



Call emergency services using SMS Relay

Step-by-step instructions

1.



Send an SMS to 0423 677 767.

Include the following information in the SMS

- 000
- FIRE or POLICE or AMBULANCE
- Your name
- Location of emergency including the address or landmark
- Brief details about the emergency
- GA (Go ahead) at the end of your message.

2.



Wait for an automated welcome message from the NRS to confirm that the SMS has been received.

3.



Wait to be transferred to a Relay Officer and for the Relay Officer to relay the message to the Emergency Services Officer (ESO).

4.



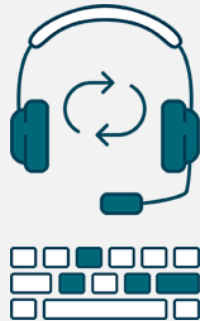
Wait for message from the ESO and for 'GA' before replying each time.

5.



Answer all questions from the ESO.

6.



Do not hang up. Keep watching the mobile phone until the Relay Officer tells you the call is finished.