

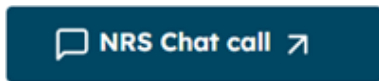


# Call emergency services using NRS Chat



## Step-by-step instructions

1.



Go to the [Make an NRS Chat call page \(nrchat.nrscall.gov.au\)](#) or click on the **NRS Chat call** link at the top of the page in [accesshub.gov.au](#).

2.



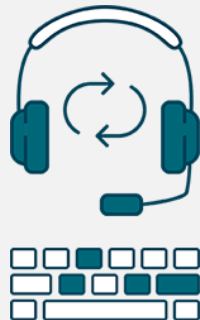
Click the red “Call 000” button or type Triple Zero (000).

3.



Wait to be transferred to the Relay Officer.

4.



The Relay Officer will ask which emergency service is needed and the location of the emergency.

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| 5. | <ol style="list-style-type: none"><li>1. Type FFF for Fire, PPP for Police or AAA for Ambulance.</li><li>2. Type the street address or exact location of the emergency.</li><li>3. Type GA (Go ahead).</li></ol> |
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6.	The Relay Officer will connect to the Emergency Services Officer (ESO) and will stay on the line and relay your call to the ESO.
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7.	Try to stay calm and answer the Emergency Services Officer as well as you can. Type GA each time you finish typing an answer.
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8.	Type Go Ahead/GA after you finish answering each time. Wait to read 'GA' before replying each time.
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9.	<b>Do not hang up</b> until the RO tells you that call is finished.
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