



SMOKE ALARMS FOR THE DEAF AND HARD OF HEARING



Did you know that there are smoke alarms specifically designed for the deaf and hard of hearing?

The standard high frequency smoke alarm (3 100 Hz, 85 dB at a distance of three metres) is suitable to wake most mild to moderately hard of hearing people. People who are deaf or have a severe hearing loss (cannot hear less than 85 dB) may have difficulty in hearing conventional smoke alarms and evacuation systems.

There are specialised smoke alarms available for people who are deaf or hard of hearing. These have a strobe light and/or a vibrating pad that can be placed under the pillow which activates when the smoke alarm sounds and can be interconnected 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 vibrate. These smoke alarms are also suitable for people in the home without hearing issues.

Australian Standard (AS) AS1603.17-2011 Automatic fire detection and alarm systems – Warning equipment for people with hearing impairment applies to smoke alarms for people who are deaf or hard of hearing, however, the standard is not currently mandatory. If the AS3786 appears on a smoke alarm for hard of hearing people, it refers only to the smoke alarm sensing unit and does not include the strobe light or the vibrating pad.

For assistance and guidance on purchasing and installing a specialised smoke detector, Contact the Deafness Resource Centre on (02) 6287 4393 or visit this link www.actdrc.org.au



Do you need assistance with your smoke alarm?

ACT Fire & Rescue may be able to provide assistance if you suit the following criteria:

- Age 65 and over
- Have significant hearing loss or you cannot hear when you remove your hearing aid
- Receive the pension, or
- Live alone

For assistance with the installation of smoke alarms Contact your local ACT Fire & Rescue station and organise to have a safety visit where firefighters will assist and install your smoke alarms.



In a life threatening emergency dial Triple Zero (000)



ACT EMERGENCY SERVICES AGENCY



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Emergency Calls – National Relay Service

Emergency services can be contacted through the NRS in life threatening or time critical situations.

With the exception of Video Relay calls, a call to emergency services is prioritised ahead of other calls in the NRS call answer system. There is no queue priority for Video Relay calls. In an emergency, NRS users are encouraged to contact emergency services using another NRS call option.

Callers to emergency services need to:

- Ask for the service they need—police, fire or ambulance.
- State or confirm their location.
- Be ready to explain the emergency.

The NRS respects every caller's privacy and treats all calls with confidentiality. However, calls to emergency services may be recorded to assist emergency service operators and provide a record of the emergency situation.



Calls to Triple Zero (000) can be requested by users of the NRS through any call option, bearing in mind that connection issues can affect the reliability of all types of calls, including calls to emergency services. The designated TTY emergency call number (106) is available to TTY users.

Emergency Call 106

The 106 emergency relay service enables people who are deaf, hard of hearing or have a speech difficulty to contact emergency services through their TTY (also known as a teletypewriter or textphone). 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, ambulance or fire (type FFF or if you use your own voice, wait for the Relay Officer (RO) and say 'fire').
- The RO will stay on line to relay your conversation with the emergency service. Confirm your location.
- **Do not hang up.** Wait for a reply from the emergency service.
- **This service is not available via speak and listen (speech to speech relay).** These callers can dial 1800 555 727 and then ask for Triple Zero (000) or dial '000' directly. This service cannot be accessed by text message (SMS) on a mobile phone or by internet relay.
- Internet users should ring 133 677 and ask for 000.



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