



Call emergency services using Video Relay



Step-by-step instructions

1.

Video Relay calls can be used in an emergency to contact emergency services through the NRS. But it is recommended NRS users contact emergency services through a different NRS call option.

Unlike other NRS calls to emergency services – which will automatically be prioritised over other calls in the NRS system – there is **no** queue priority for Video Relay calls, and services only operate in limited hours.

To continue making a Video Relay call to emergency services, follow the steps below.

2.



Open and login to **Skype** on computer, laptop, mobile or other smart device.

3.



Open your Contacts.

Find and open the **NRS Video Relay Service** contact.

4.



Wait for the Relay Officer to be on screen before signing Triple Zero (000).

5.



Sign to the Relay Officer what service you need – Fire, Police or Ambulance.

6.



Wait for the Relay Officer to connect you to an Emergency Services Officer (ESO).

7.



The Relay Officer will relay everything the ESO says.

Make sure to answer all the questions from the ESO.

8.



Do not hang up until the Relay Officer signs that the call is finished.