

Contact the National Relay Service

Go to www.relayservice.gov.au for more information or support.

You can contact the **NRS Helpdesk** (Monday to Friday, 8am to 6pm Eastern Standard Time):

Voice: **1800 555 660**

TTY: **1800 555 630**

Email: helpdesk@relayservice.com.au

Fax: **1800 555 690**

SMS: **0416 001 350**

Mail: **Level 2, 10 Mallett St, Camperdown, NSW 2050**

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 call to fire, police and ambulance services through the NRS.

For most call options you just connect to the NRS and ask for **Triple Zero (000)**.

If you are a TTY user you just dial **106** and the relay officer will put you through to the service you need.

In all cases the relay officer will stay on the line to relay the conversation.



An introduction to RELAY CALLS



If you have difficulty hearing or speaking on the phone, the **National Relay Service** can help you keep in touch with friends and family or make business calls and appointments. You don't have to lose contact with the outside world.



An Australian Government Initiative



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

www.relayservice.gov.au

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

03/15



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NRS app
Download the NRS app – available on Apple and Android devices. The app combines a range of relay calls and support functions in a single app for smartphones and tablets.



Book your FREE
training session
now!
Training for making
relay calls is FREE.

Ring anyone, anytime

- The National Relay Service is easy to use – thousands of people use the service each week.
- You can make calls to anyone, anytime, from anywhere in Australia.
- People can contact you – they just use their ordinary phone.

What is a relay call?

- A relay call allows you to communicate with a hearing person who is using an ordinary 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 voice.
- In all cases they stay on the line throughout each call to help it go smoothly, but do not change or interfere with what each person says.



Many different call options

Depending on your hearing and speech needs you can choose from a wide range of relay call options. For example:

- If your hearing is impaired you can speak directly to the other person but get their words typed as text back to you.
- If you are deaf and use Auslan – the relay officer will interpret between English and Auslan so you can conduct the whole call in your language.
- If you are hard to understand on the phone, then the relay officer can help re-speak some of your words to the other person. If you use the NRS app, you can even inject sections of text into the conversation.

There are many ways to make a relay call.

Your privacy is protected

The NRS is committed to protecting the privacy of all calls and the identity of callers.

The NRS is bound by a number of privacy laws, as well as its own privacy policies.

No records will be kept of any conversation that has been relayed through the NRS, except if it is required by law.

Relay officers and other NRS staff receive extensive and practical training about their role, required procedures and legal and ethical responsibilities. All relay officers and other NRS staff are required to sign a confidentiality agreement when they start work.



Costs

There is no extra charge for using the NRS. You just pay your regular data or phone costs to make your call through the NRS.



Caller profiles

A caller profile is a simple record which tells the NRS how you prefer to use the service.

Having a caller profile means that, when you make NRS calls, the relay officer knows what type of call you wish to use. This makes it quicker to start your call.

