

## CALL TRIPLE ZERO (000) TO REPORT EMERGENCIES - People who are Deaf or hard of hearing, or who have a speech impairment

In a life or property threatening time critical emergency situation, people who are Deaf or hard of hearing, or who have a speech impairment can call Triple Zero (000) through the \*\*National Relay Service.

### TTY users dial 106

**106** TTY emergency service provides access for TTY users to police, fire and ambulance and is available every day, 24 hours a day. 106 calls have priority over other National Relay Service calls. The relay officer will ask if you want police - type **PPP**. Voice relay users just need to say 'police' to the relay officer. The relay officer will connect you to police and stay on the line to relay your conversation with police. **Don't hang up** - when connected to the emergency service, stay on the line, and be ready to provide your location and explain the emergency.

**Voice Relay** (speech-to-speech relay) users phone **1800 555 727** then ask for **Triple Zero (000)**

**SMS relay** send an SMS to **0423 677 767** and include 000 in your first message. Then follow the instructions at: <https://www.communications.gov.au/documents/nrs--instruction-sheet-2-1--sms-relay--making-call>

**Internet relay** users connect to the National Relay Service <https://nrschat.nrscall.gov.au/nrs/internetrelay> and then ask for Triple Zero (000)

### Stay focussed, Stay relevant, Stay on the line.

Triple Zero calls are free

When connected to the emergency service, stay on the line, **stay calm, and answer the questions.**

You will be asked to provide details of where you are, including street name, nearest cross street and locality. In rural areas it is important to give the full address and distances from landmarks and roads, any distinguishing property features and not just the name of the property. If travelling on the motorways or along rural roads, include details of towns or nearest exits passed through.

- Don't hang up until the operator has all of the information they need. If possible you will be asked to wait for a police officer at an arranged location.



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The address details you give to your phone company may be used to send help if you make a Triple Zero (000) emergency call. Your phone company is required by law to provide your address to a secure database which is used for responding to emergency situations.

**If you cannot speak English you can call Triple Zero (000) and ask for Police.** Once connected you need to stay on the line and an interpreter will be organised.



Save the  
app that  
could save  
your life



The Emergency+ app is a free app developed by Australia's emergency services and their Government and industry partners. The app uses GPS functionality built into smart phones to help a Triple Zero (000) caller provide critical location details required to mobilise emergency services.

The Emergency+ app has links to the National Relay Service for people who are deaf or hard of hearing, or who have a speech impairment.

For further information on the app and instructions on how to download the app, please visit:

<https://www.triplezero.gov.au/triple-zero/smartphone-applications>

\*\* From 20 April 2021, users will need to register to be able to use the National Relay Service. For details on how to register, please visit: <https://www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub/national-relay-service>