



Speak and Listen ▶ CHANGE PROFILE REQUEST

Please use this form if you want to CHANGE any part of your Speak and Listen profile with the National Relay Service. A call profile means that the relay officer understands any special communication needs that you have and can help your calls go more smoothly.

If you are setting up a Speak and Listen profile for the first time, please use our New profile request form.

This profile form relates to making Speak and Listen calls through an ordinary phone or mobile. Contact our Helpdesk to find out more about making Speak and Listen calls through the NRS app.

If you are not sure about some of the questions, contact our Helpdesk on 1800 555 660 (voice) or 1800 555 630 (TTY) 8am to 6pm Monday to Friday (Eastern Standard Time), or email us at helpdesk@relayservice.com.au. If you prefer, you could call us through Speak and Listen on 1800 555 727 and ask for 1800 555 660

1. CALLER CODE

The caller code is a three-letter password that can be a mix of letters or numbers. The relay officer uses it to retrieve your profile from our database. Please give two options in case one is already taken by another caller. Pick a code that is easy for you to remember and also easy for you to communicate to the relay officer.

Old caller code: [] [] [] New caller code is: [] [] [] OR [] [] []

2. MY CURRENT DETAILS (My most up-to-date personal details)

Title [] Given name []

Family name []

Business name (If applicable): []

STREET ADDRESS: [] work home

[]

Suburb [] State [] Postcode []

MAILING ADDRESS: [] work home

[]

Suburb [] State [] Postcode []

Phone [] Fax []

Email []

3. MY OLD DETAILS (if you have changed any of your personal details in section 1)

These are the details that we currently have on file and that you want to change. You can have a profile for work and a different profile for home. Please use one form for each profile and make sure you tick "work" or "home" so we don't get your details mixed up.

Title Given name

Family name

Business name (If applicable):

STREET ADDRESS: work home

Suburb State Postcode

4. HOW I COMMUNICATE

I use:

My own speech Voice output device Both my own voice and a voice output device

Other (please specify)

5. MY VOICE

I speak quietly I can take a while to start talking

I can take a while to prepare a message on my voice output device

Other (please specify)

6. HOW I WOULD LIKE THE RELAY OFFICER TO HELP DURING MY CALLS

I would always like to discuss the call first

Ask me if I would like to discuss the call first

Ask me YES/NO questions if you don't understand

Ask me to spell a word if you don't understand

Repeat everything I say

Repeat only if the other person does not understand

7. PERMISSION FOR RELAY OFFICER TO PROVIDE PERSONAL DETAILS

I give the relay officer permission to give out the following information about me, if asked, during the call:

Name Address Email Phone

(details as on front page)

Mobile phone:

Other contact details:

Date of birth:

(continued over)

Banking information:

Medicare number:

Centrelink number:

Other ID or account numbers:

8. ANY OTHER INSTRUCTIONS

Please give us any instructions that might help the relay officer to assist during your calls. For example, you may rely on spelling to get your message across, or you may use a different word to replace another word. Knowing your usual strategies will help to ensure your call goes smoothly.

9. MY CALLING LIST

List any frequently called numbers, for example your doctor, taxi, family or the nearest grocery shop. You can also list account details for any bills (eg electricity, rates, etc). If you have more numbers, please attach an additional sheet of paper. Don't forget to add the area codes.

1

2

3

4

5

10. MY SECRET QUESTION

This is a form of security for you. Each time you want to make changes to your profile, we will ask you your secret question. Examples of secret questions could be: "What is your pet's name?", "What is your mother's maiden name?". You should not tell others your secret question. Please limit your secret question to 100 characters and your secret answer to 50 characters (including spaces).

My old secret question and answer were:

old question	old answer
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My new secret question and answer are:

new question	new answer
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11. IF YOU WANT SOMEONE TO HELP YOU SET UP YOUR PROFILE

You may wish to nominate a person to discuss, confirm or change your details (including training arrangements) with the NRS. If you wish to nominate a person, please write their details below.

I give permission for the following person to speak to the NRS on my behalf:

Title Name

Address

Suburb State Postcode

Phone/TTY ()

Email

Signature of nominated person

12. MY SIGNATURE

Please attach a power of attorney if someone else signs for you.

Signature Date / /

YOUR PRIVACY: We will only use your personal information or disclose it to third parties with your permission; or when fraud or unlawful activity is suspected; or when the disclosure is required or authorised by law. See our website for more about the NRS privacy policy.

PLEASE KEEP A COPY OF THIS FORM, ESPECIALLY YOUR CALLER LIST.

Please send the completed form to the NRS Helpdesk:

- **Mail to:** Level 2, 10 Mallett St, Camperdown NSW 2050
- **Fax to:** 1800 555 690
- **Scan and email to:** helpdesk@relayservice.com.au

Once we receive your form, your profile should be ready for you to make calls within two working days.

If you wish to find out more about the National Relay Service, please visit www.relayservice.gov.au

NRS USE ONLY

Date received

/ /

Date processed and signed

/ /

Date customer notified

/ /



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



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