

Relay Service Friendly Program

The National Relay Service

About the National Relay Service

The National Relay Service (www.relayservice.gov.au) is a government initiative that enables people who are deaf, or who have a hearing or speech impairment, to make phone calls using a wide range of telecommunications devices.

Why become Relay Service friendly?

There are lots of good business reasons to become Relay Service friendly. Being Relay Service friendly helps you:

- retain existing customers who are deaf, or have a hearing or speech impairment
- attract new customers from a group of Australians that is rapidly growing as the population ages
- meet your legislative obligations
- be at the forefront of Australia's diversity, access and disability best practice.

How to become Relay Service friendly

Becoming Relay Service friendly is easy. There are three key steps:

STEP ONE: Update your website and publications

STEP TWO: Train your staff

STEP THREE: Assess your business processes

Our dedicated Industry Engagement team will support you and your organisation to take the steps and achieve Relay Service friendliness across the whole of your business.

To sign up your organisation to the Relay Service Friendly Program, call our Helpdesk on 1800 555 660 or email helpdesk@relayservice.com.au

"We have an award winning customer contact centre, all our consultants are trained in National Relay Service... and have really been able to integrate it into their daily contact with customers".

PAULINE GREGG,
HEAD OF CORPORATE SOCIAL RESPONSIBILITY
AND PUBLIC AFFAIRS, ST GEORGE BANK



What our business champions say about being Relay Service friendly

Relay Service Friendly Program

The National Relay Service

“Our proactive promotion of the National Relay Service helps us differentiate ourselves from our competitors.”

DAVID HEATH,
CUSTOMER SERVICE
MANAGER FOR TELEPHONE
BANKING, COMMONWEALTH
BANK

“When organisations are familiar with the National Relay Service, they can confidently communicate with people with disability... in a way that makes it easy for that business to be considered by others as ‘disability confident’.”

SUZANNE COLBERT AM,
CHIEF EXECUTIVE,
AUSTRALIAN NETWORK
ON DISABILITY

For more information call our Helpdesk on 1800 555 660 or email helpdesk@relayservice.com.au



Across Australia, business, government and other organisations are taking steps to ensure that people who use the National Relay Service, can access their products and services.

We call this becoming **Relay Service friendly.**



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



An Australian Government Initiative