

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

| Step number | Image | Instruction |
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| 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
* 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  (for android phones and tablets) or the Apple 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: .