



Fact sheet 6—Speak and Listen

In Speak and Listen calls you speak directly with the other person. The relay officer is on the line to re-speak any of your words as required. If using the NRS app you can also send and receive part of your conversation as text. This NRS call option can be used by anyone who is hard to understand on the phone—they often have a speech impairment or use a voice output device.



What equipment is needed?

Any type of phone can be used to make standard Speak and Listen calls. If using the NRS app, an Apple or Android smartphone or tablet and an internet connection is needed.

How much will it cost?

A call from a landline phone will cost about the same as a local call. The cost of calls from a mobile phone will depend on the user's phone plan. If you want to make Speak and Listen calls through the NRS app, broadband data costs will apply to download the NRS app and make calls. Text based messaging uses small amounts of data so this NRS call option is likely to be cheap to use, depending on the user's data plan.

Things to remember

- The NRS app offers additional benefits for Speak and Listen users. Users can pre-set start-up messages to begin a call, and insert pre-stored Quick Phrases and Profile information as well as GPS location details during a call.
- Speak and Listen users can set up a specialised profile with a simple code. This lets the relay officers quickly connect commonly-used phone numbers and lets them know preferred strategies to clarify words during the call.
- For a detailed step-by-step explanation about how to use this option, read the Speak and Listen and NRS app instruction sheets on the website.



The Helpdesk is open from 8am to 6pm, Monday to Friday (Eastern Standard Time). There are a number of ways to make contact with Helpdesk staff:

- email helpdesk@relayservice.com.au
- phone 1800 555 660
- SMS 0416 001 350
- TTY 1800 555 630
- Fax 1800 555 690.