



NSW RURAL FIRE SERVICE

DEAF/HEARING IMPAIRED FIRE SAFETY

Revised 27/04/2005



FACT

Australian Bureau of Statistics reveals:

10% of people in NSW are completely or partially deaf. This equates to 682,000 people.

39% of people aged 55 + have hearing loss. This increases to 78% for people aged 80+.

EMERGENCY CALL 106

The 106 emergency relay service enables people who are deaf or have a hearing or speech impairment to contact emergency services through their TTY (also known as a teletypewriter or textphone) or modem. It is a dedicated text-based emergency relay-service with direct access to fire, police and ambulance services. It is available 24 hours a day, everyday.

How it works:

- Dial 106. This is a toll-free number.
- You will be asked if you want police (type PPP), ambulance (AAA) or fire (type FFF).
- The relay officer will stay on line to relay your conversation with the emergency service. You will need to confirm your location.
- Do not hang up. Wait for a reply from the emergency service.
- If you wish to use speak and read (voice carry over) or type and listen (hearing carry over) let the relay officer know to set up the correct mode.
- This service is not available via speak and listen (speech to speech relay). These callers can dial 1800 555 727 and then ask for 000 or dial 000 directly.
- This service cannot be accessed by text message (SMS) on a mobile phone.



SMOKE ALARMS FOR THE HEARING IMPAIRED

There are flashing smoke alarms available for people who are hearing impaired. These have a strobe light and/or a vibrating pad that can be placed under the pillow which activate when the smoke alarm sounds.

Some are designed to interconnect with conventional audible alarms in different locations within the home. If one of the alarms senses smoke, all alarms will sound, the strobe will flash and the vibrating pad will operate.

At present there is no Australian Standard (AS) that applies to smoke alarms for hearing impaired people. If the code number AS3786 appears on a smoke alarm for hearing impaired people, it refers only to the smoke alarm sensing unit and does not include the flashing strobe light or the vibrating pad.

People who wish to purchase smoke alarms for the hearing impaired should contact the relevant associations in their state for information on where they can be sourced or visit: http://www.fire.nsw.gov.au/community/athome/smokealarms/type_hearingimpaired.php

FURTHER SAFETY TIPS

- People who are deaf and hearing impaired may have difficulty in hearing conventional smoke alarms and evacuation systems. If necessary ensure someone is assigned to help them escape.



For more information contact your local fire station or visit:
www.fire.nsw.gov.au www.rfs.nsw.gov.au www.esa.act.gov.au

