







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

Step number	Image	Instruction
		Pick up handset (or press speaker button or switch).
1		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		Listen to the message. You will be asked to press 1 if you want to make an emergency call.
3		Press 1 to be connected to a relay officer to make an emergency call .
4		Wait to be transferred to relay officer (RO).
5		Say your Caller Code if you have one.
6		Say 'ring Triple zero (000) emergency '. Tell the RO which emergency service you need: Fire, Ambulance or Police .
7		The RO will connect you to the Emergency Services Officer (ESO).



Step number	Image	Instruction
8		Listen to ESO's questions.
9		Answer all questions from the ESO. The RO will help if the ESO can't understand you.
10		Do not hang up until the RO tells you the call is finished.
11		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.](#)

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](#) 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

