

000 role play



Lifesaving
education programs

Extension for everyday lifesaver

It is important to remain calm if you ever need to dial 000. In this activity, your participants will learn how to communicate with emergency services productively while under pressure.

Equipment:

- ☐ Prop mobile phones
- ☐ Scenario cards

- 1 First, let's practice how to talk to 000 as a group.
- 2 Read out a scenario to the group – everyone will use the same scenario.
- 3 The instructor will stand in front of their group and ask the questions that make up a 000 call.
 - a. Do you require police, ambulance or fire?
 - b. Where are you?
 - c. What is your phone number?
 - d. What has happened?
 - e. How many people are hurt?
 - f. How old is the person?
 - g. Is the person awake?
 - h. Is the person breathing?
- 4 Participants should answer their question out loud as if they were the first responder.
- 5 Now let's practice in partners! Hand out a scenario card to each pair.
- 6 Each pair will have one first responder and one 000 operator.
- 7 The 000 operator should ask all the above questions, with the first responder answering them accurately and calmly.
- 8 Swap over partners and swap over scenarios to keep practicing!

Resources/links

Ambulance Victoria –
How to call an ambulance

