



## Lesson Plan

Date:

Duration: 2 hours

No. of participants: Level: <b>Beginner level</b> Topic: <b>Introducing emergency services in Australia</b>	
<b>Lesson aims:</b> By the end of the lesson participants should be familiar with Police, Ambulance and Fire Services in Australia.	
<b>Specific learning outcomes:</b> By the end of the lesson, participants should be able to understand and say: <ul style="list-style-type: none"><li>• Emergency</li><li>• 000</li><li>• Operator</li><li>• Police</li><li>• Ambulance</li><li>• Fire</li></ul>	<b>Assessment methods:</b> Facilitators to listen to participants pronunciation and check understanding on emergency services vocabularies
<b>Previous knowledge assumed:</b> low	
<b>Materials and equipment required:</b> Whiteboard, markers, “ <b>Step by step instructions – How to make a call to Triple Zero (000)</b> ” and “ <b>Definitions</b> ” handouts, “ <b>How to call 000 (with an interpreter)</b> ” diagrams	
<b>Room layout:</b> O shape	
<b>General notes on differentiation / learning styles:</b> facilitating techniques involve auditory, visual and kinaesthetic methods. Role play is optional so “shy” participants will be catered for.	
<b>Anticipated problems and solutions:</b> <ul style="list-style-type: none"><li>• <b>There might be some participants who misunderstand 000 as letters</b><ul style="list-style-type: none"><li>○ Facilitators to ensure each participant clear that 000 are triple zero not triple o.</li></ul></li><li>• <b>Some participants may have difficulty pronouncing and understanding the concept Operator</b><ul style="list-style-type: none"><li>○ Model and drill the pronunciation many times.</li><li>○ Use images and role play to illustrate the concept of Operator</li></ul></li><li>• <b>Some participants may have difficulty pronouncing Police, Ambulance and Fire</b><ul style="list-style-type: none"><li>○ Model and drill the pronunciation many times</li></ul></li></ul>	



Time	Facilitator Activity	Participant Activity	Resources/Reference/ Materials/Equipment
(10-15 min)	Introduction and ice breaker <ul style="list-style-type: none"> <li>Meet and greet - Introduction of any new participants (if relevant)</li> <li>Ice breaker game or activity</li> </ul>	Introduce themselves to each other Engage in ice breaker game/activity	Name tags/stickers Ice breaker handouts (if relevant) Pen and paper (if relevant)
(30 min)	Introduce key vocabularies <ul style="list-style-type: none"> <li>Establish meaning through images and context               <ul style="list-style-type: none"> <li>Use <b>“Definitions”</b> handout and <b>focus on explaining 4 words: Ambulance service, Emergency Services, Fire Service and Police.</b></li> <li>Use <b>“How to call 000”</b> diagram for images of emergency services. Explain new word - <b>Operator</b></li> </ul> </li> <li>Pronunciation               <ul style="list-style-type: none"> <li>Ask participants to repeat difficult words</li> </ul> </li> </ul>	Look at images Listen Repeat the words	<b>“Definitions”</b> handout <b>“How to call 000”</b> diagram – for images
(15 min)	Fun game (if there is extra time) to encourage speaking and conversation	Play the game	Pen and paper if needed Other relevant materials
(5-10 min)	Break – Morning tea		
(20-30 min)	Go through <b>“How to make a call to Triple Zero (000)”</b> handout together in a big group. <ul style="list-style-type: none"> <li>Explain difficult words: safe, transfer, translator, location, incident, instruction</li> </ul> Then, <b>demonstrate how to call 000:</b>	Look at images Listen Repeat the words  Observe role play Participate in role play	<b>“How to make a call to Triple Zero (000)”</b> handout



	<ul style="list-style-type: none"><li>Facilitators to demonstrate through role play with 3 participants (higher level if possible or 'brave' ones) to help. Facilitator - emergency service, participant A - caller, participant B - interpreter.</li></ul> <p>Break into small group of 3 or 4</p> <p><b>Activity 1 – Role play: Calling 000</b></p> <ul style="list-style-type: none"><li>Facilitators to allocate caller, an operator and an emergency service roles to participants</li><li>Facilitators to support participants doing role play</li><li>Facilitators can change roles in turn</li></ul>	Participate in role play	
(20-30 min)	<p><b>Conversation</b></p> <p>Activity 2:</p> <p>Break into small groups according to English levels (A facilitator to help in each group)</p> <p><b>Questions:</b></p> <ol style="list-style-type: none"><li>Have you ever called 000 before? What service did you ask for? Can you tell us about your experience?</li><li>Did someone in your family or someone you know ever called 000? Why did they have to do it?</li><li>Do you think you have the confidence to call 000 in the future if you need to? Why or why not?</li><li>Do you think asking for an interpreter during an emergency call will help you? Why or why not?</li><li>Can you remember what the 3 emergency services you can ask for when you call 000?</li><li>When do you think you need to call an Ambulance?</li><li>When do you think you need to call the Police?</li><li>When do you think you need to call the Fire brigade?</li><li>Who do you call if you have a cold? Why?</li></ol>	Each participant share their story to the group.	Pen and paper if needed



	10. Who do you call for help if your neighbour is being robbed? Why?		
5-10 min	Conclusion and wrap up <ul style="list-style-type: none"><li>• What have you learn today?</li><li>• Information about next class etc</li></ul>		