



Contacting Emergency Services

Children can learn from a young age how to contact emergency services - even if they are deaf or hard of hearing. Explore the options below and work out what would work best for your child.

National Relay Service

The emergency services recommend that anyone with a hearing loss **contact emergency services via the National Relay Service (NRS) rather than calling Triple Zero (000)**.

Why?

- Even if the hearing loss is mild, hearing aids or cochlear implants might not be on hand!
- The NRS provides a variety of communication methods that allow for clear communication with emergency services.
- First responders will be advised that there is someone at the scene who is deaf or hard of hearing. So, we urge you to store these numbers in your phone and your child's phone:

Voice Relay number

1800 555 727 (ask for Triple Zero)

SMS relay number

0423 677 767 (ask for Triple Zero)

See the above link to the NRS emergency calls web page for further information.

Free phone apps

There are two free mobile phone apps that make contacting emergency services and providing your location very simple.

- **Emergency+ app** uses GPS functionality built into smartphones to help a Triple Zero (000) caller provide critical location details required to mobilise emergency services. This app also allows people to initiate an NRS chat call.
- **NRS app** Triple Zero (000) calls can be made from the home screen of the app. Registration is not needed to use this feature although recommended.