



An Australian Government Initiative



NRS customer charter

This charter sets out in plain language both the commitments of the NRS to our customers and our expectations of NRS customers in return.

You can expect the NRS to:

- treat people equally, fairly and with respect
- be courteous and culturally sensitive
- respond to you promptly
- give you the best possible customer experience within our technical and service constraints
- protect your personal information
- seek your feedback and keep you informed
- work to improve our services
- recognise and support your needs.

The NRS expects you to:

- only use the service if you are Deaf or hearing or speech impaired, or are calling someone who is
- give us enough information so we can help you
- be respectful and courteous
- let us know your communication needs
- give us feedback in helpful ways.