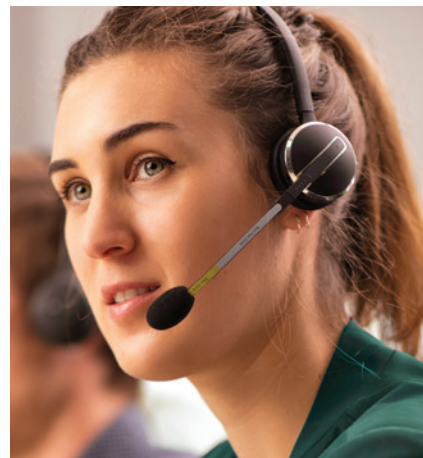


Take my call

Hearing Awareness Week
21-27 August
2016

through the National Relay Service



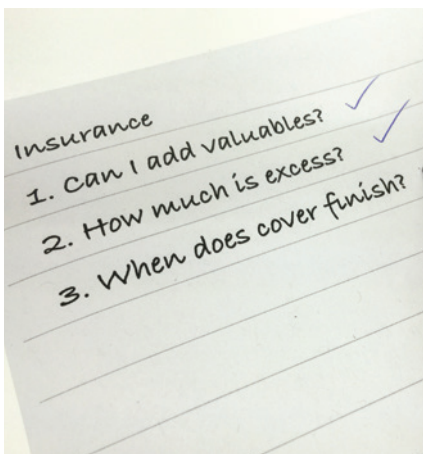
It's a phone service for customers with a hearing or speech impairment...

...with a relay officer on the line.

Be patient – a relay call may take longer.

It's a turn-taking conversation – say 'go ahead' at the end of each turn.

Speak clearly and not too fast.



Keep to one topic at a time and wait for your caller to respond.

Speak to the caller, not the relay officer.

Only speak to the relay officer if you have a question about the call process.

Handle the call as usual – all relay calls are confidential.

End the call by saying 'Goodbye, signing off'.

relayservice.gov.au



An Australian Government Initiative



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