Dear Parent,

Over the next few weeks, our class will be learning about ‘Triple Zero’ – the national phone number for requesting help in emergencies. We will be having lots of discussions about different kinds of emergencies and how to make a call to Triple Zero to get help from the emergency services. We will also be playing games and doing other activities to help the children build and apply their knowledge, so that they can take action confidently if they are ever faced with an emergency situation.

There are many examples, from both Australia and overseas, where children as young as four years old have played a pivotal role in saving lives and property by calling Triple Zero and providing the information needed to obtain help. We hope that by teaching the children about emergencies and the procedures for calling Triple Zero they too will be a ‘Triple Zero Hero’ should the need ever arise.

The learning programme that we will undertake in class is based around the ‘Triple Zero Kids’ Challenge’ online games. These games were developed through a partnership between Fire & Rescue NSW, NSW Police Force, Telstra Triple Zero, The Australian Communications and Media Authority, and the Emergency Services Telecommunications Authority of Victoria. They have also been endorsed by each of the National and State emergency service agencies. So, you can be confident that the information these games contain is both accurate and precise.

The children will be playing the games in class. However, if you have internet access at home, we encourage you to go online and play them with your child to help enhance their learning. You might even learn some valuable live-saving information in the process! You can find the games at kids.triplezero.gov.au

You can also download the full learning programme from the ‘Parents & Teachers Guide’ section. As part of the learning programme, your child will bring home some simple homework activities that you can complete as a family. These will include practising Triple Zero calls and making a house-fire escape plan. We encourage you to engage in these activities with your child because they are designed to consolidate your child’s learning and help increase the safety of your household.

We hope that you and your child enjoy this very important learning programme. Should you have any questions relating to the learning programme or Triple Zero more generally, please don’t hesitate to contact me or email the ‘Triple Zero Kids’ Challenge team at triplezero@fire.nsw.gov.au. You can also download the full learning programme from the ‘Parents & Teachers Guide’ section of kids.triplezero.gov.au.

Best wishes,

The National Triple Zero Awareness Work Group
Lesson One: What is an Emergency?

Emergency Bingo

- Child falls out of a tree and can't move.
- Child knocked off his bike by a car and we can't wake him up.
- Fire starts in a frying pan in the kitchen.
- Man collapses and we can't wake him up.
- Child gets bitten by a snake.
- Child accidentally drinks poison.
- The girl has spilled a pot of boiling water onto herself.
Lesson One: What is an Emergency? (Continued)

Emergency Bingo

- Car hits a telegraph pole and driver is badly injured.
- Man can’t breathe and has severe chest pain. He can’t move or talk.
- A candle left unattended sets the curtain on fire.
- Crime taking place next door.
- Small child falls in the pool and can’t swim and is now lying on the ground and not breathing.
- The child is being offered a lift by a stranger.
Lesson One: What is an Emergency? (Continued)

Emergency Bingo Game Board

Glue your Bingo Card Here!

Glue your Bingo Card Here!

Glue your Bingo Card Here!

Glue your Bingo Card Here!

Glue your Bingo Card Here!

Glue your Bingo Card Here!
Lesson Two: Police, Fire, Ambulance

Colouring-in Worksheet

www.triplezero.gov.au
Lesson Two: Police, Fire, Ambulance (Continued)
Lesson Two: Police, Fire, Ambulance (Continued)

1. FIRE

2. back

place glue here

back

place glue here
Lesson Two: Police, Fire, Ambulance (Continued)

Worksheet

JOIN THE CORRECT EMERGENCY SERVICE TO THE EMERGENCY
Lesson Three: Hoax Calls

QUICK QUESTIONS

• Can you call Triple zero if you don’t have credit on your phone?
• Can you call Triple zero from a phone that locked?
• Can you call Triple Zero from a home phone if the bill hasn’t been payed?
• What is a hoax call?
• Why is it wrong to make a hoax call?
• What silly things do people ask for when they make hoax calls?
• What happens to you if you get caught making a hoax call?
• Can you go to jail for making a hoax call?
• How long could you go to jail if you make a hoax call?
• Should you call Triple Zero, if you lock your keys in the house?
• If you see some graffiti, should you call Triple Zero?
• Who should you call if a crime has already happened?
• Who should you call if a crime is happening right now?
• Can kids call Triple Zero?
• Before Triple Zero was invented, who did people have to call in an emergency?
• When the Triple Zero operator answers the phone what question do they ask first?
• If there is a medical emergency, should you call Triple Zero?
• If there is a fire who should you call?
Lesson Three: Hoax Calls

**IS IT A HOAX OR A REAL EMERGENCY?**

- The dog ate my homework.
- The kitchen is on fire.
- Mum spilt the milk on the kitchen floor.
- I can’t find my shoes.
- Grandpa can breathe and he can’t talk.
- The TV is broken.
- My brother has fallen out of a tree and he can’t move.
- I’ve been bitten by a snake.
- I forgot my lunch.
- Mum’s got a headache.
- Dad has fallen off the roof and we can’t wake him up.
Lesson Four: Big Accidents and Small Accidents

BIG AND SMALL ACCIDENT LIST

- A boy has fallen out of a tree and he can’t move. (BIG)
- A little girl has fallen over and scraped her knee on the concrete. (SMALL)
- A girl has been bitten by a snake. (BIG)
- A boy has stubbed his toe on the footpath. (SMALL)
- A boy has tipped a pot of boiling water onto himself. (BIG)
- Mum has run the bath too hot and it stings when she gets in. (SMALL)
- Grandad has fallen down in the backyard and we can’t wake him up. (BIG)
- A little boy falls into the pool and he can’t swim. Now he is laying on the ground and he isn’t breathing. (BIG)
- Mum has cut her finger while chopping the vegetables and it’s bleeding a little bit. (SMALL)
- Dad has twisted his ankle playing tennis but he can still walk. (SMALL)
- A car has crashed into a telephone pole and the driver is badly injured. (BIG)
- A girl has been knocked off her bike by a speeding car and we can’t wake her up. (BIG)
- A boy falls off his skateboard and scrapes his elbow on the concrete. (SMALL)
- Dad has fallen off the roof and he can’t move. (BIG)
Lesson Five: Triple Zero Heroes
Worksheet: My Phone Number and Address

- HOUSE NUMBER
- STREET
- TOWN OR SUBURB
- STATE
- PHONE NUMBER
Lesson Six: Calling Triple Zero to Report a Big Accident or a Medical Emergency

1. Colour in the phone and phone-cover.
2. Glue to a piece of thin board.
3. When glue is dry, cut out the phone.
4. Fold the board along the dotted lines.
5. Carefully place glue on the tabs, as shown.
6. Fold the back so it is secured to the glue tabs.
7. Leave it to dry.
Lesson Seven: Describing a Suspicious Person

ADD DETAILS TO THE SUSPICIOUS PERSON, AND DECORATE HIS VAN!
Lesson Eight: Reporting a Suspicious Person

SAFE SCHOOL PICK-UP

IF MUM OR DAD CAN’T PICK ME UP FROM SCHOOL, ONE OF THESE PEOPLE WILL...

NAME ___________________________ PH. ______________
NAME ___________________________ PH. ______________
NAME ___________________________ PH. ______________
NAME ___________________________ PH. ______________

REMEMBER, NEVER ACCEPT A LIFT FROM A STRANGER!

MY PHONE NUMBER AND ADDRESS.
My phone number is _______________________ My address is _______________________
Lesson Eight: Reporting a Suspicious Person

TRIPLE ZERO CALL SCRIPT FOR REPORTING A SUSPICIOUS PERSON

Teacher: Police, fire, ambulance?
Student: Police

Teacher: What state and town are you calling from?
Student: [insert state and town or suburb]___________________________.

Teacher: What phone number are you calling from?
Student: [insert phone number]_____________________________________.

Teacher: What is your emergency?
Student: [insert emergency]_________________________________________.

Teacher: Where are you now?
Student: [recites the address]_________________________________________.

Teacher: Okay, the police are on their way. Stay on the line. Can you tell me what the person looked like?
Student: [insert answer]_____________________________________________.

Teacher: Can you remember what kind of car they were driving?
Student: [insert answer]_______________________________________________.

Teacher: Are the police there yet?
Student: Yes, they are here.

Teacher: Okay, you can hang up now. Great job!
CALL SCRIPT FOR REPORTING A HOUSE FIRE

Teacher: Emergency. Police, fire, ambulance?
Student: Fire
Teacher: Fire emergency. What is the exact address of your emergency?
Student: [insert state and town]______________________________________________________
Teacher: What’s your name
Student: [insert name]______________________________________________________________
Teacher: Tell me exactly what’s happening.
Student: [insert emergency]___________________________________________________________
Teacher: This is very important. You need to get out of the house, away from the fire.
Get down on your hands and knees. Crawl to the door and get outside.
Shut all the doors behind you. Do you understand?
Student: Yes_______________________________________________________________
Teacher: Okay. Hang up now and get out of the house.
Lesson Nine: Calling Triple Zero to Report a House Fire, Accident or Emergency

TRIPLE ZERO CALL SCRIPT FOR REPORTING ACCIDENTS AND MEDICAL EMERGENCIES

Teacher: Police, fire, ambulance?
Student: Ambulance

Teacher: What state and town are you calling from?
Student: [insert state and town] ________________________________.

Teacher: What phone number are you calling from?
Student: [insert phone number] ________________________________.

Teacher: Where is your emergency?
Student: [recites their address] ________________________________.

Teacher: What is your emergency?
Student: [insert emergency] ________________________________.

Teacher: Okay, an ambulance is on its way. Stay on the line. Is [insert name] ______________ conscious?
Student: [insert answer] ________________________________.

Teacher: Is [insert name] ______________ breathing?
Student: [insert answer] ________________________________.

[Teacher motions for the paramedic students to enter]

Teacher: Is the paramedic there yet?
Student: Yes, they are here ________________________________.

Teacher: Okay, you can hang up now. Great job!
Lesson Ten: House Fire Safety

<table>
<thead>
<tr>
<th>CLASS</th>
<th>FIRE ALARM</th>
<th>FIRE EXTINGUISHER</th>
<th>FIRE BLANKET</th>
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</table>
Lesson Ten: House Fire Safety

FIRE-ESCAPE PLAN

1. Draw the floor plan of your house below.
2. Draw the two best ways out of your house. Cut out and place on the fridge at home!
3. Where is the best meeting place (for example, your letter box)?
4. Practise this escape plan with your family!
5. Keep the plan handy (on the fridge) to remind everyone of the safe exits in case of fire.

The following members of our family have practised this house fire escape plan.

<table>
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<tr>
<th>Name</th>
<th>Signature</th>
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Lesson Eleven: Bushfire Danger Ratings

COLOURED FIRE DANGER RATING SCALE [FOR ALL STATES EXCEPT VICTORIA]:
Lesson Eleven: Bushfire Danger Ratings

COLOURED FIRE DANGER RATING SCALE [VICTORIA ONLY]:

LOW-MODERATE

HIGH

VERY HIGH

SEVERE

EXTREME

CODE RED

FIRE DANGER RATING
Lesson Eleven: Bushfire Danger Ratings

B+W FIRE DANGER RATING SCALE [FOR ALL STATES EXCEPT VICTORIA]:

LOW-MODERATE
HIGH
VERY HIGH
SEVERE
EXTREME
CATASTROPHIC

FIRE DANGER RATING
Lesson Eleven: Bushfire Danger Ratings

B+W FIRE DANGER RATING SCALE [VICTORIA ONLY]:

LOW-MODERATE
LOW
HIGH
VERY HIGH
SEVERE
EXTREME
CODE RED

FIRE DANGER RATING
Lesson Twelve: Bushfire Alerts

BUSHFIRE ALERTS

ADVICE
A fire has started.
Be aware and keep up to date.

WATCH AND ACT
A fire is out of control.
You need to leave now.
Do not ‘wait and see’.

EMERGENCY WARNING
A fire is threatening homes and lives.
Take immediate action to survive.
Only leave if it is safe to do so.

ALL CLEAR
The fire is under control.
Take care to avoid any dangers.
Keep up to date.
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<tr>
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<th><strong>WATCH AND ACT</strong></th>
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<td>The fire is under control. Take care to avoid any dangers. Keep up to date.</td>
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Lesson Twelve: Bushfire Alerts

BUSHFIRE WARNING CHECKLIST

WE ARE READY TO RECEIVE BUSHFIRE ALERTS

We have a battery operated radio tuned to the local emergency services station.

We have saved the fire service warnings website in our internet ‘favourites’ folder.

We have downloaded the fire service smart phone app.
Lesson Thirteen: Preparing for Bushfire

**GOOD / BAD THINGS AROUND THE HOUSE LIST**

<table>
<thead>
<tr>
<th>LOCATION</th>
<th>GOOD THINGS</th>
<th>BAD THINGS</th>
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Lesson Fourteen: Making a Bushfire Plan

Our family bushfire plan:

Our trigger to leave early will be:

We will get there by:

We will take:

We will go to:

(Consider triggers such as a high fire-risk day, fire close to your home, the smell of smoke or a bushfire alert.) It is recommended that children always leave early.

(Prepare your emergency kit as well as anything else you might need in advance, including medications or pet needs.)

(Depending on where the fire is located, you might consider other roads or paths. You can find out if there is a Neighbourhood Safe Place in your local community by calling your local Fire Brigade.)

Hey Parents! You can find some great tips on how to make a bushfire plan with your kids in this handy ebook www.bushfirecrc.com/resources/product/involve-your-kids-bushfire-survival-planning-ebook
Lesson Fourteen: Making a Bushfire Plan

Don’t forget to make a plan for your pets!

We will tell:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

(Make sure people know where you are going to and you tell them when you get there safely.)

If a bushfire happens when we are at school, we will:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Our back-up plan:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

(Sometimes things don’t go according to plan. To make sure your family is always safe, make a back-up plan).

Our places of last resort are:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

(Neighbourhood Safer Places and other safe locations.)

Our back-up travel routes are:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

If we cannot leave the house, we will:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

________________________________________________________________________
### EMERGENCY BUSHFIRE KIT CHECKLIST

#### GENERAL ITEMS
- Portable battery-operated radio
- Waterproof torch
- Spare batteries
- First aid kit with manual
- Candles with waterproof matches
- Woollen blankets
- Emergency contact numbers
- Waterproof bag for valuables

#### BEFORE YOU LEAVE, DON’TForget TO ADD
- Cash, ATM cards, credit cards
- Medications, toiletries and sanitary supplies
- Special requirements for infants, the elderly, injured or disabled
- Mobile phone and charger
- Combination pocket knife
- Important documents, valuables and photos (in waterproof bag)
- Change of clothes for everyone
- Drinking water (at least three litres per person per day)