



SMS Relay

Video transcript

Captions (no 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> <p>The video frame is divided by a white diagonal line.</p> <p>To the left of the line, a Deaf young man is holding a mobile phone on which texts can be seen. He is looking at the screen of the phone and texting.</p> <p>An Auslan interpreter stands to the right of the video frame.</p> <p>A white play symbol sits in a red button in the middle of the video frame.</p>
	<p>Visible in the video at all times from left to right across the top are:</p> <ul style="list-style-type: none">• The Australian Government crest in black on a light blue disk,• the Heading: “SMS Relay”, and• the Access Hub logo: A layered logo, the top layer being 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.
SMS Relay	Photograph of a Deaf young man holding a mobile phone on which texts can be seen. He is looking at the screen of the phone and texting.
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 (no voiceover)

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

Visual (includes Auslan interpreter signing the spoken words to the right of the video frame)

navy blue which contains these words in white: “National Relay Service”.

Images of the 9 NRS options appear in this order to surround the NRS logo in a circle:

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.

Depending on the way you like to communicate and the equipment you have,

The Auslan interpreter gestures to the images of the 9 NRS options.

Captions (no voiceover)	Visual (includes Auslan interpreter signing the spoken words to the right of the video frame)
<p>you can choose from different NRS call types.</p>	
<p>SMS Relay and SMS Relay (Text and Listen)</p>	<p>No image</p>
<p>In SMS Relay calls, you can text your side of the conversation on your mobile phone. A Relay Officer will text the other person’s words for you to read.</p>	<p>A young Deaf man is sitting in a café, holding a mobile phone, typing into the phone and reading what is on the screen in turn. The screen is not visible.</p> <p>The screen divides to also show a Relay Officer sitting in front of a lap top computer. He is typing on the keyboard looking at the screen (which is not visible) and speaking into the microphone of the headset he is wearing.</p> <p>The screen divides into a third panel showing a hearing woman listening, nodding and talking while holding a smartphone to her ear in a living room.</p> <p>The middle panel disappears.</p>
<p>In SMS Relay (Text and Listen) calls, you can text messages on your phone and can listen to the other person’s words.</p>	<p>A woman is sitting on a chair, holding a mobile phone and smiling, listening through ear phones and texting.</p> <p>The screen divides to also show a Relay Officer sitting in front of a lap top computer. He is typing on the keyboard looking at the screen (which is not visible) and speaking into the microphone of the headset he is wearing.</p> <p>The screen divides into a third panel showing a hearing woman listening, nodding and talking while holding a smartphone to her ear in a living room.</p> <p>The middle panel disappears.</p>
<p>Use a phone with headphones or a speaker so you can listen while you read the texts.</p>	<p>Photos of a woman holding a mobile phone, looking at the screen and texting wearing earphones which are plugged into the phone.</p>
<p>For all types of SMS Relay calls, you can use any type of mobile phone, you don’t need the internet.</p>	<p>Photo of a Deaf man looking at a mobile phone screen.</p> <p>Photo of a woman looking at the screen of a smart phone and typing.</p>
<p>If you want to use SMS Relay, it’s important that when you register to</p>	<p>Screenshot of the online registration form. On the page shown there is a field called “Your main phone number”.</p>

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<p>use the NRS, you provide your mobile phone number on the registration form.</p> <p>You can add this number later on, just contact the NRS Helpdesk to help you do this.</p>	<p>The notes above the field include the instruction: “if you use SMS Relay you must give your mobile phone number here”. The field contains a mobile phone number.</p>
<p>Making an SMS Relay call</p>	<p>No image</p>
<p>To make an SMS Relay call, you first need to send an SMS to 0423 677 767.</p> <p>Type the number you want to call (including the area code) in the text.</p>	<p>Images of SMS Relay and SMS Relay (Text and Listen) appear from the top of the frame to sit side by side.</p> <p>Below this, a text box with the number 0423 677 767 appears. The Auslan interpreter points to this field.</p> <p>Below this a blue chat bubble appears with the number (02) 5550 1234.</p>
<p>You will get an automatic message from the NRS when your text message has been received.</p>	<p>A green text bubble appears with the words: “Thank you for contacting the National Relay Service. Your message has been received and we will be with you shortly.”</p>
<p>There will be a short wait while the Relay Officer calls the other person.</p> <p>When the other person replies you’ll receive a text of their message.</p> <p>Wait to read “GA” (go ahead) before replying.</p>	<p>Another green text bubble appears with the words: “Hello, Northern Medical Clinic. How can I help you? GA”.</p>
<p>When you respond, type “GA” at the end of your message or type “SKSK” (Stop keying, stop keying) if you want to end the call.</p>	<p>A blue text bubble appears with the words: “Hello, I’d like to make an appointment, please GA.”</p> <p>Then, another green text bubble appears with the words: “What time best suits you? GA.”</p> <p>Another blue text bubble appears with the words: “1pm tomorrow GA.”</p> <p>A final blue text bubble appears with: “SKSK”.</p>
<p>The Relay Officer will text you to ask if you would like to make another call.</p>	<p>A green text bubble appears with the words: “Would you like to make another call? GA.”</p>

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If you would like to make another call, just send another text with all the details of the call you'd like to make.	A blue text bubble appears with the words: "Call details GA."
Receiving a call through SMS Relay	No image
You can receive calls from hearing people through SMS Relay.	No image
<p>The caller will need to phone the NRS on 133 677, and:</p> <ul style="list-style-type: none"> • provide your name and mobile number, and • ask to be connected to you. 	<p>Image of a mobile phone with the keypad displayed, dialling the number 13 3677.</p>
When someone is calling you using SMS Relay you will get this SMS from the NRS:	Green text bubble with the words: "Welcome to the NRS. You have a caller waiting for you. Please reply to accept the call"
<p>You should reply to the message by texting:</p> <p>"This is (your name). GA".</p>	A blue text bubble appears with the words: "This is (your name) GA."
Wait for a message from your caller.	Green text bubble appears with the words: "Hi, this is Josh, are we meeting this afternoon? GA."
<p>Type "GA" at end of each text you want your caller to answer, or type "SKSK" (Stop Keying. Stop Keying) if you have finished your call.</p>	<p>Blue text bubble appears with the words: "Yes, can we meet at the coffee shop? GA."</p> <p>Another blue text bubble with: "SKSK".</p>
When your caller wants to finish the call, you will see "SKSK" at the end of their message.	Green text bubble appears with: 'SKSK'.
Using SMS Relay for emergency calls	No image
You can use SMS Relay to make calls to emergency services.	<p>Three images appear one by one:</p> <ul style="list-style-type: none"> • a black police car • a black fire • a white medical cross on a black disc

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Watch this video about making a call to emergency services through the NRS.	Image of a video with the title “Using the NRS to call emergency services (000)”. The image shows an Auslan interpreter, text bubbles describing an emergency and, a stylized play button in the centre of the video frame.
<p>The NRS Helpdesk can give you tips on making the most of your SMS Relay calls.</p> <p>They can also help you with any questions or problems you might have making or receiving SMS Relay Calls.</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> <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 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>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>
Visit accesshub.gov.au to find information about the NRS and other communication options best suited to you.	The URL “ accesshub.gov.au ” in black appears.
No words	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”