



# SOCIAL STORY

# CALLING

# TRIPLE

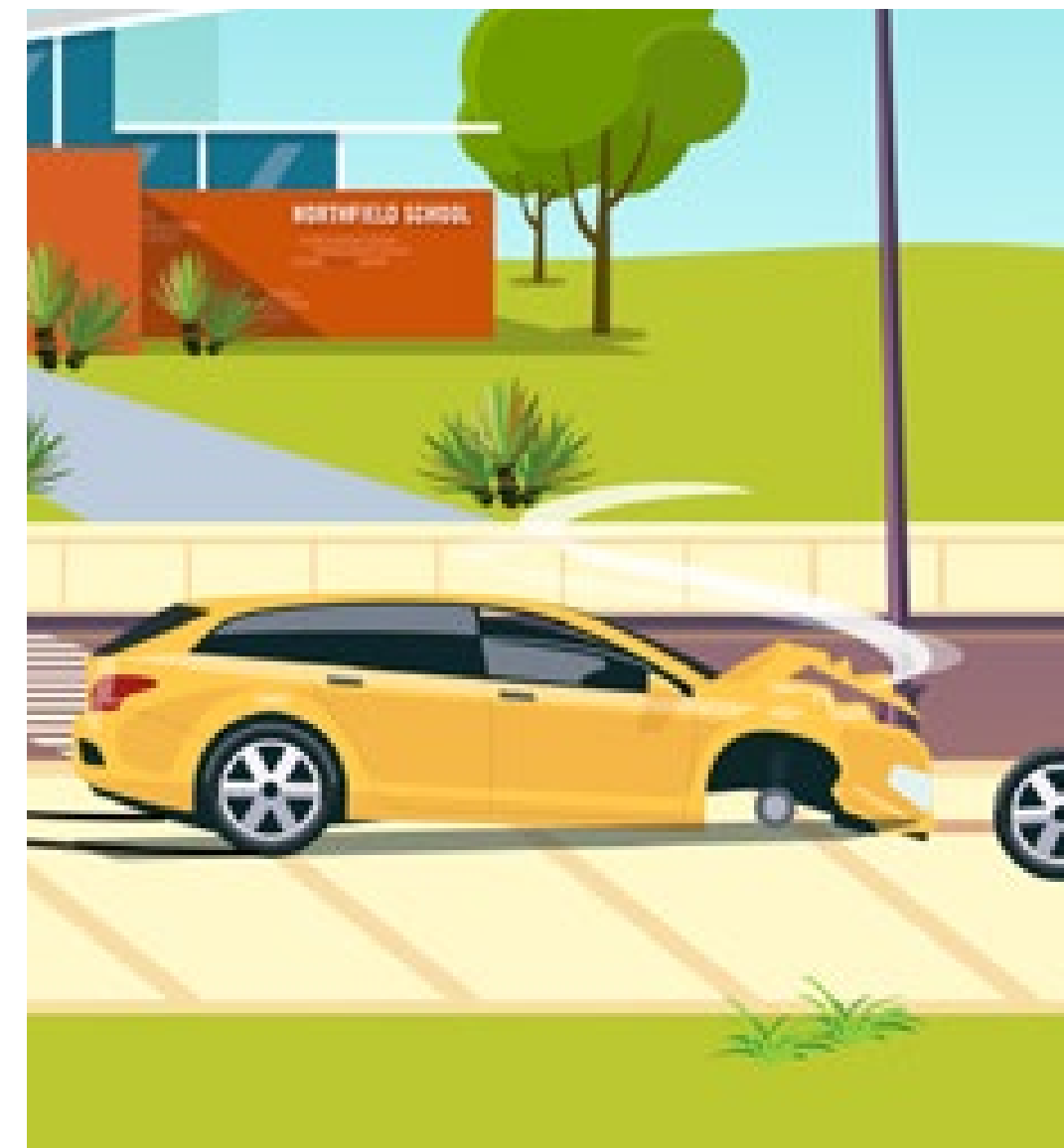
# ZERO (000)



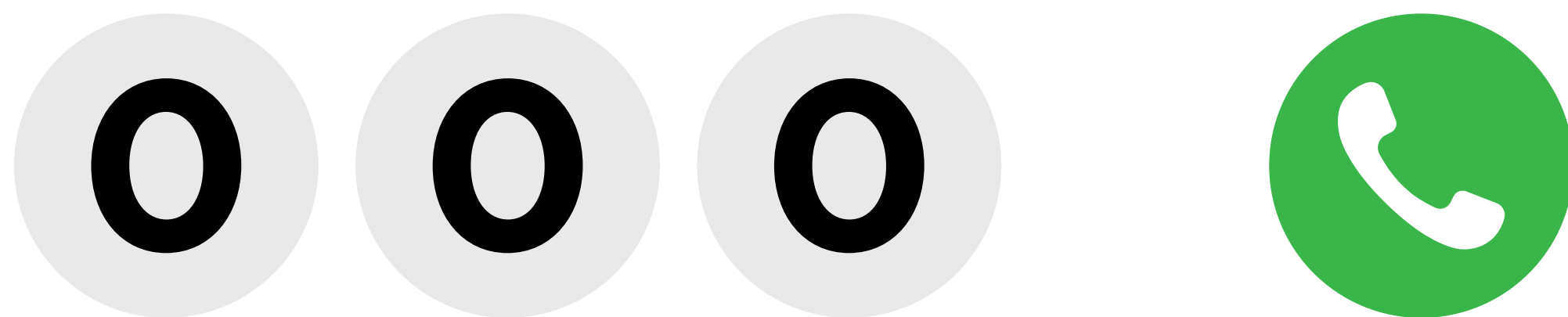
**If there is an emergency, I can call Triple Zero (000) for help.**

An emergency is when:

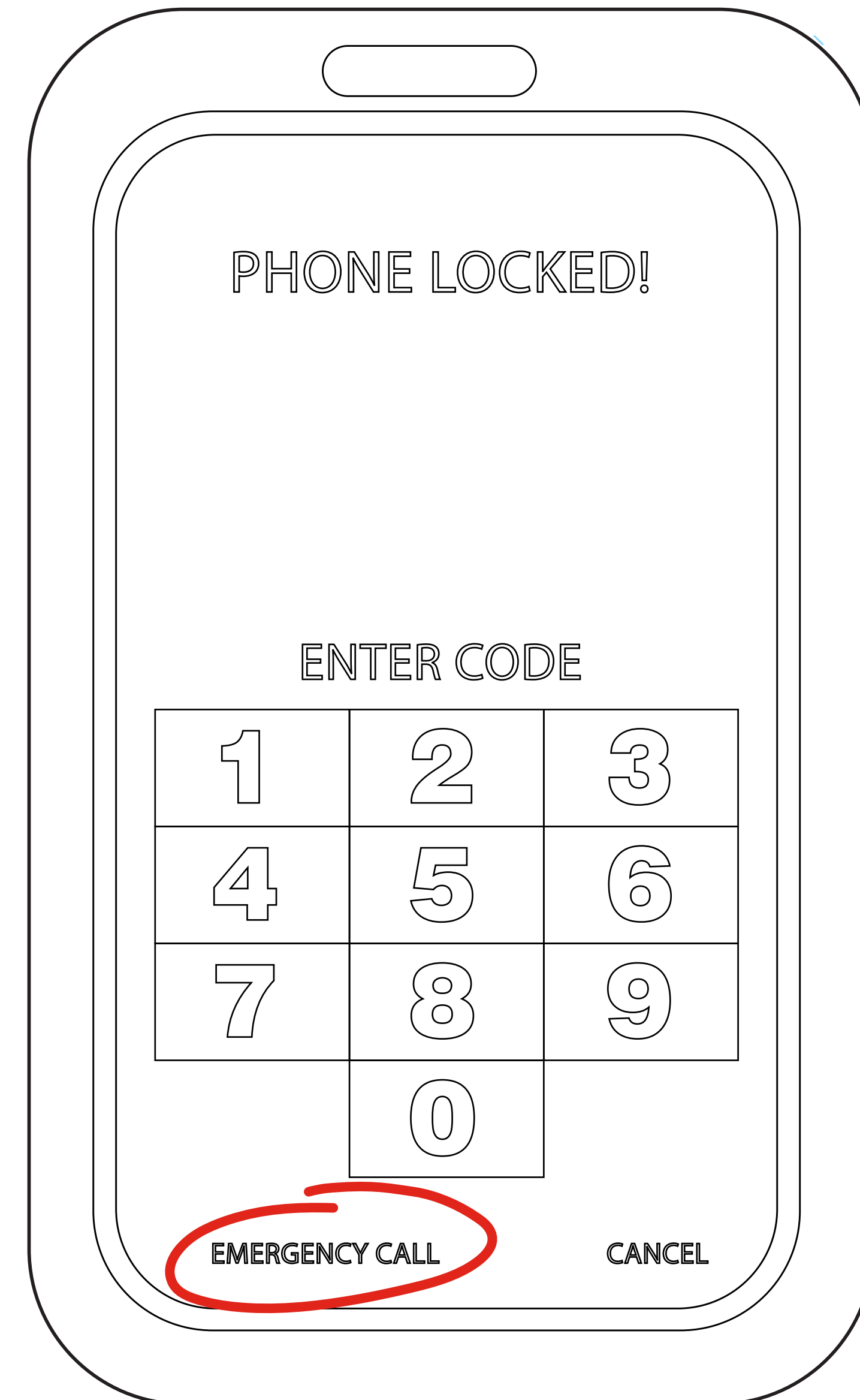
- Someone is badly injured or very unwell.
- My life, or somebody else's life, is in danger.
- There is a serious accident or crime taking place.



To call Triple Zero (000), I need to press 000, then the green call button.



If the phone is locked or does not have any credit, I can still call for help by pressing the emergency call button.





A Triple Zero (000) operator will answer my call.

I need to stay calm, don't shout, and answer all the questions I am asked.





*First the operator will ask if I need Police, Fire or Ambulance.*

**If I need the Fire Brigade, I can answer “Fire”.**

*Then the operator will ask what suburb and state I am in.*

**If I am not sure, it is okay. It is important that I try my best to answer any questions from the operator and stay on the phone.**

*Next the Triple Zero operator will connect me to the emergency service I asked for. I need to wait for the call to be transferred, and not hang up.*



Emergency. Police, Fire, or Ambulance?



What suburb and state is the emergency in?



Connecting Fire.

*I will now be speaking to a new person. The operator from Fire and Rescue will ask me “What is your emergency?”.*

**This is when I tell them what is happening. For example, “my house is on fire”.**

*The Fire and Rescue operator will ask my name.*

*Then they will ask me “What is your exact address?”*

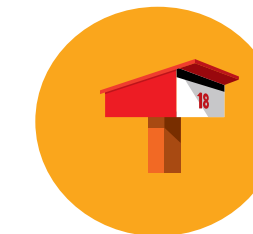
**I need to tell the operator the street number and name, and the suburb. If I don’t know the exact address it is okay. I should keep trying to answer questions and not hang up.**



Fire and Rescue. What is your emergency?



What is your name?



What is your exact address?

*Next, they will ask me “What is your phone number?”*

*The operator will now send firefighters to help me. I must stay at my safe meeting place and wait for firefighters to arrive.*



What is your phone number?



Stay at your safe meeting place and wait for firefighters



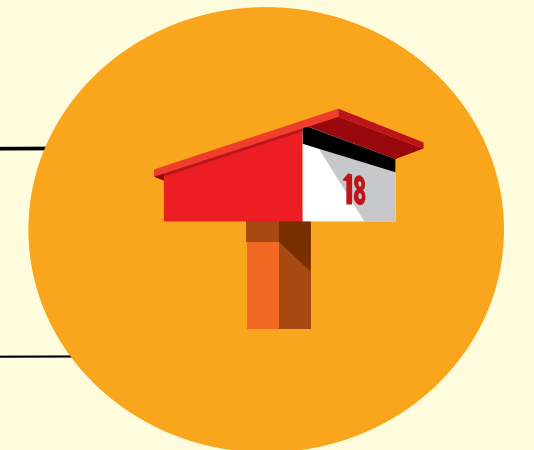
I need to learn my phone number and address. This is really important if I need to call Triple Zero (000) so that firefighters can find me quickly.

I can write my phone number and address on this page and practise saying them until I remember.

## MY PHONE NUMBER AND ADDRESS



**PHONE  
NUMBER** \_\_\_\_\_

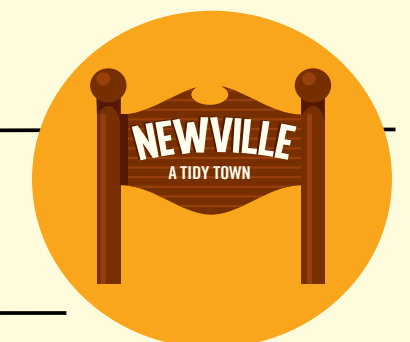


**STREET NUMBER** \_\_\_\_\_



**STREET NAME** \_\_\_\_\_

**TOWN OR  
SUBURB** \_\_\_\_\_



**STATE** \_\_\_\_\_