



Fact sheet

Triple Zero Awareness Work Group

The Triple Zero Awareness Work Group (TZAWG) is a national body that represents emergency call-taking agencies throughout Australia. TZAWG develops and administers programs and activities to enhance community awareness of Australia's Emergency Call Service, Triple Zero (000)

TZAWG operates as a work group under the Australian Communications and Media Authority-chaired Emergency Call Service Advisory Committee (ECSAC) and the National Emergency Communications Work Group (NECWG), and is established to help achieve the aims of these bodies in raising awareness of the Emergency Call Service.

TZAWG Mission Statement

To ensure that all people in Australia are aware of calling Triple Zero (000) from any phone to get help in an emergency, and understand what is required of them when they make that call.

The game: Triple Zero Kids' Challenge www.triplezero.gov.au

- > Online interactive education for kindergarten and primary school children.
- > Nine scenarios teaching practical steps in how to deal with emergency situations.
- > How to identify and seek help in an emergency.
- > Translation of game into English and six other languages, with culturally diverse characters and closed captions. Languages are:
 - o English - ENGLISH
 - o Arabic—ةيبرعلا
 - o Chinese—廣東話 (Mandarin / Traditional)
 - o Dinka—DINKIA
 - o Hindi—हिन्दी
 - o Thai—ภาษาไทย
 - o Vietnamese—tiếng Việt
- > 3D lively graphics and focus on audio to deliver safety messages.
- > 'No fail' game play, with a reward at the end of each scenario.
- > Based on children's logo developed for award-winning 2007 national awareness campaign.



Game scenarios: **Fire**

1. Kate and Pete's family have a fire in the living room one night while they are asleep. They have to follow their escape plan and make it outside in order to call for help from the Fire Brigade.
2. Kate and Pete are visiting their Vietnamese friends who live in an apartment block. There is a cooking fire, and Kate calls Triple Zero for the Fire Brigade.
3. Kate and Pete are visiting their uncle's property in the country. A cigarette thrown from a car window starts a bush fire. Pete and Kate call the Fire Brigade for help

Game scenarios: **Police**

4. Kate and Pete are on holiday, walking together in Darwin. They see a car crash and need to call for help, as there is no one else around. They call the Police, who also send for an ambulance.
5. Pete is doing his homework one night when he notices two thieves stealing his neighbours' television. He tells his Mum, who calls the Police. Pete helps the Police with a description and they catch the robbers.
6. Kate is walking home from school one day, when a stranger tries to pick her up in his van. Kate finds a safe place to run to. The school calls the Police and Kate describes the man to them.

Game scenarios: **Ambulance**

7. Pete and his Dad play a computer game, but Dad has a heart-attack. Pete calls Triple Zero and finds Dad's special medicine. The ambulance arrives to help.
8. Pete is showing Kate some skateboard tricks when he falls and breaks his leg. Kate calls for the Ambulance, which arrives to take Pete to hospital.
9. Kate visits her uncle who she finds lying in the back yard unconscious. She needs our help to find the phone and call Triple Zero to get help from the Ambulance service.

The game characters

Designed to appeal to kids, the game features three emergency services 'helpers' and a cast of recognisable characters, as featured on these pages.

