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

communications.gov.au/accesshub

# Instruction sheet 1.3—NRS Chat—call to emergency services

## Step-by-step instructions

| Step number | Image | Instructions |
| --- | --- | --- |
| 1 | Cartoon image of a computer keyboard with two hands typing on the keys. | Go to [www.communications.gov.au/accesshub/nrs](http://www.communications.gov.au/accesshub/nrs).  Click the [**make a NRS Chat call**](https://nrschat.nrscall.gov.au/) link (the call page can be bookmarked for future use). |
| 2 | Red button with 'Emergency services' on it. | 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 | Cartoon image of palm of hand ‘STOP’ symbol. | Wait to be transferred to a relay officer (RO). 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. | 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 | Cartoon image of relay officer typing on a computer and using a phone with a headset. | The RO will connect to the Emergency Services Officer (ESO). |
| 6 | Cartoon image of a computer keyboard with two hands typing on the keys. | Answer all questions from the ESO.  Wait to read ‘GA’ before replying each time. |
| 7 | Cartoon image of palm of hand ‘STOP’ symbol. | Do not hang up until the RO advises the call is finished. |
| 8 | Cartoon image of a computer keyboard with two hands typing on the keys. | 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](mailto:helpdesk@relayservice.com.au)
* Phone 1800 555 660
* SMS 0416 001 350
* [Online contact form](https://www.communications.gov.au/node/19659).