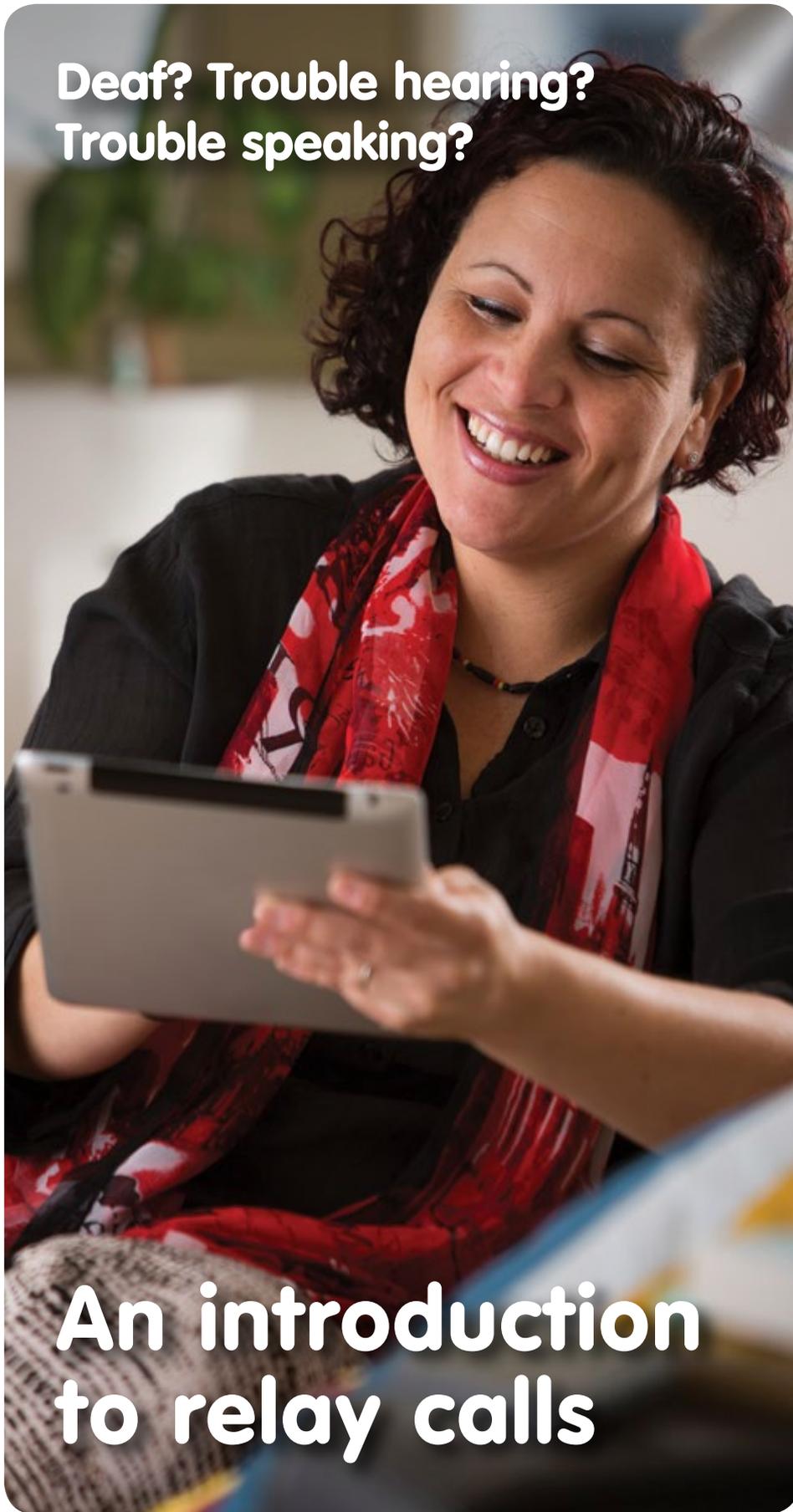


**Deaf? Trouble hearing?
Trouble speaking?**



**An introduction
to relay calls**

If you have difficulty hearing or speaking with people who use a phone, the **National Relay Service** can help.

How a relay call works

- A relay call allows you to communicate with a hearing person who is using a phone even if you can't hear or don't use your voice.
- The NRS has specially trained staff called relay officers who are the central link in each relay call.
- The relay officer converts voice to text or text to voice. Sometimes they convert from sign language to English.
- They stay on the line throughout each call to help it go smoothly, but don't change or interfere with what is being said.
- Depending on your hearing and speech, you can choose from one or more relay call channels.



An Australian Government Initiative



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

www.relayservice.gov.au

Internet Relay and SMS Relay are easy

Internet Relay

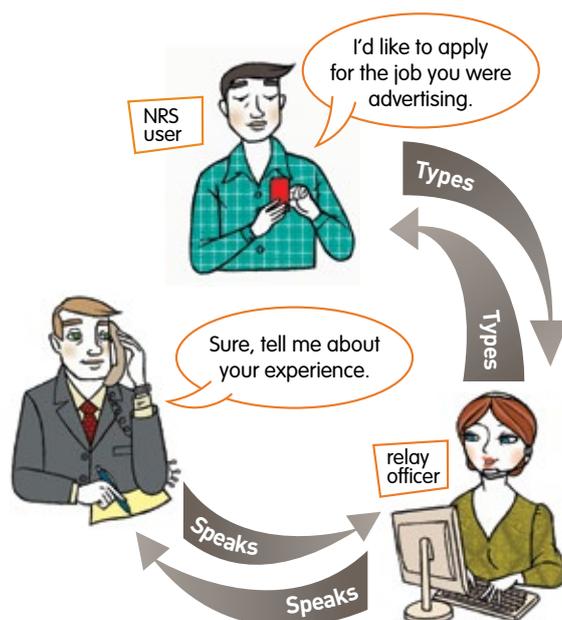
You type your side of the conversation through the NRS app or website, and read the other person's responses on your screen. The [NRS app](#) has extra functions.

You need: a computer, tablet or smartphone.

SMS Relay

You text your side of the conversation and read the other person's responses texted to you by the relay officer.

You need: any mobile phone.



- Type your side of the conversation to the relay officer who speaks your words to the other person
- Then read the other person's responses provided by the relay officer on your computer screen or mobile phone.



On the move Deaf, hearing-impaired and speech-impaired Australians can make relay calls through the NRS on laptops, tablets and mobile phones.

Specialised options

Captioned Relay

If you don't hear well but can use your voice

You talk directly to the other person and read their words on your screen.

You need: a phone plus internet connection – for example a phone plus a computer, or just a smartphone.

Speak & Listen Video Relay

If you have difficulty being understood on the phone

Speak directly to the other person and listen as well. The relay officer will re-speak any of your words not understood by the other person. The [NRS app](#) has extra functions.

You need: any phone.

If you want to use Auslan – Australian Sign Language

The relay officer communicates with you in Auslan and speaks with the other person in English. Available limited hours.

You need: a good internet connection, and a tablet, a smartphone or a computer with webcam.



Video Relay allows Deaf people to make and receive calls in their own language – Auslan – through the NRS.

Other options

If you don't use a computer or mobile phone you can use a [TTY](#) to make relay calls. A TTY is a specialised fixed-line phone that has a screen and keyboard.

You read what is said to you if you can't hear, and type what you want to say if you can't speak.

Note that TTYs are an old technology. Instead of making calls on a TTY you could use **Internet Relay** if you have an internet connection, or **SMS Relay** if you have a mobile phone.

If you need to contact **emergency services**, just ring **106 on your TTY** and follow the prompts.

The NRS is free and confidential

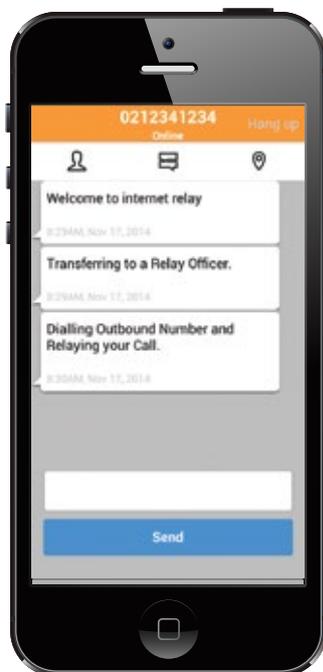
- There is **no extra charge** for making a relay call. You just pay your regular data or phone costs to make your call through the NRS.
- All calls are **confidential** – your privacy is protected by law.
- It's simple. Our [Helpdesk](#) can assist you to **get started**, give you **tips** on making the most of your call, and help with any call problems.

Download our app

You can also make relay calls through the [NRS app](#).

For Internet Relay and Speak & Listen users there are extra features that are only provided through the app.

The app is available on Apple and Android smartphones and tablets – free from your app store.



Making a call in an emergency

If you find yourself in an emergency which is either life threatening or where time is critical, you can make a relay call to fire, police and ambulance services.

You just connect to the NRS and ask for **Triple Zero (000)**.

The relay officer will stay on the line to relay the conversation.



More info

Find out more about relay calls from [our website](#), or [our Helpdesk](#) (Monday to Friday 8am to 6pm, Eastern Standard Time).

- phone: **1800 555 660**
- fax: **1800 555 690**
- SMS: **0416 001 350**
- email: helpdesk@relayservice.com.au

If you want to see how a relay call works without making a live call, check out the interactive [call tutorial](#) on our website.

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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