



An Australian Government Initiative



Speak and Listen—new profile request form

Please use this form if you want to set up a **NEW** Speak and Listen profile with the National Relay Service. A call profile means that the relay officer understands any special communications needs you have and can help your calls go more smoothly.

This profile form relates to making Speak and Listen calls through an ordinary phone or mobile. Contact the NRS Helpdesk to find out more about making Speak and Listen calls through the NRS app.

If you are not sure about some of the questions, contact the NRS Helpdesk on 1800 555 660 (voice) or 1800 555 630 (TTY) 8am to 6pm Monday to Friday (Eastern Standard Time) or by email helpdesk@relayservice.com.au. If you prefer, you could contact the NRS Helpdesk through Speak and Listen on 1800 555 727 and ask for 1800 555 660.

1. Caller code

The caller code is a three-letter password that can be a mix of letters or numbers. The relay officer uses it to retrieve your profile from our database. Please give two options in case one is already taken by another caller. Pick a code that is easy for you to remember and also easy for you to communicate to the relay officer.

My preferred caller code is—three-letter password can be a mix of letters and numbers:

In case my first choice is taken, my second caller code is—three-letter password can be a mix of letters and numbers:

2. My details

You can have profile for work and a different profile for home. Please use one form for each profile and make sure you tick 'work' or 'home' so the NRS doesn't get your details mixed up.

Title:

First name:

Last name:

Business name (if applicable):

Street address work or home:

work

home

Street address:

Suburb:

State:

Postcode:

Mailing address work or home:

work

home

Mailing address:

Suburb:

State:

Postcode:

Phone:

Fax:

Email:

3. How I communicate

I use:

My own speech

Voice output device

Both my own voice and a voice output device

Other (please specify)

If you ticked other above, please specify here how you communicate if you communicate without using your own voice or a voice output device:

4. My voice

Details about my voice:

-
- I speak quietly
 - I can take a while to start talking
 - I can take a while to prepare a message on my voice output device
 - Other (please specify)
-

If you ticked other above for details about your voice, please specify:

5. How I would like the relay officer to help during calls

Please tick how you would like the relay officer to help you during calls:

-
- I would always like to discuss the call first
 - Ask me if I would like to discuss the call first
 - Ask me YES/NO questions if you don't understand
 - Ask me to spell a word if you don't understand
 - Repeat everything I say
 - Repeat only if the other person does not understand
-

6. Permission for relay officer to provide personal details

I give the relay officer permission to give out the following information about me, if asked, during the call:

-
- Name
 - Address
 - Email
 - Phone

(details as on front page)

Mobile phone:

Other contact details:

Date of birth:

Banking information:

Medicare number:

Centrelink number:

Other ID or account numbers:

7. Any other instructions

Please give the NRS any instructions in the space below that might help the relay officer to assist during your calls. For example, you may rely on spelling to get your message across, or you may use a different word to replace another word. Knowing your usual strategies will help to ensure your call goes smoothly.

Instructions line one:

Instructions line two:

8. My calling list

List any frequently called numbers, for example your doctor, taxi, family or the nearest grocery shop. If you have more numbers, please attach an additional sheet of paper. Don't forget to include the area codes. Please keep a copy of this list next to your phone.

Name	Phone Number
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	
11.	
12.	

9. My secret question

This is a form of security for you. Each time you want to make changes to your profile, we will ask you your secret question. If you give us the right answer, we can verify your identity and make any changes to your profile. Examples of secret questions could be: 'What is your favourite football team?', 'What is your pet's name?', 'What is your mother's maiden name?'. You should not tell others your secret question. Please limit your secret question to 100 characters and your secret answer to 50 characters (including spaces).

My secret question is:

My secret answer is:

10. If you want someone to help you set up your profile

You may wish to nominate a person to discuss, confirm or change your details with the NRS. If you wish to nominate a person, please write their details below.

I give permission for the following person to speak to the NRS on my behalf:

Title:

Name:

Address:

Suburb:

State:

Postcode:

Phone/TTY:

Email:

Signature of nominated person:

11. My signature

Please attach a power of attorney if someone else signs for you.

Signature:

Date signed:

Your privacy

The NRS will only use your personal information or disclose it to third parties with your permission; or when fraud or unlawful activity is suspected; or when the disclosure is required or authorised by law. See www.communications.gov.au/accesshub for more information about the NRS privacy policy.

Please keep a copy of this form, especially your caller list.

Please print and send the completed form to the NRS Helpdesk:

1. Mail to: PO Box 823 Strawberry Hills NSW 2012
2. Fax to: 1800 555 690
3. Scan and email to: helpdesk@relayservice.com.au.

Once the NRS has received your form, your profile should be ready for you to make calls within two working days.

If you wish to find out more about the National Relay Service and other communication options for people who are deaf, or have a hearing impairment and/or speech impairment, please visit www.communications.gov.au/accesshub.

NRS use only

Date received:

Date processed and signed:

Date customer notified:
