

# A call from the National Relay Service!



Every day thousands of Australians with hearing or speech impairments rely on the National Relay Service to make and receive phone calls.

The central link in each phone call is a relay officer who relays the caller's words to you and/or your words to the caller.

# Ten tips to becoming Relay Service ready

1. Remember the National Relay Service is a phone service used by people with hearing or speech impairments.
2. There is a relay officer on the line – relaying the caller’s words to you or your words to the caller, or both.
3. Be patient – an NRS call may take longer than a normal phone call.
4. It’s a turn-taking conversation – it’s a good idea to say ‘go ahead’ each time you finish your turn.
5. Speak slowly and clearly.
6. Cover one topic at a time and wait for your caller to respond.
7. Speak directly to the NRS user – use ‘I’ and ‘you’.
8. On some calls you can also speak to the relay officer – but only do so if you have a question or problem about the call process.
9. Handle the call as usual – all relay calls are strictly confidential.
10. End the call by saying ‘Goodbye, signing off’ or something similar.

For more resources or information,  
call the NRS on **1800 555 660**  
or email **helpdesk@relayservice.com.au**  
**www.relayservice.gov.au**

A phone solution for people who are deaf  
or have a hearing or speech impairment



**An Australian Government Initiative**