



'I'd like to ring Kevo and talk about the Footie knockout, but I can't talk so good on the phone.'

'I need to ring Elaine to ask for a lift to the doctor, but she can't hear me well on the phone.'

'I'd love to ring Auntie and tell her about the kids, but I don't hear well on the phone.'

'I wish I could ring Dougie and tell him about the job, but I don't hear much and can't talk.'

CAN DO!  
the phone solution is

THE NATIONAL RELAY SERVICE (NRS)



«NRS»

'And they reckon the job will become full-time.'



«NRS»

'Thanks Elaine, that'll be a big help.'



«NRS»

'Yeah Kevo, I can't see them winning on Sunday.'



«NRS»

'...and little Millie is growing up so fast!'

# PROBLEMS WITH HEARING AND SPEECH ARE BIG ISSUES IN ABORIGINAL AND TORRES STRAIT ISLANDER COMMUNITIES

» among young and old, men and women.



## Using the phone is important

- to keep in touch
- to get things done
- to contact someone in an emergency

The **National Relay Service** provides a solution. Relay calls allow people who have a hearing or speech impairment to use the phone:

- to ring anyone, anytime, anywhere in Australia
- at no extra cost
- privacy is protected
- training is FREE.

## How it works

Relay officers are the central link in the phone call, relaying what is said, typed or signed. They stay on the line throughout each call to help it go smoothly, but do not change or interfere with what each person says.

## Our National Aboriginal Consultant

The NRS has a National Aboriginal Consultant who works with Aboriginal and Torres Strait Islander communities to promote relay calls for people with a hearing or speech impairment. For more information contact the NRS Helpdesk.

## Find out more

- **1800 555 660**
- **helpdesk@relayservice.com.au**
- **www.relayservice.gov.au**

The National Relay Service is an Australian Government initiative funded by a levy on eligible telecommunications carriers.

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An Australian Government Initiative



A phone solution for people who are deaf or have a hearing or speech impairment  
[www.relayservice.gov.au](http://www.relayservice.gov.au)