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

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# NRS—Instruction sheet 6.3—Voice Relay—call to emergency services

| Step number | Image | Instruction |
| --- | --- | --- |
| 1 | Cartoon image of phone with a hand pressing buttons.  A screenshot of the NRS app select your call type screen. The call type Voice Relay (Assisted Speak and Listen ) is selected.  A red button with the words 'Connect with a relay officer'. Used in a Voice Relay call to connect to an NRS  relay officer. | Pick up handset (or press speaker button or switch).  Dial freecall **1800 555 727**.  Or, you can make a Voice Relay call using the NRS app. Just open the app and tap **Voice Relay (Assisted Speak + Listen)** from the **Select your call type** menu.  Then tap **Connect with a relay officer** to connect. |
| 2 | Cartoon image of person side view with their hand cupped over their ear to try and hear. | Listen to the message. You will be asked to press **1** if you want to make an emergency call. |
| 3 | Cartoon image of phone with a hand pressing buttons. | Press 1 to be connected to a relay officer to make an **emergency call**. |
| 4 | Cartoon image of palm of hand ‘STOP’ symbol. | Wait to be transferred to relay officer (RO). |
| 5 | Image of a speech bubble with the word 'CODE' inside. | Say your **Caller Code** if you have one. |
| 6 | 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. | Say ‘ring **Triple zero (000) emergency**’.  Tell the RO which emergency service you need:  **Fire**, **Ambulance** or **Police**. |
| 7 | Cartoon image of relay officer typing on a computer and using a phone with a headset. | The RO will connect you to the Emergency Services Officer (ESO). |
| 8 | Cartoon image of person side view with their hand cupped over their ear to try and hear. | Listen to ESO’s questions. |
| 9 | Cartoon image of relay officer typing on a computer and using a phone with a headset. | Answer all questions from the ESO.  The RO will help if the ESO can’t understand you. |
| 10 | Cartoon image of palm of hand ‘STOP’ symbol. | Do not hang up until the RO tells you the call is finished. |
| 11 | Cartoon image of phone hanging up with an arrow going from the handset to the base of the telephone. | When finished, say ‘goodbye’ and hang up phone. |

## 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
* TTY 1800 555 630
* Fax 1800 555 690
* [Online contact form](https://www.communications.gov.au/node/19659).

## Hints

* Creating a “Voice Relay profile” together with a “Caller Code” will help the relay officer understand any special communications needs you have and help your calls go smoothly.
* Your Caller Code is only needed when you are making a call from a phone number that has not been included in your profile.
* To find out more about getting a Caller Code, how to have your usual call number set up and recording your call preferences, complete the new profile form on the [Services Features page](https://www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub/national-relay-service/service-features#connection) on Accesshub.
* You can download the NRS app from the Google Play store Google Play logo. Multicoloured triangle play symbol and the words 'Google Play' with the slogan 'Get it on'. (for android phones and tablets) or the Apple App Store Apple App store logo. Background with an image of a white apple and the words 'Download on the App store'. (for iPhones and iPads). Just search for **NRS** or **National Relay Service** in the search field, select the app and tap to install. The app will look like this: .