












Step-by-step instructions NRS—Instruction sheet 6.3—Speak and Listen—call to emergency services

Step number	Image	Instruction
1		Pick up handset (or press speaker button or switch). Dial freecall 1800 555 727 .
2		Wait to be transferred to relay officer (RO).
3		Say your Caller Code if you have one.
4		Say 'ring Triple zero (000) emergency '. Tell the RO which emergency service you need: Fire, Ambulance or Police.
5		The RO will connect you to the Emergency Services Officer (ESO).
6		Listen to ESO's questions.
7		Answer all questions from the ESO. The RO will help if the ESO can't understand you.
8		Do not hang up until the RO tells you the call is finished.
9		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.