



Call emergency services using SMS Relay (Text and Listen)

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
- T&L or Text and Listen
- 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.

You will receive this text when the Relay Officer is setting up the call for SMS Text and Listen:

“RO here. Please be advised you are about to receive a call to set up your text and listen.”

Put your phone on speaker or use earphones.

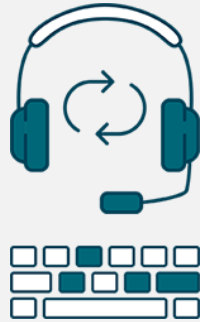
5.



Wait for your phone to ring.

Listen to the ESO and answer all questions from the ESO by text.

6.



Do not hang up. Keep listening to the ESO until the Relay Officer tells you the call is finished.