



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



An Australian Government Initiative

Speak and Listen (speech-to-speech relay) ▶ **NEW PROFILE REQUEST**

Please use this form if you want to set up a NEW Speak and Listen (speech-to-speech relay) 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 CHANGING a Speak and Listen profile, please use our *Change profile request* form.

If you are not sure about some of the questions, contact our Helpdesk on 1800 555 660 (voice) or 1800 555 630 (TTY) 9am to 5pm Monday to Friday (Sydney 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.

My preferred caller code is: OR

2. MY DETAILS

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

MAILING ADDRESS: work home

Suburb State Postcode

Phone Fax

Email

3. INSTRUCTIONS ABOUT MY CALLS

Discussing my calls first. During the Speak and Listen set-up procedure, the relay officer may ask if you would like to discuss the call before the call is placed. You may like to do this in order to clarify important details such as dates or times or specific information.

I wish to discuss my call first: YES NO SOMETIMES

How I would prefer to make and receive my calls

Tick your preferred choice/s below. Any extra information is helpful for us.

If you use a combination, eg your own speech and a speech-generating device, please let us know.

I prefer to make and receive my Speak and Listen calls using:

My own speech Speech-generating device

Other (please specify)

My calls will work best if the relay officer is aware that:

(tick as many boxes as you need to)

I should not be asked to spell words

YES/NO questions are best to clarify any part of the conversation

I have a soft voice

It can take a while for me to start talking

I pre-program most of my messages

I use a speech-generating device, so there may be some delays when responding

I access my speech-generating device using:

scanning

a switch

by typing directly

My speech-generating device:

says one word

says one letter

I activate the speech

I would like the relay officer to:

Repeat if the other person does not understand me

Repeat everything I say

Give out my phone number or address when asked

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 assist the relay officer to ensure your call goes smoothly.

4. MY CALLING LIST

List any frequently called numbers, for example your doctor, taxi, family or the nearest grocery shop. If you have more numbers, please attach an additional sheet of paper. Don't forget to include the area codes. Please keep a copy of this list next to your phone.

1	NAME	PHONE NUMBER ()
2	NAME	PHONE NUMBER ()
3	NAME	PHONE NUMBER ()
4	NAME	PHONE NUMBER ()
5	NAME	PHONE NUMBER ()
6	NAME	PHONE NUMBER ()
7	NAME	PHONE NUMBER ()
8	NAME	PHONE NUMBER ()

5. 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. If you give us the right answer, we can verify your identity and make any changes to your profile. Examples of secret questions could be: "What is your favourite football team?", "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 secret question is:

My secret answer is:

6. MY SIGNATURE

Signature

Date

 / /

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

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.

Post to:
 National Relay Service
 88 Darling Street
 East Balmain NSW 2041
 or
Fax: 1800 555 690

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.com.au

If you wish to make calls overseas or calls to 190 information service numbers, you will need to fill in an NRS *New Account* form. Please contact the Helpdesk (see details on page 1) or download a form from our website.

NRS USE ONLY

Date received	/ /
Date processed and signed	/ /
Date customer notified	/ /



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