Commonwealth Crest and National Relay Service logo with the words 'An Australian Government Initiative'.

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# Instruction sheet 2.3—SMS Relay—call to emergency services

## Step-by-step instructions

| Step number | Image | Instruction |
| --- | --- | --- |
| 1 | Cartoon image of phone with a hand pressing buttons. | Send an SMS to **0423 677 767** (the call will be given priority). |
| 2 | Cartoon image of a telephone with '000 Emergency' below it and then images of an ambulance, a police hat and the flames of a fire. | Include this information in the SMS:   * 000 * FIRE or POLICE or AMBULANCE * Your name * Location of emergency including address or landmark * Details about the emergency * Type GA (Go ahead) at end of your message. |
| 3 | Cartoon image of palm of hand ‘STOP’ symbol. | Wait for automated message from NRS to confirm that the SMS has been received. |
| 4 | Cartoon image of relay officer typing on a computer and using a phone with a headset. | Wait to be transferred to relay officer (RO). The call will be given priority.  Wait for RO to dial number and to relay the message to Emergency Services Officer (ESO). |
| 5 | Cartoon image of palm of hand ‘STOP’ symbol. | Wait for message from ESO.  Wait for GA. |
| 6 | Cartoon image of phone with a hand pressing buttons. | Reply to all questions from ESO. |
| 7 | Cartoon of two eyes with two arrows pointing downwards. | Keep watching the mobile phone until RO tells you the call is finished. |

## NRS Helpdesk

The Helpdesk is open from 8am to 6pm, Monday to Friday (Eastern Standard Time). There are a number of ways to make contact with Helpdesk staff:

* Email [helpdesk@relayservice.com.au](mailto:helpdesk@relayservice.com.au)
* Phone 1800 555 660
* SMS 0416 001 350
* Fax 1800 555 690.

## Hints

* DON’T send an SMS directly to SMS Triple Zero or 106. You must send your message to SMS Relay number (0423 677 767) and request Triple Zero.
* Give detail about what is happening and what help is needed.
* Keep checking your phone for more questions or information from the emergency service officer.