



Lesson Plan

Date:

Duration: 2 hours

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



| Time | Facilitator Activity | Participant Activity | Resources/Reference/ Materials/Equipment |
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| (10-15 min) | Introduction and ice breaker <ul style="list-style-type: none"> Meet and greet - Introduction of any new participants (if relevant) Ice breaker game or activity | 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"> Establish meaning through images and context <ul style="list-style-type: none"> Use “Definitions” handout and focus on explaining 4 words: Ambulance service, Emergency Services, Fire Service and Police. Use “How to call 000” diagram for images of emergency services. Explain new word - Operator Pronunciation <ul style="list-style-type: none"> Ask participants to repeat difficult words | Look at images Listen Repeat the words | “Definitions” handout “How to call 000” 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 “How to make a call to Triple Zero (000)” handout together in a big group. <ul style="list-style-type: none"> Explain difficult words: safe, transfer, translator, location, incident, instruction Then, demonstrate how to call 000: | Look at images Listen Repeat the words Observe role play Participate in role play | “How to make a call to Triple Zero (000)” handout |



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



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| | 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">• What have you learn today?• Information about next class etc | | |