




Instruction sheet 3.8—NRS app (Speak and Listen)—call to emergency services

Step-by-step instructions

Step number	Instruction
1	Open the NRS app.
2	Tap make a call .
3	Tap make a speak and listen call .
4	Tap in the my phone number box. Type the area code and number of the phone you will be using to make this call.
5	Tap in the number I want to call box. Type 000 .
6	Tap connect now . The call will be given priority in the relay service call answer queue.
7	Answer your phone when it rings. You are connected to a relay officer (RO).
8	If you are a smartphone user, go back to the NRS app so you can see the text screen.
9	Say or type your caller code (if you have one) when asked.
10	The RO will ask which emergency service you require. Say Police, Fire or Ambulance or type PPP (Police), FFF (Fire) or AAA (Ambulance).
11	The RO will connect you to the Emergency Services Officer (ESO). Listen to questions from the ESO.
12	Say or type your answers. The RO will help if the ESO doesn't understand you. You can send your GPS location by tapping the location button  to find your current address. Tap done and your GPS address will be added to your conversation.
13	Do not hang up until the RO tells you the call is finished.
14	To end the call press hang up on top of the app screen, then click hang up again to confirm. Hang up your voice phone call.

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:

- SMS 0416 001 350
- Email helpdesk@relayservice.com.au
- Phone 1800 555 660.