

DIALLING 000 - A SCRIPT

**READ OVER THIS SCRIPT WITH A PARTNER,
THEN SWAP ROLES**

Operator: Police, Fire or Ambulance?

Person: I need the fire brigade

Operator: What state are you located in?

Person: I'm in Victoria

Operator: Won't be long, hold the line.

Operator: Fire Brigade. Where is your emergency?

Person: There's smoke coming from the unit behind me, number 16B Grant Crt.

Operator: 16B Grant Crt - and what suburb is that in?

Person: It's in Rowville

Operator: Okay - 16B Grant Crt, Rowville, and what's the nearest corner to Grant St?

Person: Probably Rayner Rd or maybe Elton St

Operator: Great, and can you see smoke?

Person: Yes - There's a lot of it, and it's very black smoke

Operator: And where are you ringing from?

Person: I'm in the front unit - number 16A Grant Crt

Operator: The fire brigade has been dispatched and will be there shortly. If possible, move to the front of your driveway and wait for the fire truck.