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

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# Instruction sheet 2.6—SMS Relay (Text and Listen)—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 * T L (Text & Listen) * 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).  You will be notified by automated message when the RO is setting up the call for SMS Text and Listen. |
| 5 | Cartoon image of palm of hand ‘STOP’ symbol. | Wait for your phone to ring.  Answer the call to listen to the ESO. |
| 6 | Cartoon image of phone with a hand pressing buttons. | Reply to all questions from ESO by text. |
| 7 | Cartoon image of person side view with their hand cupped over their ear to try and hear. | Keep listening to the ESO 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 listening your phone for more questions or information from the emergency service officer.