



Minister for Police and Community Safety

File No: CSD/01487
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Mr Neil Laurie
The Clerk of Parliament
Parliament House
George Street
BRISBANE QLD 4000

Dear Mr Laurie

Thank you for your correspondence received on 20 March 2013, regarding e-petition 1988 received by the Queensland Legislative Assembly. This petition relates to provision of access to essential mobile emergency services under the new National Relay Service (NRS) tender, to allow a deaf person to send an emergency SMS.

The Telecommunications Universal Service Management Agency (TUSMA) has confirmed the new NRS will include SMS-based access to the Triple Zero (000) emergency number.

It appears some confusion may have been caused by the original tender not specifically including reference to SMS. However, TUSMA advises a subsequent option for the Commonwealth to procure an SMS relay service has been progressed.

There are a number of regulatory changes required for this and other related initiatives to come into effect. TUSMA has advised these are currently being progressed with the expectation they will be in place prior to the commencement of the new NRS contract on 1 July 2013.

Should you require further assistance, please contact Mr David Crossen, Chief of Staff, on telephone number (07) 3239 0199.

Yours sincerely



Jack Dempsey MP
Minister for Police and Community Safety