



The relay service also makes it easier for other people to keep in touch with you. Training is free and it's easy to learn. No more relying on friends or relatives to make calls for you!

"I only became deaf recently and started using the relay service. People are getting to know it's me that's calling. They think it's marvellous that I'm not letting the deafness get in the way of doing things."
 Jim, South Morang

Make yourself heard
 There is a solution and it's called the **National Relay Service**. Using specially trained staff called relay officers, the NRS can help you:

- have good phone conversations – with less misunderstanding and repetition
- get things done – making appointments and business calls
- keep in touch with family and friends
- contact a neighbour or emergency services if you need help.

To make a relay call most users will need a special phone called a textphone or TTY. Depending on your needs, you read what is said to you and/or type your side of the conversation.



"Not being able to use the phone was very stressful. When the TTY arrived, I thought I would never be able to use it, but I had one lesson and I couldn't believe how easy it was."
 Jan, Geelong

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 others 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.

Using the phone is important!

Make a call on the internet

If you have access to a computer you can make a relay call through the internet to any voice or TTY user.

Just go to www.relayservice.com.au and follow the links. You type your side of the conversation and the relay officer types the responses back for you to read.

With internet relay you don't need to have a TTY – you've got all the mobility of using a computer or laptop.



How to get started

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

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

Making an NRS call

- TTY users: **133 677**
- Speak and Listen users: **1300 555 727**
- Internet relay users: www.relayservice.com.au

Emergency calls

- TTY users: **106**
- Speak and Listen users: **1800 555 727** and ask for Triple Zero (000)
- Internet relay users: ask for Triple Zero (000)

www.relayservice.com.au

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

Trouble hearing? Trouble speaking?
 You can still ...

Stay in touch



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



An Australian Government Initiative

How a relay call works

Relay officers are the central link in the phone call, relaying exactly what is said or typed. They stay on the line throughout each call to help it go smoothly, but do not change or interfere with what each person says.

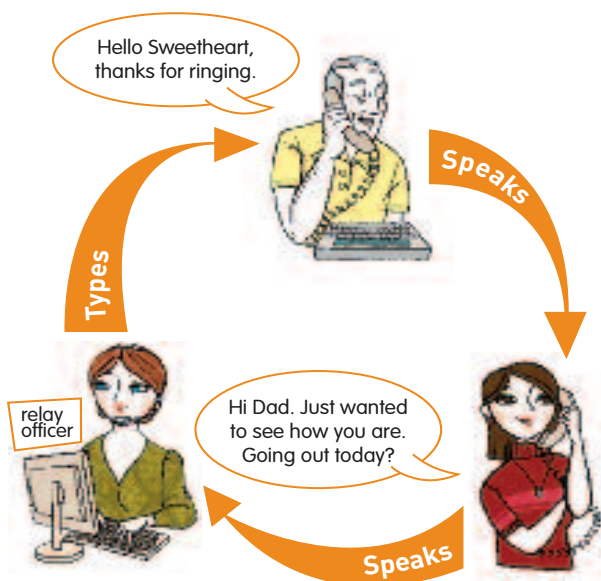
"I've been deaf since birth. The relay service makes life much easier and gives me the freedom to keep in touch with everyone. It's good to be independent without relying on other people to make calls for me."

Lizzie, Sydney

PICK THE BEST WAY FOR YOU

'I CAN'T HEAR BUT I CAN SPEAK'

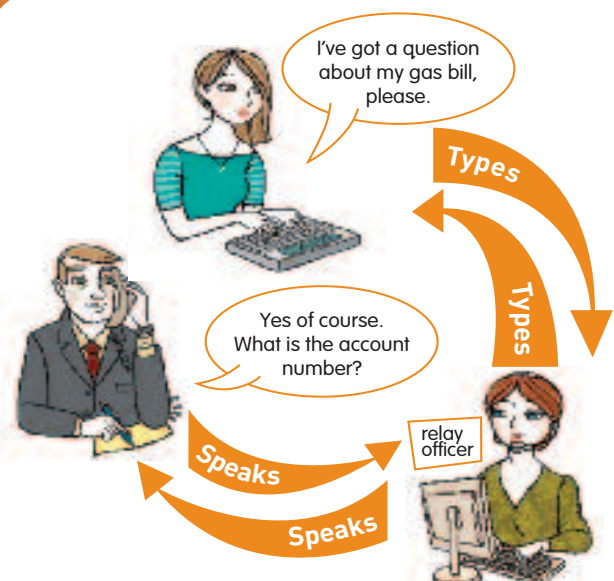
SPEAK AND READ



You speak directly to the other person – no typing!
You read their responses, typed by the relay officer, on your textphone/TTY.

'I CAN'T HEAR AND DON'T USE MY VOICE'

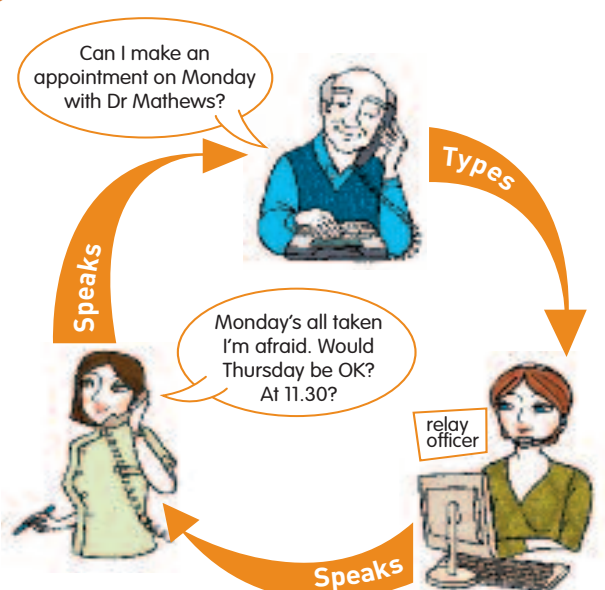
TYPE AND READ



You type your side of the conversation and read the responses on your textphone/TTY or computer.

'I CAN'T SPEAK BUT I CAN HEAR'

TYPE AND LISTEN



You type your side of the conversation to the relay officer who speaks it to the other person.
You listen as the other person responds directly to you.

'I'M HARD TO UNDERSTAND ON THE PHONE'

SPEAK AND LISTEN



You speak directly with the other person.
The relay officer is on the line to re-speak any of your words as required.

See back of brochure for the NRS phone numbers to make a relay call.

Seven good reasons to team up with the NRS

- 1 It's easy to use – thousands of people use the service each week
- 2 You can make calls to anyone, anytime, anywhere in Australia – including to mobile phones
- 3 Other people can still contact you – they just use their ordinary phone
- 4 The service itself comes at no extra cost to you – each relay call is about the cost of a local call
- 5 In most cases you can rent a TTY for about the same as an ordinary phone
- 6 All calls are confidential – your privacy is protected by law
- 7 If you have an emergency you can contact police, fire and ambulance through the NRS.

Plus, training is FREE, and can be done in your own home.

FOUR WAYS TO MAKE A RELAY CALL