

Emergency Call Services

What is an emergency call service?

If you are witness to an emergency, or are involved in an emergency situation, you may need to contact the police, fire or ambulance service. The emergency call service is an operator assisted service that connects you to an emergency service organisation in **a lifethreatening or time-critical situation**. All you have to do is dial 106 and you will be connected.

How do I use the 106 number?

The 106 Emergency Relay Service available in Australia provides a toll-free emergency number for people who are Deaf, or have a hearing or speech impairment. You are able to ring Police, Fire and Ambulance on 106 directly through your TTY. 106 provide the same service as the 000 emergency service, but it is only for people who are Deaf or have a hearing or speech impairment. **106 is available 24 hours, 7 days a week.**



What about Mobile Phone 112 Numbers?

On mobile phones, users are able to access emergency services by dialing 112 on their handset **by voice ONLY**. This service enables people to phone emergency services using 112. 112 is like 000 for mobile phones. At the moment, there is no TTY or SMS services available for 112.

Did you know?

The government will deliver a new SMS emergency service soon. Deaf Australia will let you know when.

Deaf people will get SMS emergency service soon

Up to now, Deaf and hard of hearing people are only able to access emergency services by using a TTY (telephone typewriter) or computer modem and calling the National Relay Services on the dedicated 106 emergency number. TTYs are not portable, so when a Deaf or hard of hearing person leaves their home or workplace they have no access to emergency services.

With the establishment of an SMS emergency service Deaf and hard of hearing people will finally have access to emergency services regardless of where they are. » <http://www.minister.dbcde.gov.au/media/speeches/2010/006>

When will this new service happen?

Not yet. The government and Deaf Australia will let you know once the new service is ready to use.

For more information, please contact:

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