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

communications.gov.au/accesshub

# Instruction sheet 5.3—NRS Captions—call to emergency services

## Step-by-step instructions

| Step number | Image | Instruction |
| --- | --- | --- |
| 1 | Cartoon image of a laptop computer. | Go to [www.communications.gov.au/accesshub/nrs](http://www.communications.gov.au/accesshub/nrs).  Click on the [**make a NRS Captions call**](http://nrscaptions.nrscall.gov.au/) link(the call page can be bookmarked for future use). |
| 2 | Screen shot of the I want to receive a call page.  I want to receive a call. Please login. My login number: phone number including area code. Password: enter password. Tick box, remember me. Forgot password? Login button. Not registered? | Go to **I want to make a call**.  Type the area code and phone number you are calling from in the M**y phone number** box. |
| 3 | Red button with 'Emergency services' on it.  OR  **000**  **+**  Image of red connect now button. | Click the red **Emergency Services** button.  **OR**  Type Triple Zero (**000)** in **The telephone number I want to call** box and click **Connect Now**  Whichever option you choose, the call will be given priority in the relay service call answer queue. |
| 4 | Cartoon image of relay officer typing on a computer and using a phone with a headset. | Watch the screen.  Pick up your phone when it rings.  The call is now connected to the National Relay Service, with a relay officer (RO) converting the words of the other person to the captions seen on your screen. |
| 5 | Cartoon of two eyes with two arrows pointing downwards. | Wait to be connected to the Emergency Services Officer (ESO).  Watch the screen for captions and let the ESO know the address including street address and state and which emergency service is needed. |
| 6 | Cartoon image of person side view with their hand cupped over their ear to try and hear. | Listen to the ESO.  Watch the screen for captions.  There will be a short delay between hearing the ESO and captions appearing. |
| 7 | Cartoon image of a person speaking into a phone with one end to their ear and the other end near their mouth. | Speak directly to the ESO.  Answer all questions and do not hang up until the ESO tells you the call is finished. |
| 8 | Cartoon of a person waving goodbye. | To end the call, say ‘goodbye’ and hang up the phone.  Click **end call** on the screen. |

## 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
* [Online contact form](https://www.communications.gov.au/node/19659).