



Using the National Relay Service to call emergency services (000)

Video transcript

Captions and voiceover	Visual (includes Auslan interpreter signing the spoken words to the right of the video frame)
	<p>Before the video is played the following static images are shown:</p> <p>To the left of the screen is a photograph of the side view of a fire truck.</p> <p>An Auslan interpreter stands to the right of the video frame).</p> <p>A white “play” symbol sits in a red button in the middle of the video frame.</p>
	<p>Visible in the video at all times is from left to right across the top:</p> <ul style="list-style-type: none">• The Australian Government crest in black on a light blue disk,• the heading: “Using the National Relay Service to call emergency services (000)”, and• the Access Hub logo: A layered logo, the top layer being the words “Access Hub” in white letters, with a purple oval-like shape sitting underneath the title and a pink triangular shape with rounded edges on the bottom layer.
Using the National Relay Service to call emergency services (000)	A photograph of the side view of a fire truck.
If you are d/Deaf, hard of hearing and/or have a speech impairment, you can make and receive calls	Logo of National Relay Service. The logo comprises of a navy-blue rectangle with the word “National” in white, a red rectangle with the word “Relay” in white, a white

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through the National Relay Service (or NRS).

rectangle with the word “Service” in white. The rectangles are stacked on top of each other with the red rectangle off-centre to the right.

The following images appear one by one to surround the NRS logo and form a circle:

NRS Chat – a navy blue tablet, desktop computer and smartphone each with a green chat bubble on its screen.

SMS Relay – a navy blue mobile phone with two chat bubbles in grey and green on its screen.

SMS Relay (Text and Listen) – the SMS Relay icon plus an image of a green ear.

NRS Captions – a navy blue tablet, desktop computer and smartphone each with a green telephone handset and speech bubble on its screen.

Video Relay – a navy blue tablet, desktop computer and smartphone each with green hands signing on its screen.

Voice Relay – a navy blue tablet, mobile phone and landline phone. On the screen of the tablet and mobile phone is a green ear and speech bubble.

TTY (Type and Read) – A navy blue teletypewriter which looks like a landline telephone with a small screen and keyboard. The handset rest on its cradle and the word ‘Hello’ appears on the screen.

TTY (Speak and Read) – A navy blue teletypewriter which looks like a landline telephone with a small screen and keyboard. The handset is off its cradle and the word ‘Hello’ appears on the screen.

TTY (Type and Listen) – A navy blue teletypewriter which looks like a landline telephone with a small screen and keyboard. The handset is off its cradle and a green ear sits above the teletypewriter.

Depending on the way you like to communicate and the equipment you have, you can choose from different NRS call types.

Once a complete circle of the NRS images is formed, the interpreter points to the circle.

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<p>You will find helpful information on Access Hub, including videos, about making and receiving calls through the NRS.</p>	<p>The URL “accesshub.gov.au” appears.</p> <p>Below the URL is an image of a desktop computer. On its screen are images of 6 videos. 5 of the videos show an Auslan interpreter. Each image has a play button at its centre.</p>
<p>As well as using the NRS to contact family, friends, hearing people and businesses, you can also use the NRS in an emergency to call police, fire brigade or ambulance.</p>	<p>The following images in black appear in this order:</p> <ul style="list-style-type: none"> • In the centre, a phone handset with “SOS” in a speech bubble • To the handset’s left, a police car • Above the handset, fire • To the right of the handset, a white medical cross on a black disc.
<p>When should I call emergency services?</p>	<p>No image</p>
<p>You should only call emergency services if:</p> <ul style="list-style-type: none"> • someone is seriously injured or in need of urgent medical help, or • your life or property is in danger right now, or • you’ve just witnessed a serious accident or crime. 	<p>The following images appear in this order:</p> <ul style="list-style-type: none"> • In the top centre, a black phone handset with “SOS” in a speech bubble • Underneath the handset, to the left, a green brief case with a white medical cross • To the right of this, directly under the handset, a black outline of a skull and crossbones on a yellow triangle which is outlined in black • To the right of the triangle, a yellow diamond shape (outlined in black) with an exclamation mark in its centre.
<p>You can contact emergency services using any type of NRS call, however Video Relay calls are not recommended for emergencies.</p> <p>Video Relay only operates Monday to Friday during business hours and emergency calls made using Video Relay can’t be prioritised.</p>	<p>Images of the 9 NRS options appear in this order across three rows (three icons per row) starting from left to right:</p> <p>NRS Chat, SMS Relay, SMS Relay (Text and Listen), NRS Captions, Video Relay, Voice Relay, TTY (Type and Read), TTY (Speak and Read), (Type and Listen).</p> <p>A red cross is drawn over the Video Relay image.</p>

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<p>It's a good idea to learn more than one NRS call type in case you need to make an emergency call.</p> <p>You could try NRS Chat or SMS Relay. There are two videos on Access Hub about using these two options.</p>	<p>Images of NRS Chat and SMS Relay appear from the top of the frame to sit side by side.</p> <p>A desktop computer monitor appears from the bottom of the frame. On the monitor's screen are two images of videos, labelled "NRS Chat" and "SMS Relay". Each image includes an Auslan interpreter.</p>
<p>How to call emergency services through the NRS</p>	<p>No image.</p>
<p>Starting a call to emergency services is slightly different for each call type.</p>	<p>No image.</p>
<p>If you use NRS Chat or NRS Captions over the internet, the quickest way to start an emergency call is by clicking "Call 000" on the call page.</p> <p>You don't have to be logged in to call triple zero.</p>	<p>Images of NRS Chat and NRS Captions appear from the top of the frame to sit side by side.</p> <p>Under these images a screenshot of the log in page for NRS Chat appears.</p> <p>The words "Welcome to the National Relay Service" are followed by two blank fields beneath: "Your registered phone number" and "Password". A red Login button is under these fields. Under this is a red "Call 000" button.</p>
<p>If you are already logged in, you'll see the "Call 000" red button on the "Make a call" windows for NRS Chat and NRS Captions. Click on this to start an emergency call.</p> <p>You can also enter "000" into the phone number call fields and press the "Connect Now" button.</p>	<p>The screenshot swaps to the Make a Call page for NRS Chat. The page contains a window with the heading "Make call". To the right of the heading is a red "Call 000" button.</p>
<p>If you use a TTY You must dial 106 first.</p>	<p>Image of a TTY (Type and Read). The number "106" appears on the screen of the TTY.</p>
<p>For Voice Relay:</p> <ul style="list-style-type: none"> • Call 1800 555 727. • Listen to the message. You will be asked to press 1 if you want to make an emergency call. 	<p>Image of Voice Relay.</p> <p>Below is an image of a mobile phone dialling the number "1800 555 727".</p> <p>The number "1" is pressed.</p>

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<ul style="list-style-type: none"> Press 1 to be connected to a Relay Officer to make an emergency call. 	
<p>If you use SMS Relay text messages on your mobile phone, send an SMS to 0423 677 767.</p>	<p>Images of SMS Relay and SMS Relay side by side.</p> <p>Below is an image of mobile phone with a blank “New message” screen.</p> <p>This is replaced with an image of an empty field on which the numbers “0423 677 767” appear.</p>
<p>Include this information in the SMS:</p> <ul style="list-style-type: none"> “000” “Fire” or “police” or “ambulance” Your name Location of emergency, including address or landmark Brief Details about the emergency Type “GA” (Go ahead) at end of your message. 	<p>Images of six individual blue chat bubbles appear one by one. The bubbles contain the following words:</p> <ul style="list-style-type: none"> 000 Fire/Police/Ambulance Your name Location of emergency including address or landmark Brief details of emergency GA (Go Ahead)
<p>If you use the NRS app to make calls click on the “000 Emergency call only” button on the login page.</p> <p>You don’t have to log in first.</p>	<p>Image of mobile phone with the NRS app log in page displayed.</p> <p>Zooms in to the “000 Emergency call only” button at the bottom of the screen.</p>
<p>When the Relay Officer answers your call and asks, tell them what type of help you need.</p>	<p>Image of a mobile phone with “000” dialled. The following three images appear:</p> <ul style="list-style-type: none"> a black police car a black fire a white medical cross on a black disc
<p>If you are speaking your side of the conversation, say:</p> <ul style="list-style-type: none"> “police” “fire”, or “ambulance” 	<p>No image.</p>

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and give your exact address or a good description of your location.	
<p>If you are typing your side of the conversation, type:</p> <ul style="list-style-type: none"> • “PPP” (for police) • “FFF” (for fire) or • “AAA” (for ambulance) <p>and your exact address or location.</p>	<p>Images of three blue chat bubbles (appearing one by one) with the following text:</p> <ul style="list-style-type: none"> • PPP • FFF • AAA
<p>For all call types, the Relay Officer will:</p> <ul style="list-style-type: none"> • connect you to the right emergency service • stay on the line • and relay your call to the Emergency Services Officer. 	<p>The following photos appear in quick succession:</p> <ul style="list-style-type: none"> • An ambulance. • A police car. • A fire truck.
<p>Try to stay calm and answer the Emergency Services Officer as well as you can.</p>	<p>No image.</p>
<p>Say or type “go ahead” or “GA” after you finish answering each time.</p>	<p>Image of blue chat bubble with the words “Someone has collapsed GA”.</p>
<p>Be prepared for making emergency calls.</p>	<p>No image.</p>
<p>If you have questions or are not sure about the steps to make an emergency call, contact the NRS Helpdesk.</p>	<p>Images of black, question marks drift from the bottom of the frame to the top.</p>
<p>The NRS Helpdesk is open Monday to Friday from 8 am to 6 pm, Australian Eastern Standard Time.</p> <p>There are a number of different ways to contact the Helpdesk.</p>	<p>Image of phone and phone number 1800 555 660</p> <p>Image of fax and number 1800 555 690</p> <p>Image of mobile phone and number 0416 001 350</p> <p>TTY and number 1800 666 630</p>

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	<p>Image of envelope and email address: helpdesk@relayservice.com.au</p> <p>Under these images and numbers there is an image of a desktop computer with a Chat window connecting to the Helpdesk on the screen.</p> <p>The image of the Chat window is replaced by an image of a red and black clock showing the hour 8 am. The hands of the clock move forward to 6 pm.</p> <p>Under the clock these words appear: “8 am - 6 pm Monday to Friday (Eastern Standard Time) except for public holidays”.</p>
<p>Visit accesshub.gov.au to find information about the NRS and other communication options to best suit you.</p>	<p>The URL “accesshub.gov.au” appears.</p>
<p>No words</p>	<p>The logo for the Department of Infrastructure, Transport, Regional Development, Communications and the Arts. On the left-hand side the logo shows the Australian Government crest in black and white. On the right-hand side in black are the words “Australian Government, Department of Infrastructure, Transport, Regional Development, Communications and the Arts”</p>