

**TTY** Some NRS users make calls on this special type of fixed-line phone using its screen and keyboard. You can read what is said to you if you can't hear, and type what you want to say if you don't speak.



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.

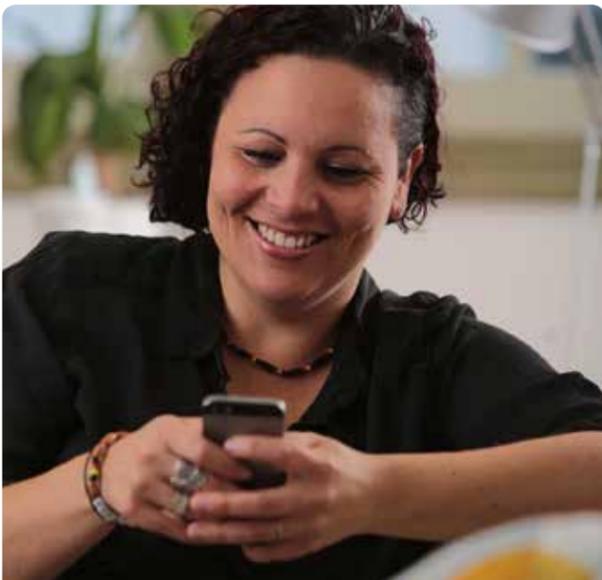
- The relay officer converts voice to text or text to voice. Sometimes they convert from sign language to English.
- In all cases they stay on the line throughout each call to help it go smoothly, but do not change or interfere with what each person says.

## How a relay call works

## Six good reasons to team up with the NRS

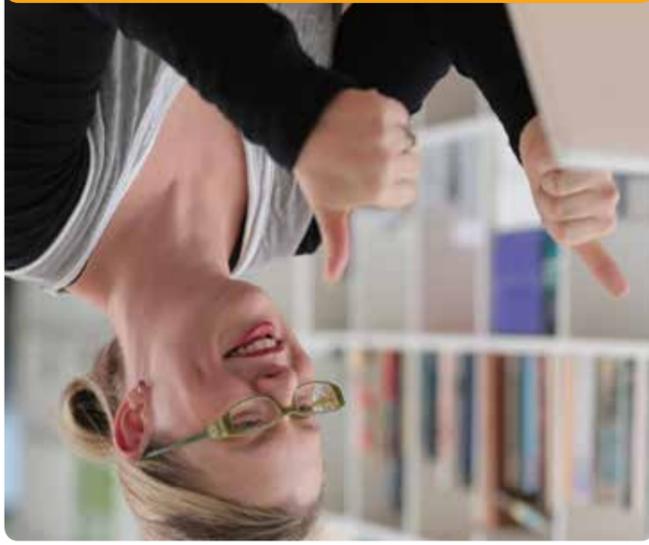
- 1 It's easy to use – thousands of people use the NRS each week.
- 2 You can make calls to anyone, anytime, anywhere in Australia – including to mobile phones.
- 3 Other people can call you – they just use their ordinary phone.
- 4 There is no extra charge for making a relay call. You just pay your regular data or phone costs to make your call through the NRS.
- 5 All calls are confidential – your privacy is protected by law.
- 6 If you have an emergency you can contact a neighbour or police, fire and ambulance through the NRS.

**It's simple to get started. Training is free and can be done in your home.**



**The NRS app** is a great way to make relay calls from a smartphone or tablet.

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



If you can't use an ordinary phone due to deafness or hearing or speech impairment, the National Relay Service can help you:

- have good phone conversations with less misunderstanding and repetition
- get things done – make appointments, book a taxi
- keep in touch with family and friends
- contact emergency services if you need help.

No more relying on other people to make your calls! The relay service also makes it easier for other people to keep in touch with you.

## The NRS is a solution

## Download our app

The NRS app allows users to make calls through internet relay, Speak and Listen, video relay and captioned relay.

For internet relay and Speak and 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.



## How to get started

Find out more about relay calls from our **Helpdesk** Monday to Friday 8am to 6pm (Eastern Standard Time).

- Voice: **1800 555 660** • Fax: **1800 555 690**
- TTY: **1800 555 630** • SMS: **0416 001 350**
- Email: **helpdesk@relayservice.com.au**

## Making an NRS call

- TTY users: **133 677**
- Speak and Listen: **1300 555 727** or **NRS app**
- SMS relay: **0423 677 767**
- Internet relay: **www.relayservice.gov.au** or **NRS app**
- Video relay: **open Skype and look for nrs.videorelay**
- Captioned relay: **www.relayservice.gov.au**

## Calls to emergency services

- TTY users: **106**
- All other NRS users, connect to the NRS through your normal call option and ask for Triple Zero (**000**).

[www.relayservice.gov.au](http://www.relayservice.gov.au)

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

06/15

**On the move** Deaf, hearing-impaired and speech-impaired Australians can now make more of their phone calls through the NRS on laptops, tablets and mobile phones.



If you can't hear people clearly over the phone or have trouble being understood, it can be hard to do ordinary things like calling a friend, making a doctor's appointment or booking a taxi. You may have to rely on other people to make calls for you – losing privacy, independence and control over what is said. You may start to lose contact with your friends and family, and feel isolated. It could be hard for you to get help in an emergency.

## Trouble using the phone?

Deaf? Trouble hearing? Trouble speaking?

**Stay in touch**  
through the National Relay Service  
...it's your call



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



An Australian Government Initiative

# CALL OPTIONS – PICK WHAT SUITS YOU

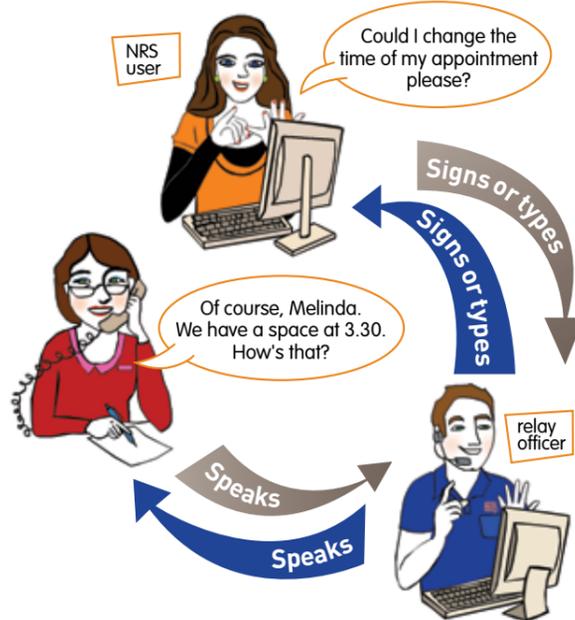
'I don't hear well on the phone but I do speak'



- Speak directly to the other person
- Read their words provided by the relay officer

USE

'I'm deaf and prefer not to speak on the phone'



- Sign or type your side of the conversation to the relay officer who speaks your words to the other person
- Watch or read the other person's responses provided by the relay officer

USE

'People have difficulty understanding me on the phone'



- Speak directly to the other person – the relay officer will re-speak any words as required
- Listen as the other person speaks directly to you

USE

## Captioned relay

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

**You need:** a phone plus internet connection – for example an ordinary phone with a computer, or just a smartphone. You can also make calls through the NRS app.



## Video relay

For Auslan (Australian Sign Language) users. Limited hours. The relay officer communicates with you in Auslan and with the other person in English.

**You need:** a fast internet connection on a computer, tablet or smartphone, plus a webcam. You can also use the NRS app.



## Speak and Listen

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.

**You need:** any phone – an ordinary phone, a smartphone or ordinary mobile. Use the NRS app. It has extra functions for Speak and Listen callers.



OR

## Speak and Read

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

**You need:** a special phone called a TTY.



## Type and Read

Type your side of the conversation and read the other person's words on your screen.

**You need:** a special phone called a TTY.



OR

## Type and Listen

For those who don't want to use their voice on the phone.

Type your side of the conversation and listen directly to the other person on the phone.

**You need:** a special phone called a TTY.



Or you can try these two call options – suitable for most NRS users

## Internet relay

Type your side of the conversation through the NRS website or app and read the other person's responses provided by the relay officer on your screen.

**You need:** a computer, tablet or smartphone. The NRS app has extra functions for internet relay callers.



## SMS relay

Text your side of the conversation and read the other person's responses provided by the relay officer.

**You need:** any mobile phone.



IT'S YOUR CALL