

Emergency Helpers

Early Childhood Emergency Program

Dear Parents / Carers,

For emergency services, such as NSW Police Force, the safety and well-being of the community is paramount. As the leading law enforcement agency in NSW, police are tasked with investigating and preventing crime to ensure the safety of all community members.

This resource kit has been developed by the Ambulance Service of NSW, in consultation with NSW Police Force and NSW Fire Brigade to encompass all emergency services in one easy to deliver educational package. The key messages of our Emergency Helpers Program include the following important safety messages.

1. How to identify an emergency service worker

Children need to be able to identify emergency service workers such as paramedics, police officers and firefighters. It is important children can recognise different uniforms and know that emergency service workers are safe people to approach when they need help.

2. Dial Zero Zero Zero in an emergency

In an emergency dial Zero Zero Zero and ask for the police, fire or ambulance. Telephone operators can help children to remain calm while emergency service workers are on the way.

3. The importance of learning their home address

Practice your home address with your children and have them learn their street and suburb. Explain why houses and units are given different numbers (just like children are given different first names for identification). Involving families will increase the likelihood of the child retaining the information.

Fill out the 'Personal Contact Card' with your children to help them remember. The card should remain on the fridge or by the phone at all times and it is important the children know where it is. Let the children know they can use this card when calling Zero Zero Zero if they can't remember their details on their own.

To reinforce this information try practicing what to do in an emergency with your child. This important information may one day save a life.

An Emergency Services initiative



NSW Police Force



Ambulance Service
of New South Wales



NSW Fire Brigades