

Speak and Listen calls

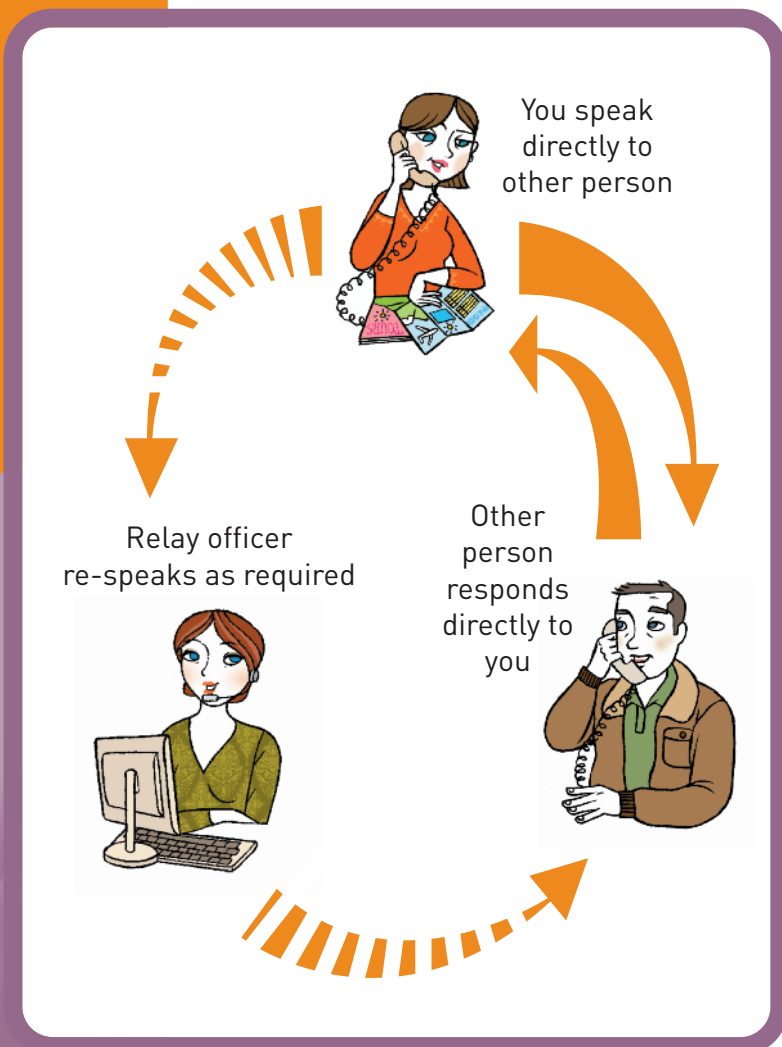
If people sometimes have trouble understanding your speech over the phone, the National Relay Service (NRS) can help you make phone calls through the **Speak and Listen** call option.

A relay officer, who is experienced in listening to people with speech impairments, will re-speak all or part of what you say to another person. This process is also known as *speech-to-speech relay*.

Making a Speak and Listen call is similar to making any phone call. The only difference is that a relay officer is on the line. The relay officer helps your call go smoothly but doesn't change what is being said.

How it works

- If you live in Australia, you can dial either of the following numbers to make a Speak and Listen call:
 - **1300 555 727** for all calls to local, interstate, overseas or premium-rate (1900) numbers
 - **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 wish to call.
- You can use your own voice or speech output device during phone calls to talk directly to the other person. 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.
- You can ask for free training or more information if you are not sure how to make a Speak and Listen call. Contact the NRS Helpdesk.
- If you intend to make premium rate or international calls, you will need to open an NRS account – print out a form from our website or contact the Helpdesk.



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Tips for making a Speak and Listen call

- Speak slowly.
- Pause at the end of each phrase or sentence.
- If possible, repeat and spell difficult words, names, addresses and phone numbers.
- Cover one topic at a time.
- Speak no more than two to three minutes each turn.
- Always say 'go ahead' after each response.
- Always end your call with 'goodbye, signing off' or something similar.
- Use 'I' and 'you' rather than 'tell her'. People like to be spoken to directly even though there is a third person in the middle.
- Once your call has started, only speak directly to the relay officer if you are having technical problems.

What you need

- You will need an ordinary phone or mobile.
- You may need other equipment depending on your personal requirements, for example a hands-free or switch phone, your AAC device, your Servox, your computer software with electronic voice or any other voice device.

Caller profiles make it easier

Speak and Listen users can set up a caller profile which includes special instructions about your particular speech needs and requirements.

Once you have a profile with the NRS we will provide you with a simple code to enter on the phone before you are transferred to the relay officer. The relay officer will then have full details of your profile to help make your call go more smoothly.

Contact the Helpdesk to receive a *New profile* form, or you can print one from the NRS website.

To call a Speak and Listen user

If your hearing and speech are fine but you would like to call a Speak and Listen user, you can use an ordinary phone or a mobile to contact them through the NRS by ringing **1300 555 727**. You will be transferred to a relay officer who will stay on the line to help the call go smoothly.

For more information

If you need more information or support, contact our Helpdesk (9am to 5pm, Sydney time):

TTY: **1800 555 630**

Voice: **1800 555 660**

SMS: **0416 001 350**

Fax: **1800 555 690**

Email: helpdesk@relayservice.com.au

See our website www.relayservice.com.au for a wide range of information about relay calls and the National Relay Service.

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



An Australian Government Initiative



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

www.relayservice.com.au