

# Speak & Listen calls

If you have difficulty using the phone because you have a speech impairment or use a voice output device, you can use the National Relay Service to make [Speak & Listen](#) relay calls.

- Making a relay call is similar to making any phone call. The only difference is that a **relay officer** is on the line to assist you.
- You can make Speak & Listen calls using the [NRS app](#) on a smartphone. This option gives you extra features. Alternatively you can use an ordinary or mobile phone.
- You can ring anyone, anywhere at any time.
- Your calls are confidential.

## Starting a call using the NRS app

- Open the app and tap 'Make a call'.
- Tap 'Make a Speak & Listen call'.
- Enter the number you want to receive the call on – the NRS will ring you back.
- Enter the area code and number you want to call – you can do this via the contacts stored on your device without retyping the number.
- Tap 'Connect now'.

## Starting a call using an ordinary phone or mobile

- Dial either of the following numbers:
  - **1300 555 727** for all calls to local or interstate numbers, or
  - **1800 555 727** to call a free 1800 number.
- When you are connected, give the relay officer the area code and number of the person you want to call.

## Once you are connected

- You can use your own voice or voice output device during the call. It's great for other people to be able to hear directly what you say.
- The relay officer will re-speak any or all of your words, depending on your instructions.
- You can listen directly to what the other person is saying. It can be important for your family and friends to know that you can hear their voices on the phone.

## Benefits of using the NRS app

The app gives you extra features that can make your Speak & Listen calls easier:

- Use pre-set start-up messages (called Services) to begin your call – these are sent as text to the relay officer who reads them out to the person you are calling.
- Create your own Quick Phrases to insert during the call – these are sent as text to the relay officer who reads them out to the other person.



You speak directly with the other person. The relay officer is on the line to re-speak any of your words as required. If you are using the NRS app you can also send and receive part of your conversation as text.

- Type and send text to the relay officer during the call and receive text messages back in return.
- Insert information into the call from the Profile you have created on the app.
- Use your device's GPS to insert your location into a call.

See [The NRS app factsheet](#) or the NRS website for more on these features.

### What you need

If you have a smartphone you can make calls through the NRS app.

Or you can use an ordinary phone or mobile phone to make standard Speak & Listen calls.

If you have difficulty dialling or holding an ordinary phone, you could use:

- a big-button phone for easy dialling
- a phone with one large external button to dial and answer calls
- a speakerphone so you don't have to hold the receiver while you talk.



### Caller profiles make it easier

These help the relay officers know what to do to help you:

- if you type slowly on a voice output device – the relay officer can then ask callers to wait
- with any strategies to understand your speech or clarify any misunderstandings
- if you use certain numbers regularly.

If you are using an ordinary phone or mobile contact our Helpdesk for a [New profile request](#) form or you can print one from the NRS website.

If you are using the NRS app just fill in the Profile within the app.

### Can people make calls to me?

Yes, anyone can call you through Speak & Listen. They just need to ring **1300 555 727** and follow the prompts.

### What does it cost?

Relay calls within Australia are free. A call from an ordinary phone is the same as the cost of any 1300 call on your phone plan.

If you are using a mobile phone, the cost will depend on your phone plan – and whether your mobile calls are time-charged.

If you are using the **NRS app** you will be connecting to the internet and charges for your data use will depend on your internet or mobile data plan.

### More info

Go to [www.relayservice.gov.au](http://www.relayservice.gov.au) for more on:

- how to make and receive Speak & Listen calls
- using the NRS app.

You can also contact 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](mailto:helpdesk@relayservice.com.au)

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