

# Silent Solution



## Calling 111 when you're in danger but can't talk

- Call 111 if you or someone else is in danger or could be harmed
- If it's not safe for you to speak, stay silent, push 55 and you will be put through to Police

### How it works

All 111 calls are directed to Spark Call Centres where they are answered by Spark operators who will ask you which service you need. You will then be connected with that service.

If you need urgent Police help but cannot speak because you are afraid for your safety or that of others around you, the 111 operator can assist you in the following ways:

#### Calling from a mobile...



if you do not speak, your call is directed to a recorded message. You will be asked to press **55** if you require emergency assistance. If you press **55** your call will go through to Police. The recorded message is repeated twice and if **55** is not pushed the call is ended.

#### Calling from a landline...



if you do not speak, the 111 operator will ask you to press **any** number on your phone if you require an emergency service. If **any button** is pressed your call will go through to Police. The 111 operator will ask you twice to push any button and if no buttons are pushed the call is ended.

### What happens when your 111 call is connected to Police?

The Police call taker will attempt to communicate with you by asking simple yes or no questions and you will be asked to push any keys on your phone in response to these questions. If you are not able to speak, listen carefully to the questions and instructions from the call taker so they can assess your call and arrange assistance for you.

If you can, it is always best to speak to the call taker even by whispering.

Further information can be found at <https://www.police.govt.nz/contact-us/calling-emergency-111>