

## Reporting Crime - Contact Triple Zero (000) to report emergencies - People who are Deaf or hard of hearing, or who have a speech impairment

If you are a victim of a crime, a witness to a crime or know about a crime there are different ways you can report a crime to the NSW Police Force. People who are deaf or hard of hearing, or who have a speech impairment can contact police through the **National Relay Service**.



A professional relay officer becomes the central link in the phone call relaying what is said by both parties. This is strictly compliant with privacy legislation.

- **In a life or property threatening time critical emergency situation contact Triple Zero (000)**

**By TTY only – dial 106 (text-based emergency call service using a text phone.)**

**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**. Speak and Listen 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** – be ready to provide your location and explain the emergency.

**Speak and Listen emergency calls - by ordinary phone or mobile phone – dial 1800 555 727 and ask for Triple Zero (000).**

Provides access for Speak and Listen callers who use an ordinary phone or mobile. This service is available every day, 24 hours a day to connect you to police, fire and ambulance. Calls to this number have priority over other National Relay Service calls. The relay officer will ask if you want police, fire or ambulance. You 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. Stay Calm and **Don’t hang up** – be ready to provide your location and explain the emergency.

**By internet relay -**

**<https://internet-relay.nrscall.gov.au/> - and ask for Triple Zero (000).**

If you use internet relay, you can ask the relay officer to connect you to Triple Zero (000). Unlike the TTY – 106 number and the Speak and Listen – 1800 555 727 number the call cannot be identified as an emergency call and cannot be given priority over other National Relay Service calls until you have been connected to the relay officer. **Don’t hang up** – be ready to provide your location and explain the emergency.