

Bill, 72 years old  
Deaf in both ears

Communicate with your loved  
ones using the National Relay  
Service



The National Relay Service (NRS)  
is a phone solution for people who  
are **d/Deaf, hard of hearing  
and/or have speech  
communication difficulty**

The NRS is **FREE** and **Confidential**



An Australian Government Initiative

National  
Relay  
Service



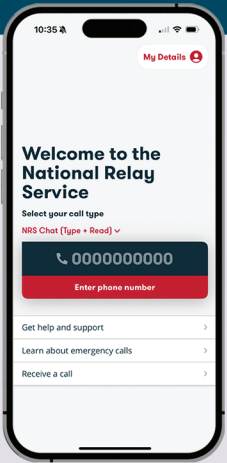
Share your best moments with  
your mates using the National  
Relay Service

Tom, 19 years old  
Deaf Auslan user

### Our App

You can use the NRS app for relay calls. Available options include NRS Chat, Voice Relay, NRS Captions, and Video Relay.

The app is available for **free on the Apple and Google stores** for smartphones and tablets, and it's a great option for making relay calls on the move.

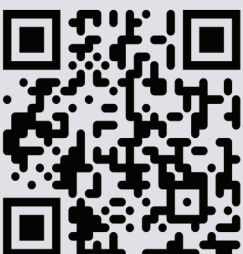


### Contact us

Phone	1800 555 660
TTY	1800 555 630
FAX	1800 555 690
SMS	0416 001 350
Email	helpdesk@relayservice.com.au
Post	PO Box 99, Mount Clear, VIC 3350
Chat	nrschat.nrscall.gov.au/nrs/internetrelay
Video	nrschat.nrscall.gov.au/nrs/contactus

- The NRS is available 24/7 (excluding Video Relay)
- Video Relay calls are available Monday to Friday 7am to 6pm (AEST) and Saturday 8am to 12pm (AEST) excluding national public holidays.

Scan to know more



Use the National Relay Service  
when you need urgent home  
maintenance

Laura, 32 years old  
Hard of hearing



NRS facilitates phone  
communication across individuals,  
businesses and communities

The NRS provides a range of different types of call services, depending on your needs and preferences.

Relay Officers are specially trained staff who help with every call. Relay Officers will:

- Change voice to text or text to voice
- Change Auslan to English or English to Auslan
- Stay on the line throughout the call to help you
- Ensure calls run smoothly but will not change or interfere with what is being said



Which type of relay call is right for you?

Deaf, hard of hearing or have speech communication difficulty



NRS Chat



SMS Relay

Hard of hearing but use voice



NRS Captions



TTY (Speak and read)

Have difficulty being understood over the phone



Voice Relay



SMS Relay (Text and listen)

Don't want to use a computer or mobile phone



TTY (Type and read)



TTY (Type and listen)

Use Auslan



Video Relay

I like to communicate using text rather than speaking



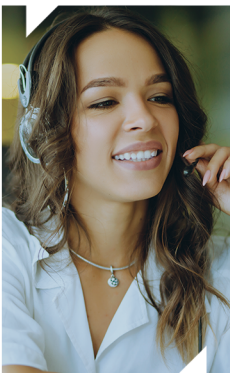
NRS Chat (Type and read)

Can be used on Computer, Tablet, Smartphone or through the NRS app

You type your side of the conversation

Relay Officer talks

Hearing Person listens



You read the responses

Relay Officer types

Hearing Person talks



SMS Relay (Text and read)

Can be used on Smartphones or Mobile phones

You text your side of the conversation

Relay Officer talks

Hearing Person listens



You read the responses

Relay Officer types

Hearing Person talks

I like to use my voice on the phone but find it easier to read responses

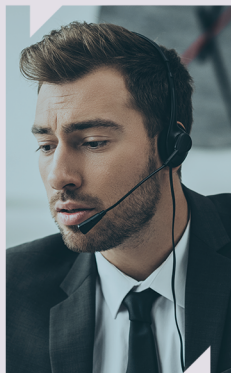


NRS Captions (Speak and read)

Can be used on Computer, Tablet, Smartphone or through the NRS app

You speak your side of the conversation

Hearing Person listens



You can read and listen the responses

Relay Officer types

Hearing Person talks

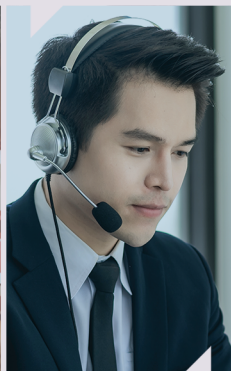


TTY (Speak and read)

Can be used on a Teletypewriter

You speak your side of the conversation

Hearing Person listens



You read the responses

Relay Officer types

Hearing Person talks

I like to use my voice on the phone but sometimes need assistance



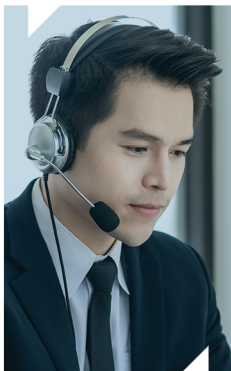
Voice Relay (Speak and listen)

Can be used on Smartphones, mobile phones or through the NRS app

You speak your side of the conversation

Relay Officer speaks as needed

Hearing Person listens



You listen to the responses

Hearing Person talks



SMS Relay (Text and listen)

Can be used on Smartphones or Mobile phones

You text your side of the conversation

Relay Officer talks

Hearing Person listens



You listen to the responses

Hearing Person talks

I like to use the Teletypewriter (TTY) to communicate



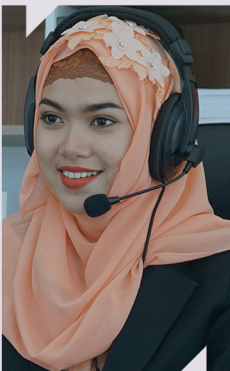
TTY (Type and read)

Can be used on a Teletypewriter

You tupe your side of the conversation

Relay Officer talks

Hearing Person listens



You read the responses

Relay Officer types

Hearing Person talks



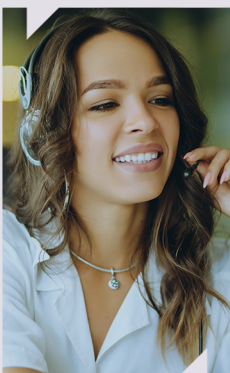
TTY (Type and listen)

Can be used on a Teletypewriter

You type your side of the conversation

Relay Officer talks

Hearing Person listens



You hear the responses

Hearing Person talks

I like to communicate using Auslan



Video Relay (Use Auslan)

Can be used on a Computer with a Webcam, Smartphone, or through the NRS app

You sign your side of the conversation



Relay Officer Signs

You watch what is signed



Hearing Person talks

Relay Officer Talks



Hearing Person Listens