

# PURPLE FLAG GRANT PROGRAM

## Guidelines

7 April 2025



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# Overview

The Purple Flag Grant Program (the Program) has been developed by the Office of the 24-Hour Economy Commissioner (O24HEC) and is administered in partnership with Create NSW. The O24HEC and Create NSW form part of the Department of Creative Industries, Tourism, Hospitality and Sport (DCITHS).



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## About Purple Flag

Purple Flag is an internationally recognised accreditation program which celebrates precincts that achieve high standards of excellence in managing their night-time economy. The Purple Flag precincts in New South Wales are the first of their kind in Australia, with Sydney joining over 90 global destinations that have Purple Flag precincts. Other regions include Stockholm, Sweden; Aberdeen, Scotland; Dublin, Ireland; Auckland, New Zealand and elsewhere in the United Kingdom.

Purple Flag is administered by the Office of the 24-Hour Economy Commissioner, in partnership with the UK Association of Town and City Management (ATCM). The program also works closely with other state government agencies, local government, police, healthcare professionals, business, industry groups and consumers.

To be awarded a Purple Flag, applicant precincts are assessed by independent Purple Flag assessors and an accreditation panel against five core principles, outlined below:

- Wellbeing: The precinct must be welcoming, clean and safe.
- Movement: The precinct must provide a secure pattern of arrival, circulation and departure.
- Appeal: The precinct must include a vibrant choice and a rich mix of entertainment and activity.
- Place: The precinct must be a stimulating destination and vital place with place identity.
- Strategic Alignment: The precinct stakeholders must share a clear aim and common purpose

The NSW Government has committed up to \$800,000 to the Purple Flag Grant Program to strengthen and expand the current networks of Purple Flag precincts and support their long-term growth.

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## About these Guidelines

This document contains information about how to make an application to the Purple Flag Grant Program (the Program). You should read this document in full before you apply for funding. It sets out:

- The purpose of the Grant Program
- eligibility requirements
- how applications are assessed
- how funding recipients will report on outcomes
- responsibilities and expectations for the Program.

Questions regarding these Guidelines can be directed to [purpleflag@24houreconomy.nsw.gov.au](mailto:purpleflag@24houreconomy.nsw.gov.au).

# 1. Program details

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## Overview

The Purple Flag Grant Program is a closed, non-competitive program open to Local Government Areas with accredited Purple Flag precincts in New South Wales. The Program, developed by the Office of the 24-Hour Economy Commissioner (O24HEC) and administered by Create NSW, both within the Department of Creative Industries, Tourism, Hospitality and Sport (DCITHS), offers grant funding from \$50,000 up to \$200,000 (ex GST) to eligible entities to strengthen and expand the current network of Purple Flag precincts whilst supporting the growth of the Purple Flag program.

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## 1.1 Purpose of grants

The Purple Flag Grant Program aims to support the promotion, coordination and implementation of Purple Flag precincts.

Eligible applicants include local councils with Purple Flag accredited precincts within their Local Government Area (LGA), or Incorporated Associations from a Purple Flag accredited precinct, endorsed by their local council to be the lead applicant.

- As of March 2025, the following local councils (or Purple Flag precinct incorporated associations endorsed by the local council) are eligible to apply:
  - YCK Laneways - City of Sydney Council, accredited February 2023
  - Parramatta CBD - Parramatta Council, accredited May 2023
  - Haldon Street, Lakemba - Canterbury Bankstown Council, accredited September 2023
  - Illawarra Road & Marrickville Road - Inner West Council, accredited July 2024
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## 1.2 Program objectives

The grant program has been established to support the rollout and expansion of the Purple Flag accreditation program across NSW. Through targeted funding, the Purple Flag Grant Program seeks to:

- **Increase awareness** – Support marketing, education, and outreach initiatives to enhance business and consumer engagement with the Purple Flag accreditation program.
- **Strengthen local coordination and collaboration** – Facilitate stronger partnerships between councils, businesses, and stakeholders to drive precinct improvements and support ongoing accreditation efforts.
- **Improve perceptions of safety for women and gender-diverse people** – Support initiatives that enhance the safety and inclusivity of night-time precincts, particularly for women and gender-diverse people, helping to create welcoming and secure environments for all.

## 2. Key program details

### Grant Program key details and timelines

Applications open	Monday, 7 April 2025, 12:00pm AEST
Applications close	Tuesday, 6 May 2025, 12:00pm AEST
Application Process	Online application (see section 4: 'Application Process')
Type of grant opportunity	Closed, non-competitive grant program.
Eligible applicants	A council with Purple Flag accredited precinct within its Local Government Area (LGA), or an Incorporated Association from a Purple Flag accredited precinct, endorsed by its local council to be the lead applicant.
Grant value	<b>Total Grant Program Value:</b> Up to \$800,000 <b>Individual grant amounts:</b> from \$50,000 up to \$200,000 excl. GST
Application outcome date	By 2 June 2025.
Project delivery period (for successful applications)	From 1 July 2025 to 30 June 2026. Project must be delivered by recipient between 1 July 2025 to 30 June 2026 (this will be a condition of the grant funding).
Reporting requirements (for successful applications)	Progress Report to be submitted by 31 January 2026.
Project acquittal reports (for successful applications)	Within four weeks of the end of the Project Delivery Period
Decision-maker	Secretary, Department of Creative Industries, Tourism Hospitality and Sport (DCITHS)
NSW Government Agency	Office of the 24-Hour Economy Commissioner
Enquiries	<a href="mailto:purpleflag@24houreconomy.nsw.gov.au">purpleflag@24houreconomy.nsw.gov.au</a> <a href="#">Office of the 24-Hour Economy Commissioner website</a>

# 3. Eligibility

## 3.1 Eligible applicants

The Purple Flag Grant program is a closed non-competitive program, open to local councils with existing accredited Purple Flag precincts within their LGAs, or Incorporated Associations from a Purple Flag accredited precinct, endorsed by their local council to be the lead applicant.

To be eligible, applicants must be one of the following entities:

- A council with an accredited Purple Flag precinct within its LGA
- An Incorporated Association representing an accredited Purple Flag precinct, that must, at the time of application:
  - o have an Incorporated Association Australian Business Number (ABN) for the entity applying
  - o be registered for GST
  - o have a bank account with an Australian financial institution
  - o be solvent
  - o be able to execute a funding deed with the NSW Government if the application is successful; and
  - o supply a letter of endorsement from its local council, endorsing the entity as the lead applicant for Purple Flag Grant Program and confirmation that the local council is part of the Purple Flag working group of the accredited precinct.

As of the date of publication of these Guidelines, the following local councils (or a Purple Flag precinct incorporated association endorsed by their local council) are eligible to apply.

Council	Purple Flag Precinct	Accreditation date
City of Sydney	YCK (York, Clarence and Kent Street)	February 2023
City of Parramatta Council	Parramatta CBD	May 2023
Canterbury-Bankstown Council	Haldon St, Lakemba	September 2023
Inner-West Council	Illawarra & Marrickville Rd, Marrickville	June 2024

## 3.2 Eligible grant amounts

A total amount of up to \$800,000 in funding is available for the Purple Flag Grant Program. Eligible applicants may apply for a grant from \$50,000 up to a maximum of \$200,000 per application, excluding GST, to cover eligible costs of eligible activities (see section 3.3 and 3.4 below).

Funding requests above or below the range will not be considered.

### 3.3 Eligible costs

To be eligible, costs must be:

- Directly related to rollout and expansion of the Purple Flag Program (i.e. the cost must relate to an eligible activity listed below at 3.4) with a minimum of 30% of total allocated grant funding used towards Promotion and Awareness.
- Incurred within the Project Delivery Period. “Incurred” includes any costs that are contractually due or legally committed within the Project Delivery Period.
- Reasonable and reflect competitive market rates.

### 3.4 Eligible activities

Eligible activities are set out in the table below:

#### Promotion and awareness (Minimum 30% of total funding)

**A minimum of 30% of the total allocated grant funding** must be used for promoting and increasing awareness of the Purple Flag precinct. This activity may include, but is not limited to, the following:

##### Marketing campaigns:

Design and deliver marketing campaigns to raise awareness about the Purple Flag accreditation program and its benefits for businesses, residents and visitors. Examples include: banners, posters, flyers, or social media campaigns and digital advertising.

##### Events and engagement activities:

Host community events, workshops, or open nights to showcase the precinct’s Purple Flag accreditation.

##### Digital promotion:

Develop or enhance a website, create videos, or leverage social media platforms through content creation to promote the precinct’s Purple Flag status.

##### Collaborative branding:

Partner with local businesses to create co-branded merchandise or materials that highlight the Purple Flag initiative.

#### Co-ordination and engagement

These activities may include, but not limited to:

##### Working group co-ordination:

Establish or fund a coordination role to manage working groups involving local businesses and other stakeholders to collaboratively address Purple Flag applications, objectives and ongoing precinct improvements.

##### Program management:

Appoint or fund a program coordinator to oversee

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Purple Flag initiatives and ensure alignment with program goals.

**Data collection and reporting:**

Develop and implement tools to monitor and report on the impact of Purple Flag initiatives, including surveys, visitor feedback, or other insights.

**Stakeholder engagement and education:**

Costs related to engagement and education for businesses and precincts within accredited areas and others interested in applying for Purple Flag accreditation.

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**Women and gender diverse people's safety initiatives**

Place-based programs and initiatives focused on ways to improve safety and/or perceptions of safety for women and gender-diverse individuals. These activities may include, but are not limited to:

**Safety audits and enhancements:**

Fund precinct safety audits, surveys and other community engagement activities (e.g. walk shops, co-design sessions) to inform initiatives that improve safety for women and gender-diverse individuals.

**Training programs:**

Conduct training for local business owners, staff, and security teams key issues, such as customer safety, inclusivity and perceptions of safety from women and gender-diverse people.

**Physical interventions:**

Physical interventions that improve perceptions of safety, for example: art or light installations, wayfinding, or information signage to enhance the precinct's safety and accessibility.

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### 3.5 Ineligible activities

Grant funding cannot be used to fund the following activities:

- Activities that will start after the Project Delivery Period (i.e. no retrospective funding)
- Projects that constitute the normal course of business for the funded entity
- Activities that are already being supported by the NSW Government through other grant programs
- Any activities deemed by DCITHS to be inconsistent with the five core principles to achieve accreditation for the Purple Flag program.
- Fundraising/prizes
- Education outside the scope of the eligible activities set out in section 3.3
- Filmmaking, screen production, mainstream animation or film festivals

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### 3.6 Ineligible costs

- Costs that are not directly associated with the eligible activities including:
- The covering of costs that are not contractually committed or incurred within the Project Delivery Period
- Ongoing operational costs such as staff salaries, rent, utilities, maintenance/repairs and administrative overheads. This excludes the costs associated with the appointment or funding a program coordinator
- Paying back loans or other financing costs, including interest and debt financing
- Purchase or lease of land or property
- Overseas travel costs
- Major capital works

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### 3.7 Ineligible or non-conforming applications

Applications may not be considered unless they:

- are sufficiently detailed to allow assessment against the Program Objectives in section 1.2 and Assessment Criteria in section 5.3.
- provide a completed application form and supporting evidence as listed in the application form
- outline eligible project costs of at least \$50,000 and the total grant amount requested
- Include a well substantiated budget plan for how you will spend the grant against eligible activities during the Project Delivery Period
- Identify a nominated lead representative for the applicant including contact information and relevant identity documentation if required
- are submitted by the deadline.

Failure to provide this information may result in the application being deemed ineligible or non-conforming and may not be considered at DCITHS's absolute discretion.

# 4. Application process

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## 4.1 Submitting an application

Applicants must submit a completed application online via the Smarty Grants online grants platform (<https://artsnsw.smartygrants.com.au/>).

The Purple Flag team within the O24HEC can be contacted at any time by applicants to seek clarity or further information regarding their application via the contact details set out in the Enquiries section or at [purpleflag@24houreconomy.nsw.gov.au](mailto:purpleflag@24houreconomy.nsw.gov.au).

# 5. Assessment

## 5.1 Assessment methodology

Purple Flag Grant is a closed, non-competitive program.

This means that applicants are invited to submit applications that are assessed individually against the assessment criteria and without reference to the competitive merits of other applications.

### Assessment process:

1. Pre-eligibility check
  - Applications will be initially assessed for eligibility and required supporting information (e.g. letter of endorsement from Council).
2. Detailed assessment
  - Eligible applications are then considered by an assessment panel within O24HEC against the assessment criteria. Applicants may be requested to clarify or provide additional information where necessary.
3. Decision making
  - The Assessment Panel will make recommendations to the decision maker, the Secretary, DCITHS on successful applicants. The Secretary, DCITHS makes the final decision to determine successful grant recipients.
4. Outcome notification
  - Applicants will be notified of the outcome of their application by 2 June 2025. Successful applicants will be required to enter into a funding agreement with DCITHS.

Applications must **meet all eligibility and assessment criteria** to be recommended for the full funding amount requested by the applicant.

Some applicants may be offered partial funding where budget includes ineligible items or ineligible activities.

## 5.2 Assessment criteria

Applications that meet the eligibility criteria will be assessed and scored by an assessment panel convened by the O24HEC against the following assessment criteria:

Criteria	Description	What you need to provide (minimum requirements)
Project vision	Project aligns with the Program Objectives	Supporting information how the project supports the program objectives of: <ul style="list-style-type: none"> <li>• Promotion and awareness of Purple Flag</li> <li>• Strengthening local collaboration and coordination</li> </ul>

Criteria	Description	What you need to provide (minimum requirements)
		<ul style="list-style-type: none"> <li>Improving perceptions of safety for women and gender-diverse people</li> </ul>
<b>Capacity to Deliver</b>	Applicant has demonstrated capacity and resources to deliver the project.	<p>A detailed project plan outlining:</p> <ul style="list-style-type: none"> <li>the proposed activities to be delivered and expected outcomes</li> <li>timelines and key milestones,</li> <li>personnel and required resources</li> <li>potential risks and/or challenges along with appropriate mitigation strategies.</li> <li>certificate of public liability insurance</li> <li>completed conflict of interest declaration/s (see section 7.1)</li> </ul>
<b>Budget</b>	Applicant has provided a realistic budget, clearly linked to the project activities and expected outcomes.	<p>A detailed and itemised budget of the proposed eligible activities to be undertaken including:</p> <ul style="list-style-type: none"> <li>the total amount being sought</li> <li>costs for eligible activities and deliverables with a minimum of 30% of total funding requested towards Promotion and Awareness</li> <li>clear breakdown and categorisation of costs (e.g. personnel, materials, marketing, administration).</li> <li>other funding sources (if applicable)</li> </ul>

### 5.3 Additional considerations

DCITHS may, at its sole discretion, and at any stage of the application or assessment process, do any or all of the following:

- require clarification or additional information from an applicant during the eligibility or assessment process.
- re-open an application after the closing date for the above purpose.
- consider any late application provided reasonable explanation can be given for the delay and provided the application is received within a reasonable period after the closing date. DCITHS may in its absolute discretion refuse any application received more than two weeks after the closing date.
- change the scope or the requirements of these Guidelines

- vary, amend (including by replacement) or terminate the application process
- assess other factors that may cause applicants to be unsuitable for support, such as any personnel or business activities that could cause reputational or other risk to the NSW Government.

DCITHS reserves the right to use any other resource, process or procedure available – which may include the use of third-party services – to assess any claims made by, or risks associated with, the applicant.

### Partial funding

Some applicants may be offered partial funding where their budget includes ineligible items. If the partial funding amount is below the minimum grant value of \$50,000 the application will be considered to be unsuccessful.

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## 5.4 Decision making

Successful applications will be considered by Program decision maker; the Secretary, DCITHS.

DCITHS's decision is final in all matters including:

- Application eligibility
- The assessment outcome
- The approval of the grant; and
- The grant amount to be awarded.

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## 5.5 Notification of application outcome

All applicants will be notified of the outcome of their application in writing from DCITHS by 2 June 2025. All successful applicants will be required to enter into a Grant Agreement with DCITHS as further set out in part 6.1 below.

Applicants that are not successful will be notified by email of the outcome of their unsuccessful application. Unsuccessful applicants will have the opportunity to receive feedback on their application via an optional online feedback session with DCITHS, if requested. Requests for Feedback Sessions will only be accepted within one month from application outcome notification date. There are no appeals under the Purple Flag Grant Program.

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## 5.6 Probity advice

An independent probity advisor will provide guidance to DCITHS on any issues concerning integrity, fairness and accountability that may arise throughout the application, assessment, and decision-making process.

# 6. Successful applications: Funding conditions

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## 6.1 Grant agreement

Successful applicants are required to enter into a funding grant agreement with DCITHS prior to payment of the grant, which may include certain conditions in relation to payment of the grant or any instalment of the grant. The grant agreement must be entered into by the specified date as outlined by DCITHS in the offer for funding, otherwise the offer of funding may lapse.

The grant agreement will be prepared by DCITHS and set out the obligations of the recipient of the funding, including but not limited to monitoring and reporting, project scope, completion of milestones and payment terms and conditions, and permitted use of the funding.

The grant agreement will require the recipient to provide a copy of all relevant insurances, project approvals and other supporting documentation relevant to the project as requested by DCITHS.

DCITHS makes no binding funding commitment to an applicant until both parties have executed the grant agreement and any funding conditions set out in the agreement have been met.

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## 6.2 Funding payments

Successful applicants will receive the approved amount of grant funding upon execution of the grant agreement by both parties and subject to any funding conditions set out in the grant agreement having been met.

Payment may not be made until any former DCITHS outstanding acquittals have been submitted.

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## 6.3 Unspent funds

Evidence of costs incurred throughout the project will be requested for validation in the project acquittal report (see section 6.8 for further details).

Any allocated grant funds which remain unspent or have been identified as ineligible costs will need to be returned to DCITHS.

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## 6.4 Acknowledgement of Office of the 24-Hour Economy Commissioner

As a recipient of NSW Government funding, you will be expected to acknowledge the support of the Office of the 24-Hour Economy Commissioner in all publications, promotional and advertising materials and public announcements.

A communication pack will be provided to funding recipients containing approved key messages, branding, logos and multimedia to help promote the project and acknowledge the funding contribution.

All recipients of NSW Government funding should acknowledge this financial support as per the Funding Acknowledgement Guidelines for Recipients of NSW Government Grants, available at [nsw.gov.au/branding#toc-sponsorship-and-fundingacknowledgement](https://nsw.gov.au/branding#toc-sponsorship-and-fundingacknowledgement)

The NSW Government logo should be used on all materials related to funding provided to the project. Whenever the logo is used, the publication must also acknowledge the NSW Government. If a funding recipient makes a public statement about a project funded under the Program, we require the funding recipient to acknowledge the Program and the support provided.

## 6.5 How to make changes (variations)

Successful applicants are required to use funding solely for the activities which were approved at the time of funding. However, unforeseen circumstances may require adjustments to the project.

Prior to implementing any significant changes to activities or the approved budget, recipients must contact DCITHS ([purpleflag@24houreconomy.nsw.gov.au](mailto:purpleflag@24houreconomy.nsw.gov.au)) to seek approval. Significant variations may constitute a new grant request and may not be approved.

DCITHS will review any proposed variations and provide guidance on the appropriate the process to follow.

Once you've submitted the request:

- Don't assume your changes have been approved
- Wait for DCITHS written confirmation before you make any changes.
- Keep following your original contract until you receive written confirmation.

## 6.6 Reporting indicators

Successful applicants will be required to provide data on key reporting indicators throughout the program, based on the type of funded activity. These indicators will be included as part of the Progress Report and the Final Acquittal Report and *may* include:

Indicator
<b>Promotion and awareness</b>
Website traffic numbers to Purple Flag-related content
No. of Purple Flag promotional campaigns
Reach of Purple Flag promotional campaigns (e.g. estimated no. of impressions)
No. of Purple Flag generated media stories
No. of Purple Flag related events delivered
Total number of attendees at Purple Flag events
<b>Coordination and engagement</b>
No. of working group members
No. of meetings held
Working group member satisfaction

No. of industry sectors involved
Change in precinct membership
No. of stakeholders reached in engagement efforts
<b>Women's Safety Initiatives</b>
Type and no. of women's (and gender-diverse people's) safety interventions delivered
Community consultation/feedback related to women's and gender diverse people's safety
Number of training sessions conducted
Total number of participants and businesses trained
Change in night-time precinct activity following interventions

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## 6.7 Project acquittal report

Successful applicants will be required to submit final reporting on their project outcomes to acquit their funding. The acquittal report is to be completed through SmartyGrants, within four (4) weeks of the end of the Project Delivery Period. This reporting will include evidence of Eligible Activities and Eligible Costs and measures of success including reporting against indicators set out in paragraph 6.7 above.

Funding recipients who do not complete satisfactory final reporting and/or fail to provide evidence of funds being expended or being fully expended for the purpose for which they were intended, may be required to repay funds.

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## 6.8 Evaluation and audit

The Purple Flag Grant Program may be evaluated to measure how well the outcomes and objectives have been achieved. We may collect and use information from your application and reports for this purpose. We may also interview you or ask you for more information to help us understand how the Program impacted your organisation and to evaluate how effective the Program was in achieving its outcomes.

We may contact your organisation up to three years after you receive the final grant payment associated with the Program for more information to assist with this evaluation.

DCITHS and the NSW Audit Office reserve the right to undertake an audit of Program funding and support within seven years. Tracking and reporting will be required as part of the funding deed.

# 7. Additional information

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## 7.1 Conflicts of interest

Any conflicts of interest will be managed in accordance with the NSW Government Grants Administration Guide. A conflict of interest, or perceived conflict of interest, may be identified if staff, any member of a committee or advisor and/or you or any of your personnel:

- have a professional, commercial, or personal relationship with a party who can influence the application selection process, or
- have a relationship with or interest in, an organisation, which is likely to interfere with or restrict the applicants from carrying out the proposed activities fairly and independently, or
- have a relationship with, or interest in, an organisation from which they will receive personal gain because the organisation received a grant under the grant program.

Applicants will be asked to declare, as part of your application, any perceived or existing conflicts of interests or that, to the best of your knowledge, there is no conflict of interest. If you identify an actual, apparent, or perceived conflict of interest at any time, you must inform DCITHS immediately.

DCITHS staff can be contacted via [purpleflag@24houreconomy.nsw.gov.au](mailto:purpleflag@24houreconomy.nsw.gov.au) and will generally respond between 9.00am - 5.00pm Monday to Friday.

NSW Government staff, committee members and other officials including the decision maker must declare any conflicts of interest and ensure they are managed as per the DCITHS Code of Ethics and Conduct and the Grants Administration Guide.

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## 7.2 Publication of grants information

The Grants Administration Guide (Guide) requires that certain information is published in relation to grants awarded no later than 45 calendar days after the grant agreement takes effect (see section 6.5 of the Guide and Appendix A to the Guide, available [here](#)). This information is also open access information under the *Government Information (Public Access) Act 2009* (NSW) (GIPA Act), which must be made publicly available unless there is an overriding public interest against disclosure of the information.

In accordance with these requirements, relevant information about the grants awarded will be made available on the NSW Government Grants and Funding Finder as soon as possible after the funding agreement is executed. However, if due to the commercial-in-confidence nature of the information provided, the amount of funding provided will not be published.

All records in relation to this decision will be managed in accordance with the requirements of the *State Records Act 1998* (NSW).

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## 7.3 Complaint handling, access to information and privacy

### Complaints

Should you need to make a complaint during or after the application process, you may contact DCITHS staff at [purpleflag@24houreconomy.nsw.gov.au](mailto:purpleflag@24houreconomy.nsw.gov.au).

If you do not agree with the way your complaint has been handled, you may wish to contact the NSW Ombudsman. The NSW Ombudsman will not usually investigate a complaint unless the matter has been first raised directly with DCITHS.

NSW Ombudsman  
Level 24

580 George Street  
Sydney NSW 2000

## Information and Privacy

The Department will collect and store the information you voluntarily provide to enable the implementation of this grant program.

The Department is required to comply with the *Privacy and Personal Information Protection Act 1998* (NSW) (PPIP Act). The Department collects the minimum personal information to enable it to contact an organisation and to assess the merits of an application. Applicants must ensure that people whose personal details are supplied with applications are aware that the Department is being supplied with this information and how this information will be used. We treat your personal information in accordance with the PPIP Act and the [Department's privacy policy](#). This includes letting you know:

- what personal information we collect;
- why we collect your personal information; and
- who we give your personal information to.

The personal information will only be used for the purpose for which it was collected unless an exemption applies.

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## 7.4 Accessibility, inclusion and support

The NSW Government is committed to improving accessibility to all our funding programs.

If you are an Applicant with a disability, and you require this information in a format which is accessible to you, or if you require this information in another language, you can contact us at [purpleflag@24houreconomy.nsw.gov.au](mailto:purpleflag@24houreconomy.nsw.gov.au) and we will generally respond between 9.00am and 5.00pm Monday to Friday (except on public holidays).

The National Relay Service numbers are:

- TTY users: Phone 133 677 then ask for (02) 9228 4578.
- Speak and Listen users: Phone 1300 555 727 then ask for (02) 9228 4578.

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2-24 Rawson Place  
Haymarket NSW 2000

E: [24hour@24houreconomy.nsw.gov.au](mailto:24hour@24houreconomy.nsw.gov.au)  
W: [nsw.gov.au/24houreconomy](http://nsw.gov.au/24houreconomy)

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