










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

## Step-by-step instructions

Step number	Image	Instruction
1		Send an SMS to <b>0423 677 767</b> (the call will be given priority).
2		Include this information in the SMS: <ul style="list-style-type: none"><li>• 000</li><li>• FIRE or POLICE or AMBULANCE</li><li>• Your name</li><li>• Location of emergency including address or landmark</li><li>• Details about the emergency</li><li>• Type GA (Go ahead) at end of your message.</li></ul>
3		Wait for automated message from NRS to confirm that the SMS has been received.
4		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		Wait for message from ESO. Wait for GA.
6		Reply to all questions from ESO.
7		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.