

SPEAK UP

**WELCOME TO
OUR COMMUNITY**



An Australian Government Initiative



It is very important that you tell Police when **SOMETHING IS WRONG** and you want to **STOP BAD THINGS FROM HAPPENING.**



SPEAK UP

Sometimes I see **people are hurt**



**Call Triple Zero
(000)**

Sometimes I see **things** that I know are wrong



**Call 131 444
(non-emergency)**

Sometimes I see **bad things** are going to happen



**Find a
Police Officer**

TRIPLE ZERO (000)

A call I make in an emergency.

When I need help **right now** because I am frightened for my own safety or for the safety of someone else.

How to decide if I need to call Triple Zero (000)

- I need help or someone I see needs help **right now**
- I can see something bad is happening **right now**
- What I can see is wrong and needs to stop **right now**



Call 000
Tell the Police what I can see

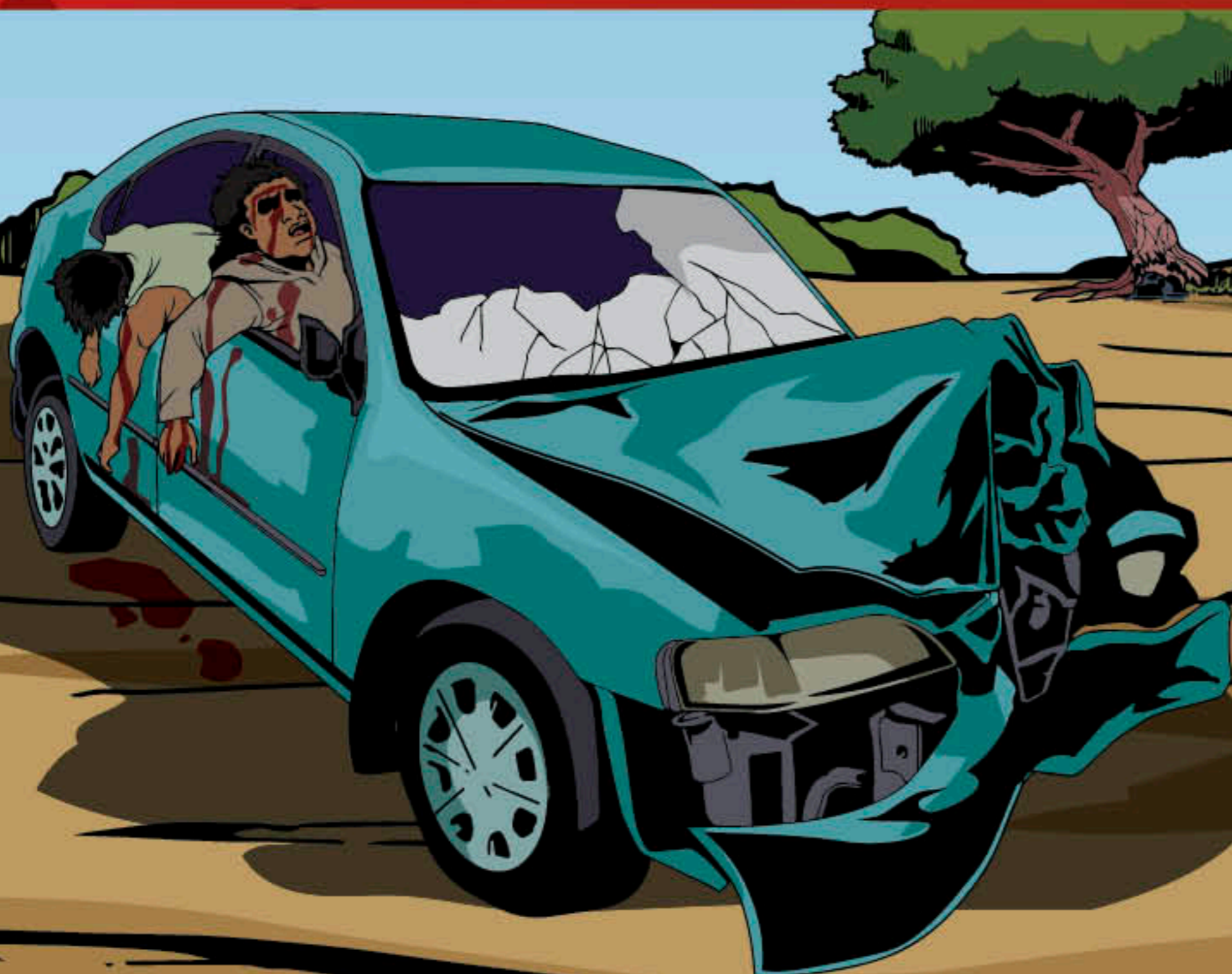
No credit or phone?

Find a person to help make the call.

TRIPLE ZERO (000)

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131 444 (NON EMERGENCY)

A call I make when I'm worried something bad is going to happen.

I call 131 444 when I need help and no one is frightened for their safety right now.
But I think that they could be soon.



How To decide if I need to call 131 444

- Something bad is not happening right now, but I think it is going to happen soon
- I know what I see is wrong
- I think someone may get hurt



Call 131 444
Tell the Police what I can see

No credit or phone?

Find a person to help make the call.

131 444 (NON EMERGENCY)

A call I make when I'm worried something bad is going to happen.

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Tell the Police what I can see

No credit or phone?

Find a person to help make the call.

TALKING TO POLICE

Find a police officer to stop bad things from happening.

It is very important to tell Police when I know something is wrong and I need help to stop bad things from happening.

I need to go find a Police Officer when:

- I know someone is doing something wrong
- I was told someone is going to do the wrong thing
- I saw someone doing the wrong thing and they need to stop



**Find a Police Officer
Tell them what you know**

It is not wrong to “dobb in” when I know that people are doing something wrong and it could hurt people.

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Tell them what you know**


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HOW DO I CALL TRIPLE ZERO (000)

SPEAK UP



Mobile Phone

Push the **0** button
3 times then push
the green  button
and wait for the
Police to answer



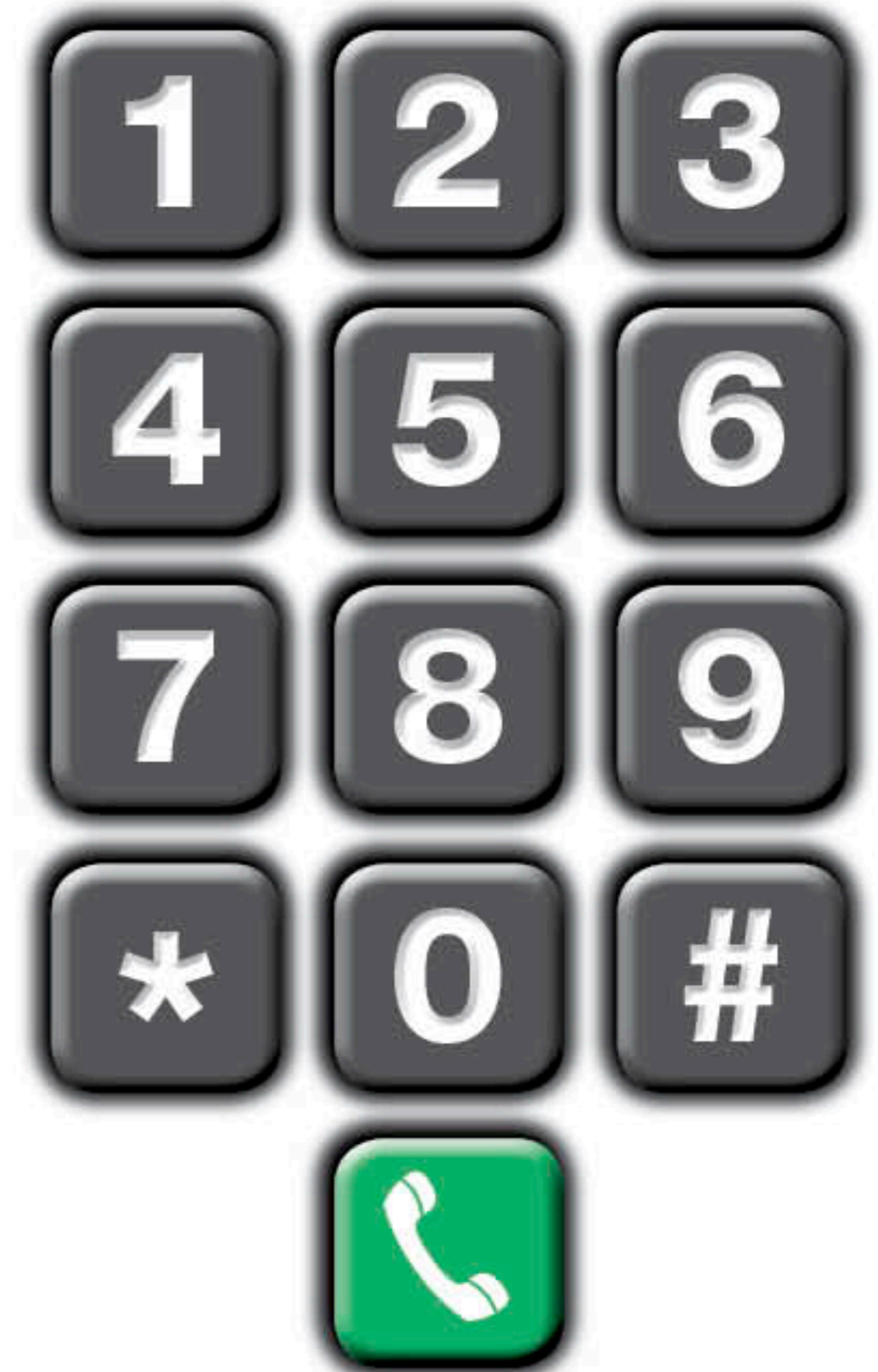
Public Phone

Lift the handset,
push the **0** button
3 times and wait
for the Police
to answer



Home Phone

Lift the handset,
push the **0** button
3 times and wait
for the Police
to answer



Make sure you are away from the wind.

If you cannot hear the Police, move somewhere so
that you can hear them better and they can hear you.

HOW DO I CALL TRIPLE ZERO (000)

SPEAK UP



Speak English.

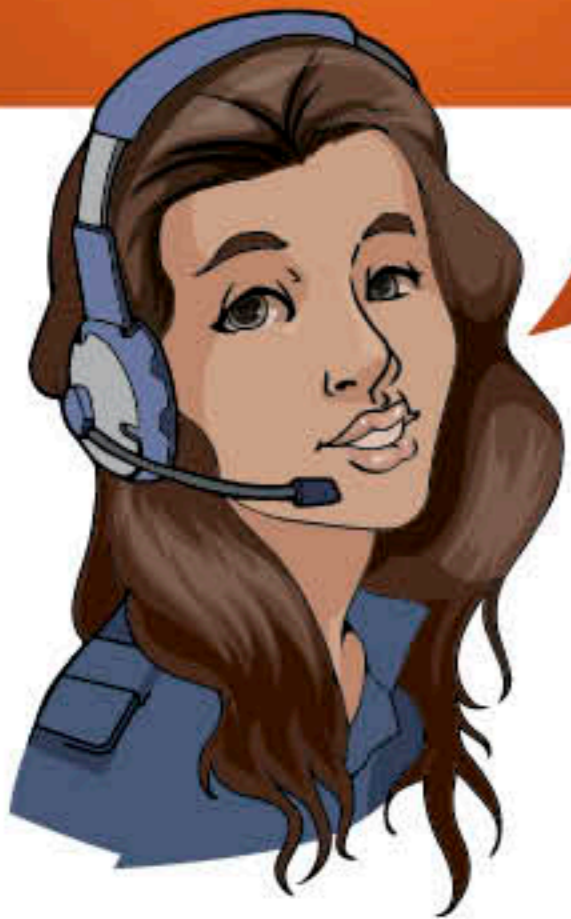
You will be asked some questions.
Speak slowly and clearly to the Police.

Your call will be recorded.

WHAT WILL THE POLICE ASK ME?

SPEAK UP

Do you require...



POLICE



OR

FIRE



OR

AMBULANCE



**SPEAK
ENGLISH**

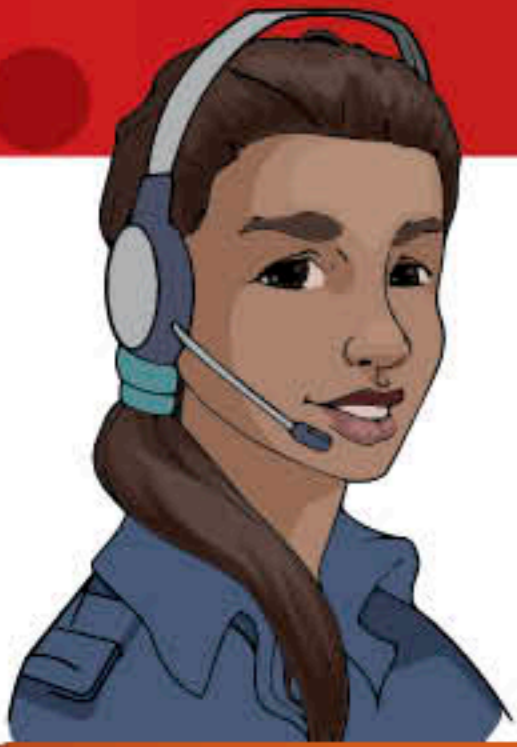
LISTEN CAREFULLY

You will be asked some questions

**DO NOT
HANG UP**

WHAT WILL THE POLICE ASK ME?

SPEAK UP



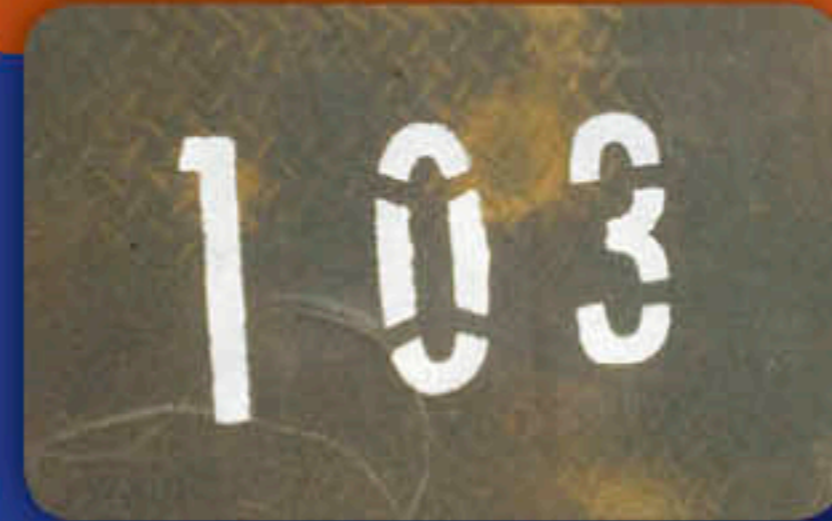
**What is your
Emergency?**

Tell them:

What is happening.
You need to tell
them what you see
happening now.

Where is this happening?

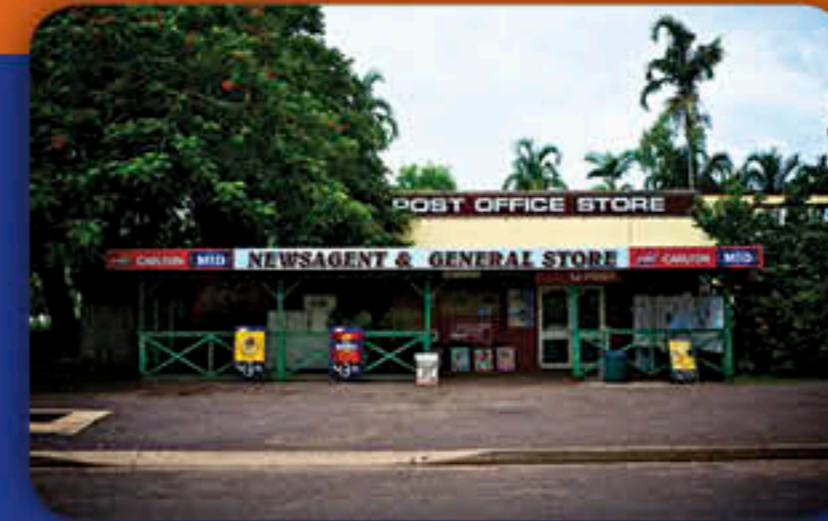
A house?



Tell them:

Your house number,
the name of the street
and name of the
community.

Outside?



Tell them:

The name of the place
you are standing at
right now. It could be
outside a shop or
in the community.

On country?



Tell them:

Where you are
travelling to,
where you left from,
how long you have
been travelling for.



**TELL THEM WHERE YOU ARE
GOING TO WAIT FOR POLICE**

**FIND A
SAFE PLACE**

WHAT WILL THE POLICE ASK ME?

SPEAK UP

YOUR DETAILS

Name

Tell them:

How to spell your name in English.

Date of birth

Tell them:

The date you were born. This date will appear on your driver's licence or your identity card.

Home address

Tell them:

Where you normally stay.
Your home address is your house number, the name of the street your house is in and the name of the community.

Phone number

Tell them:

Your mobile phone number or your house phone number.



TELL THEM HOW YOU FEEL

ARE YOU FEELING FRIGHTENED?

**THINGS TO
REMEMBER**

SPEAK UP



**DO NOT HANG UP
UNTIL THEY
TELL YOU TO.**

Even if the Police
are not talking to you.

They may be telling
someone else to
come and help you.

PART TWO

ROLE PLAY TRAINING: SPEAK UP TEACHING RESOURCE

TEACHER INSTRUCTIONS

It is important to do this in the classroom environment. Ask the other students to think about the answers the student in the chair is giving so that you may have feedback and discussion at the end of each role play.

Explain to your audience that the second part of the Speak Up training is to make a pretend call through role play.

Each student needs to choose an emergency situation that they wish to report to Police.

Once you have discussed with your students the different scenarios they may choose (such as the ones demonstrated in the teaching resource), place two chairs on separate sides of the room, facing away from each other. This is so the student can hear your questions but cannot see your face.

By following the prompts below, ask each student, one by one to take a seat on the second chair and you take the role of the Police Operator asking the questions, whilst the student answers the questions.

QUESTION 1

Ask the student to demonstrate how they would physically make a Triple Zero (000) call on their personal phone. Ask them to show you the sequence of numbers and buttons they would push.

QUESTION 2

You are now taking on the role of the Police Operator.

Do you require Police, Fire or Ambulance?

In this instance the correct answer would be Police. It is important to explain that if they are unsure their call will be directed to a Police Operator.

QUESTION 3

What Town/City/Community are you calling from?

Correct answer should be the place that you are right now.

QUESTION 4

You are now taking on the role of the second Police Operator.

What is your Emergency?

This means what is happening right now. If required you need to prompt the student to describe their emergency situation. A good example is to explain the Police are blind folded and have no ability to see what the student sees, so they must tell the Police what they see. Explain to the student that they need to be the eyes for the Police Operator. They must only tell them what they see happening right now.

QUESTION 5

Where is this happening?

This means what is the location you are in right now. Prompt the student to use street names, sign names or any other land marks to assist with their location.

QUESTION 6

What is your Name?

This means the Police Operator would like to know who they are talking to.

Ask the student to say their name in English. You should then ask the student to spell their name in English out loud.

What is your Date of Birth?

This means the Police Operator wants to know what date is registered as the day you were born.

If the student is unsure of their Date of Birth, you can tell them that this is the date on their driver's licence or identity card.

What is your address?

This means the Police Operator needs to know where you usually stay.

The most important part is the name of their community. You can prompt the student by asking the following questions: What community are you from? What is your house number? What is the name of your street?

- › It is important that you make sure the student understands that the Police want to help them and for them to help they must first know where the caller is and who the caller is.
- › It is important to stress to the student not to hang up the phone and to speak slowly and clearly.

QUESTION 7

Where will you wait for Police?

Explain to the student that this means that if they are frightened and not able to stay where they are to wait for Police, that they must tell the Police Operator that they are going to wait in a safe place. This is so the Police can find them and help them.

TEACHER INSTRUCTIONS FOR END OF ROLE PLAY

Work through the above set of questions with each student. At the end of each student's turn discuss their answers with the group and consider if the information provided is sufficient for Police to respond.