Instruction sheet 1.3—NRS Chat—call to emergency services

Step-by-step instructions

Step number	Image	Instructions
1		Go to www.communications.gov.au/accesshub/nrs. Click the **make a NRS Chat call** link (the call page can be bookmarked for future use).
2		Go to **make a call** on the call page and click the red **Emergency Services** button. OR Enter **000** into the phone number to call field and press the connect now button
3		Wait to be transferred to a relay officer (RO). The call will be given priority in the relay service call answer queue.
4		The RO will ask which emergency service is needed and will ask for the location of the emergency. Type **FFF** for Fire, **PPP** for Police or **AAA** for Ambulance. Type the address including street address and state. Type **GA** (Go ahead).
5		The RO will connect to the Emergency Services Officer (ESO).
6		Answer all questions from the ESO. Wait to read 'GA' before replying each time.
7		Do not hang up until the RO advises the call is finished.
8		To finish, click **hang up**.

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
- Phone   1800 555 660
- SMS   0416 001 350
- Online contact form.