.
- ✿ You witness a car accident near your house where people are injured and traffic is very busy.
- ✿ You witness some children lighting up some of the grass and leaves in nearby bushland.
- ✿ You come home from school and find that your house has been broken into and things have been stolen.
- ✿ You witness a truck crash into a power pole and now electrical wires are hanging down low and causing sparks, the truck is driving away.
- ✿ Your Dad has fallen over and cannot wake up.

# How to call 000 in an emergency

- ✿ Only use the telephone if you cannot find an adult.
- ✿ Lift the receiver and wait for a dial tone before dialling.
- ✿ Dial 0 - 0 - 0
- ✿ Stay calm and speak clearly so you can be understood.
- ✿ When the Operator answers listen carefully to the questions being asked and think about your answers.
- ✿ No matter what happens, do not hang up the phone until the police, fire fighters or ambulance arrives. The Operator will find out your address even if you forget.

# Communications Operator



# Triple 000

## Communication Operator's Questions

- ✿ Do you need Police, Fire or Ambulance?
- ✿ What is your emergency?
- ✿ What is your name?
- ✿ What is your address?
- ✿ What is your phone number?
- ✿ Where are you calling from?
- ✿ What happened?
- ✿ When did it happen?
- ✿ Can you give me any other information about the emergency?

# Remember Call

**"0 - 0 - 0"**

**if there is an  
emergency**

My name:

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My address:

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My telephone number:

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