



T U T O R S ' T I P S

The White Pages Telephone Book

- a Literacy Treasure Trove

Written by Rebecca Gilmore

This edition of Tutor Tips was funded by the QAELN South West Region

What Makes the White Pages a Useful Resource?

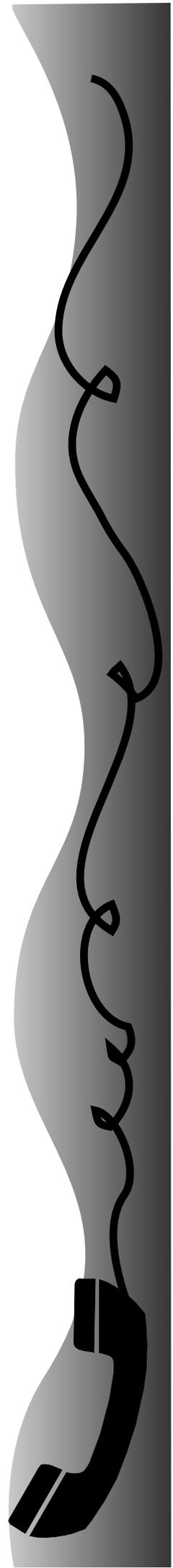
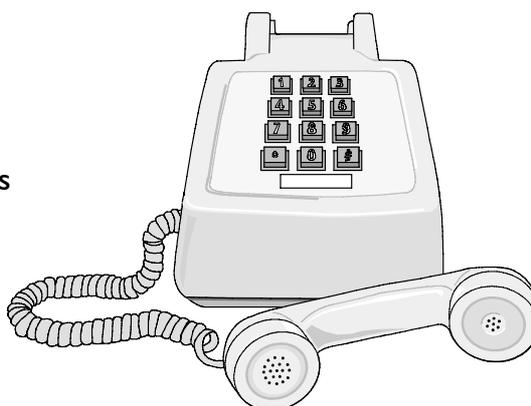
Many of us only use the telephone book to find a phone number. Yet it is packed full of other useful information which may be of practical interest to students in literacy classes. This Tutor Tip will explore how the telephone book can be used in lessons and will give some sample exercises. It is based on the 2005 - 2006 Brisbane White Pages, but the ideas could easily be adapted for telephone books from other areas of the state.

The main skills required to successfully use a telephone book include alphabetical order, understanding how an index works, spelling accurately, reading, skimming and scanning, using procedural texts and several numerical concepts. Most people will simply want to locate specific information rather than read volumes of text in detail. Becoming familiar with the contents of the telephone book will assist readers to use it with more confidence.

More Than Just Phone Numbers

The first 30 pages of the Brisbane Telephone Directory contain useful information about:

-  Emergency contacts
-  24 hour services
-  Hospital contacts and locations
-  Community help
-  Aged care services
-  Telstra phone services





190 information services



Brisbane transport information



Entertainment venues

The next section refers to government contacts. The Introduction to the Government section on pages 31 - 36 explains how the 3 systems of government work, and lists the phone numbers for Queensland ministers and state members of Parliament. There is an easy to read map of local councils on page 32. The Government Index on pages 37 - 46 assists readers to find in which department the service they are looking for is located, and gives the page number.

The bulk of the telephone book is obviously phone numbers. Business and Government Listings are in one section and Residential Listings are in another. The "How to Find" sections for both of these listings are essential reading, as they explain how to find words with tricky spelling. Examples are hyphenated names or names beginning with Mc, Mac, St, Mt or initials.



The Business and Government Listings -"How to Find" is on page 47



The Residential Listings -"How to Find" is on page 697

At the end of the telephone book, there is useful information about:



Queensland telephone directory boundaries and area codes



Place names and abbreviations



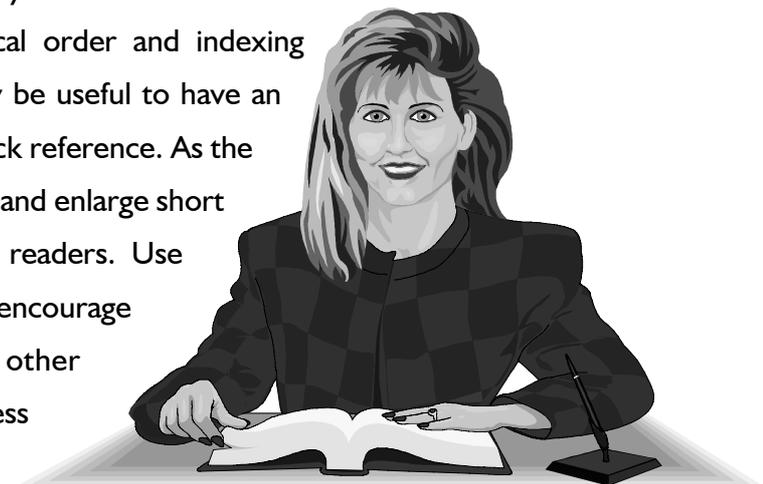
International telephone codes



Post Codes

Exploring the White Pages

The following exercises will encourage students to explore and use the different sections of the White Pages, employing a variety of skills. Be sure to introduce the concepts of alphabetical order and indexing before looking for information. It may be useful to have an alphabet in front of the student for quick reference. As the print is small, it may be helpful to copy and enlarge short sections to be read by less capable readers. Use these exercises as a starting point, and encourage your student to explore the other information on the page as they progress through the activities.



Exploring Page 1



What are the 8 main sections of the White Pages?



Find 3 numbers you could use to get directory assistance.



Exploring Pages 3 - 8



Who would you ring if you had a power black out?



What number would you call for the Smoking Quitline?



Are all the phone numbers on this page free calls?



Find the phone number of the hospital nearest to your home.



Find 3 community help services available for people with disabilities.



Who could you call for assistance with translating a document?

Exploring pages 9 - 19

The information on page 19 tells you more about particular Telstra services. Look at the red telephone numbers in this section. You will see a small black number attached to many of these numbers. Refer to page 19 to see more about call charges and service availability.



What does it cost to use Sensis 1234?



What is Telstra Pre-Paid Home?



Write a procedure for how to use Call Waiting.



Find out how to connect to Telstra Home Messages 101.



Find a phone number and web address for assistance connecting a new phone service.



What is Big Pond?



What number would you call to find out about Telstra mobile services?



What can you do to keep your number private?

Exploring pages 20 - 25



What is a 190 Premium Service?



What does it cost per minute to call Computer Games Support?



What does it cost per minute to get a weather forecast?

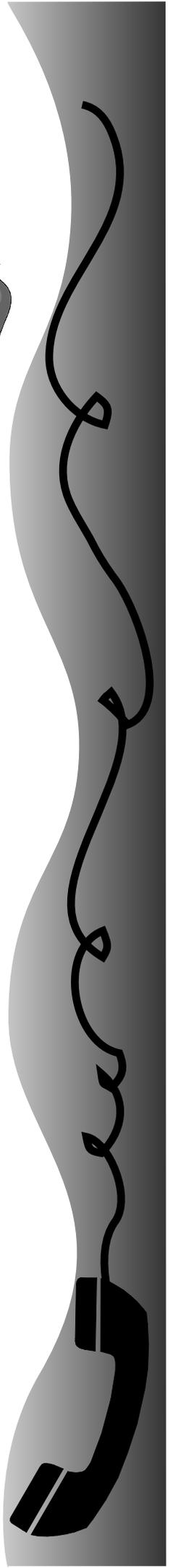
Exploring pages 26 -30



Use the map to plan a trip from Shorncliffe to Surfers Paradise.



What number would you call to find your closest bus stop?





Is it possible to ride a bicycle on a bikeway from Brisbane City to the University of Queensland?



What are 4 major Brisbane entertainment venues?

▶ Exploring pages 31 - 46



What are the 3 levels of government in Australia?



To what local council do the residents of Stradbroke Island belong?



What page should you look at to find the State Government Department of Housing?



Does the Australian Government have a Department of Housing?



To what level of government does Centrelink belong?



What is the number for Premier Peter Beattie's office?



What number can you call for all the Queensland government's services?



Use the government index to find 6 government services to do with dogs.

▶ Exploring pages 47 - 687



Find the number for St Vincent de Paul Society.



Find the number for The Home Rental Centre.



Find the number for the authorized Holden dealer at Moorooka.

▶ Exploring pages 697 - 1715



Find the number for S McDough.



Find the number for J Dawson-Woods.



Find the number for J Williams,
38 Days Rd, The Grange.

▶ Exploring pages 1728 - 1752



What is the area code for the Northern Territory?



What is Bris Exhib short for?



Find the telephone codes for dialing China.



If it is 7.00pm in Brisbane, what time would it be in Pakistan?



Find the post code for Red Hill, Western Australia.

