



# Registering to use the National Relay Service (NRS)

## Video transcript

Captions and voiceover	Visual (includes Auslan interpreter signing the spoken words to the right of the video frame)
	<p>Before the video is played the following static images are shown:</p> <ul style="list-style-type: none"><li>• To the left-hand side of the video frame is a red rectangular button with rounded corners. The button contains the words “Register now” in white.</li><li>• An Auslan interpreter stands to the right of the video frame.</li><li>• A white “play” symbol sits in a red button in the middle of the video frame.</li></ul>
	<p>Visible in the video at all times is from left to right across the top:</p> <ul style="list-style-type: none"><li>• The Australian Government crest in black on a light blue disk,</li><li>• the heading: “Registering to use the National Relay Service”, and</li><li>• the Access Hub logo: A layered logo, the top layer consists of the words “Access Hub” in white letters, with a purple oval-like shape sitting underneath the title and a pink triangular shape with rounded edges on the bottom layer.</li></ul>
Registering to use the National Relay Service	A red rectangular button with rounded corners. The button contains the words “Register now” in white.
If you are d/Deaf, hard of hearing, and/or have a speech impairment,	The National Relay Service (NRS) logo which contains three stacked rectangles in this order - navy blue, red,

**Captions and voiceover**

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you can make and receive phone calls through the National Relay Service (or NRS).

navy blue. The rectangles contain in white, the words: “National Relay Service”.

Images of the 9 NRS options appear in this order:

NRS Chat – a navy blue tablet, desktop computer and smartphone each with a green chat bubble on its screen.

SMS Relay – a navy blue mobile phone with two chat bubbles in grey and green on its screen.

SMS Relay (Text and Listen) – the SMS Relay icon plus an image of a green ear.

NRS Captions – a navy blue tablet, desktop computer and smartphone each with a green telephone handset and speech bubble on its screen.

Video Relay – a navy blue tablet, desktop computer and smartphone each with green hands signing on its screen.

Voice Relay – a navy blue tablet, mobile phone and landline phone. On the screen of the tablet and mobile phone is a green ear and speech bubble.

TTY (Type and Read) – a navy blue teletypewriter which looks like a landline telephone with a small screen and keyboard. The handset rest on its cradle and the word ‘Hello’ appears on the screen.

TTY (Speak and Read) – a navy blue teletypewriter which looks like a landline telephone with a small screen and keyboard. The handset is off its cradle and the word ‘Hello’ appears on the screen.

TTY (Type and Listen) – a navy blue teletypewriter which looks like a landline telephone with a small screen and keyboard. The handset is off its cradle and a green ear sits above the teletypewriter.

Before you can use the NRS you need to register, or “sign up”.

An image of a desktop computer with the heading “Welcome to the National Relay Service” on its screen. Below the heading are empty fields to be completed.

You can still make calls through the NRS to emergency services even if you are not registered.

Focus on the heading in the bottom half of the screen entitled “Emergency Call?”. Below the heading is the instruction “If you need emergency services, click the

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	<p>000 button” and a red button containing the words “Call 000”.</p>
<p>User registration helps the NRS know how many people are using the service and how they are using it, which helps the NRS deliver a better service.</p>	<p>Photos shown in this order:</p> <ul style="list-style-type: none"> <li>• A young, Deaf man seen from behind holding a tablet and typing. The screen shows the NRS logo and fields to be completed.</li> <li>• An older person holding a smartphone and looking at its screen which is not visible. She is wearing earphones while looking at the screen.</li> <li>• A young, Deaf man typing into his smartphone which displays a series of text messages on the screen.</li> </ul>
<p>Registration is free, quick and easy. You only have to register once.</p>	<p>Photos shown in this order:</p> <ul style="list-style-type: none"> <li>• A person communicating on a smartphone with the other person’s face visible on the phone screen.</li> <li>• A smiling man in a living room looking at a laptop. The screen is not visible.</li> </ul>
<p>To register, you need to fill in a form,</p>	<p>An image of a desktop computer with the heading “Welcome to the National Relay Service” on its screen. Below the heading are empty fields to be completed.</p> <p>Focus and cursor on the link “Not registered?”</p>
<p>and show the NRS a copy of a document with the name and address you registered with.</p>	<p>The image on the desktop computer changes to show the registration form. Focus on the section of the form containing “Your Details”</p>
<p>For example, a driver’s license, electricity or phone bill.</p>	<p>The image of the desktop computer is replaced with the following stylized images which appear in turn: a driver’s license, electricity bill and phone bill.</p>
<p>You can fill out the registration form online, or on paper.</p>	<p>The URL “nrschat.nrscall.gov.au/nrs/registration” appears.</p> <p>Below this appears the image of a desktop computer with the heading “Welcome to the National Relay Service” on its screen. Below the heading are empty fields to be completed.</p>

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	Below this appears the word “or” and then, a stylized image of a paper application.
To register online, fill in all the details on the screen	An image of a desktop computer appears. On its screen is shown the “Your details” section of the online registration form.
You will need to upload a copy of your support document. Click “Register Now” at the end.	The “Proof of identity” section of the online form is shown. A red “Browse” button is clicked and the document name “license.pdf” appears in a field.  The cursor then moves to a red “Register Now” button at the bottom of the image of the desktop screen.
You can also download a registration form from <a href="http://accesshub.gov.au">accesshub.gov.au</a>  You can type your responses into the downloaded form, or print it and fill it by hand.	The URL “ <a href="http://accesshub.gov.au">accesshub.gov.au</a> ” appears. Below this an image of a desktop computer appears. On its screen is shown a scrolling word document with the heading “Sign up (Register) to use the National Relay Service”.
Then email or post the completed form to the NRS Helpdesk. You’ll find the addresses at the end of the form.	Image of phone and phone number 1800 555 660 Image of fax and number 1800 555 690 Image of mobile phone and number 0416 001 350 TTY and number 1800 666 630  Image of envelope and email address: <a href="mailto:helpdesk@relayservice.com.au">helpdesk@relayservice.com.au</a>  Under these images and numbers there is an image of a desktop computer. On its screen, the red button “Helpdesk chat” is clicked and a chat window connecting to the Helpdesk appears on the screen.
There are a few details you will need, so have these ready for your registration.	No image.
You will need to provide at least one phone number. If you plan to use the NRS with a phone, then you should put that phone number on the form.	No image.

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<p>The NRS will use this phone number as your NRS ID number.</p>	
<p>And if you plan on using the NRS through the internet, with NRS Chat or NRS Captions, you'll use this number with a password to log in.</p>	<p>Images of NRS Chat and NRS Captions appear side by side.</p> <p>Below these images appears the image of a desktop computer with the heading "Welcome to the National Relay Service" on its screen. Below the heading is the field "Your registered phone number" with a phone number added. A "Password" field follows. This is populated with dots. Below this is a red "Login" button.</p>
<p>If you plan to use NRS Video Relay, you must provide your Skype ID on the registration form.</p>	<p>The image of Video Relay appears. Below this is a plus sign. Then, a profile window for Skype showing a Skype address appears below.</p>
<p>If you use SMS Relay (texting by phone), you must provide your mobile phone number on the registration form.</p>	<p>The image of SMS Relay appears. Below this is a plus sign. Then a mobile phone number appears below.</p>
<p>Your NRS registration should be completed within 2 days. You'll be notified by email or by post (if you didn't provide your email address).</p>	<p>No image.</p>
<p>If you have any questions about registering or would like the registration form posted or emailed to you, you can contact the NRS Helpdesk.</p>	<p>Images of black, question marks drift from the bottom of the frame to the top.</p>
<p>The NRS Helpdesk is open Monday to Friday from 8 am to 6 pm, Australian Eastern Standard Time.</p> <p>There are a number of ways to contact the Helpdesk.</p>	<p>Image of phone and phone number 1800 555 660</p> <p>Image of fax and number 1800 555 690</p> <p>Image of mobile phone and number 0416 001 350</p> <p>TTY and number 1800 666 630</p> <p>Image of envelope and email address: helpdesk@relayservice.com.au</p>

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	<p>Under these images and numbers there is an image of a desktop computer with a Chat window connecting to the Helpdesk on the screen.</p> <p>The image of the Chat window is replaced by an image of a red and black clock showing the hour 8 am. The hands of the clock move forward to 6 pm.</p> <p>Under the clock these words appear: “8 am - 6 pm Monday to Friday (Eastern Standard Time) except for public holidays”.</p>
<p>Visit <a href="http://accesshub.gov.au">accesshub.gov.au</a> to find information about the NRS and other communication options to best suit you.</p>	<p>The URL in black: “<a href="http://accesshub.gov.au">accesshub.gov.au</a>”</p>
<p>No words</p>	<p>The logo for the Department of Infrastructure, Transport, Regional Development, Communications and the Arts. On the left-hand side the logo shows the Australian Government crest in black and white. On the right-hand side in black are the following words “Australian Government, Department of Infrastructure, Transport, Regional Development, Communications and the Arts”.</p>