



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)

► CHANGE PROFILE REQUEST

Please use this form if you want to **CHANGE** any part of your **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 setting up a Speak and Listen profile for the first time, please use our *New 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.

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. 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 voice-output device, please let us know.

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

My own speech Voice-output 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 voice-output device, so there may be some delays when responding
- I access my voice-output device using:
 - scanning a switch by typing directly
- My voice-output 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

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.*

5. 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	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 ()

6. 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).

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

7. 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

8. 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:** 21A Elliott Street, Balmain NSW 2041
- **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.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 or download a form from our website.

NRS USE ONLY

Date received

/ /

Date processed and signed

/ /

Date customer notified

/ /



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