

# Six good reasons to team up with the NRS



- 1 It's easy to use and you don't need to type
- 2 You can ring anyone, anytime, anywhere in Australia – including to mobiles
- 3 The service itself is no extra cost to you – you just pay about the cost of a local call
- 4 If you like, someone will show you how to use it at home
- 5 All calls are confidential – your privacy is protected
- 6 If you have an emergency you can contact police, fire and ambulance through the NRS.

## More information

Contact our Helpdesk Monday to Friday 9am to 5pm (Sydney time) to find out more about relay calls and how to get started.

**Phone:** 1800 555 660

**Email:** [helpdesk@relayservice.com.au](mailto:helpdesk@relayservice.com.au)

**[www.relayservice.com.au](http://www.relayservice.com.au)**

“Dad always hated the phone. Mum made all calls. It was a whole new world to him. I still do all the doctors' appointments and that, but at least now he can use the NRS to call his friends.”

Christine, Mackerel Beach, NSW

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



An Australian Government Initiative

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

For someone losing their hearing

# A gift of independence



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



An Australian Government Initiative

# Is a man in your life going deaf?

**We all know someone who is losing his hearing. It may be your father, your husband, a friend. He may:**

- have difficulty using the phone
- have trouble doing ordinary things like calling a mate, making an appointment, querying a bill or calling a taxi
- avoid answering the phone – so family and friends worry
- have to rely on others to make calls for him, losing privacy, independence and control over what is said
- lose contact with friends, becoming socially isolated
- be unable to get help in an emergency.

**“Now my wife isn't so worried to leave me because I can contact the outside, especially in an emergency. It's a great comfort.”**

William, 92-year-old from Laurieton, NSW

## The National Relay Service offers a solution

The relay service helps people with hearing impairments to:

- have good conversations – with less misunderstanding and repetition
- maintain their independence and self-confidence
- keep in touch with family and friends
- make appointments and business calls
- contact a neighbour or emergency services if they need help.

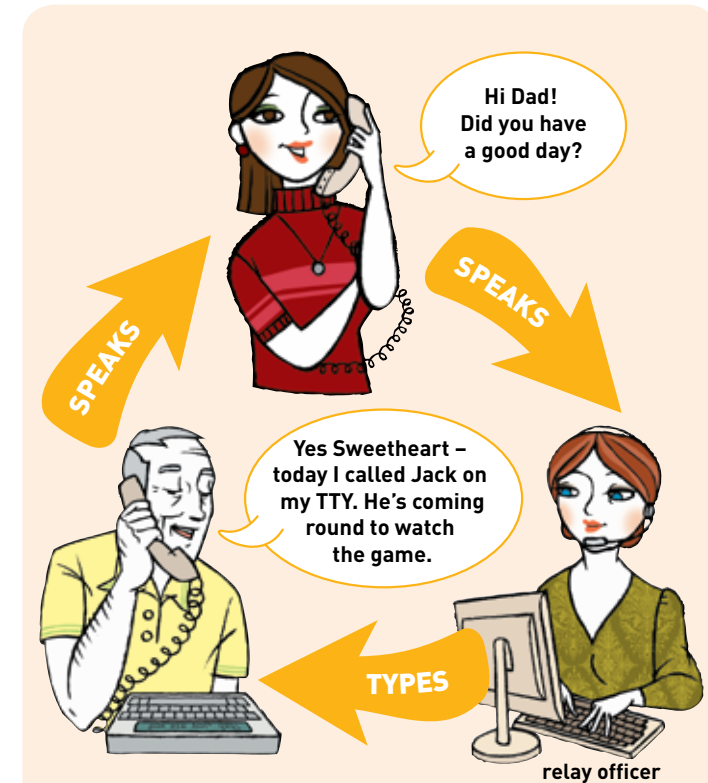
And, most importantly, the relay service also makes it easier for you to keep in touch.



Relay users generally need a special phone called a textphone or TTY. This has a display screen that allows the user to read what the other person has said. The user speaks into an ordinary handset.

## How it works

The NRS uses specially trained staff called relay officers who act as a bridge between the caller and call receiver. They type what is said, so the person with poor hearing can read the words instead of listening.



In this relay call, both people are using their voice but the father is reading his daughter's responses – typed by the relay officer – on his TTY. He speaks directly to his daughter and does not need to type.