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

www.communications.gov.au/accesshub



# Instruction sheet 4.4—Video Relay—Call to Emergency Services

If you have a life-threatening or time-critical situation, you can use the NRS to contact emergency services. Note that **there is NO queue priority for Video Relay calls to emergency services. And Video Relay only operates in limited hours. In an emergency,** NRS users are encouraged to contact emergency services using an alternative NRS call option.

## Step-by-step instructions

| Step number | Image | Instruction |
| --- | --- | --- |
| 1 | Skype logo. Light blue circle with a white 'S' inside. | Login to **Skype** on a desktop computer, laptop or mobile device. |
| 2 | Image of NRS Video Relay logo—a contact found on Skype.  Buton with the word 'hello' in it. | Open your **Contacts**.  Find and open the **NRS VIDEO RELAY** **SERVICE** contact.  You will be taken to a chat screen.  Type **hello**. |
| 3 | Screen shot.  NRS Video Relay Service, 10.33am.  National Relay Service.  Hello. Thank you for contacint the National Relay Service.  Please make a selection below.  Make a call.  More information. | This window will come up.  Click on **Make a Call** near the bottom of the picture. |
| 4 | Cartoon image of palm of hand ‘STOP’ symbol. | You will be sent a message asking you to wait to be connected with the next available relay officer. |
| 5 | Image of a person with a headset on and the words 'start call' below. | When a relay officer is available this picture will be sent to you.  Click on **Start a call**at the bottom of the picture |
| 7 | Start call button.  Picture of a green start call button used to commence video. Cartoon image of a relay officer signing during a video relay call through the NRS. | A full video screen will appear.  Click on the green **Start call** button.  You will then see the RO on screen. |
| 8 | Cartoon image of two hands signing. | The RO will ask what number you want to call.  Sign Triple Zero (**000**) for emergency.  Then sign **Fire** or **Police** or **Ambulance**. |
| 9 | Cartoon image of palm of hand ‘STOP’ symbol. | Wait for the RO to connect to an Emergency Services Officer (ESO).  Wait for the RO to sign what the ESO says. |
| 10 | Cartoon image of two hands signing. | Answer all questions from the ESO. |
| 11 | Cartoon of a person waving goodbye. | Do not end call until the RO signs 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.

## Hints

* Video Relay is available 7am to 6pm(Eastern Standard Time) Monday to Friday except for national public holidays.
* Please note that Relay Officers can only relay Auslan. They cannot relay mojis (emojis), photos or files.