



# An introduction to relay calls

If you have difficulty hearing or speaking to people who use a phone, the National Relay Service (NRS) can help.

## How a relay call works

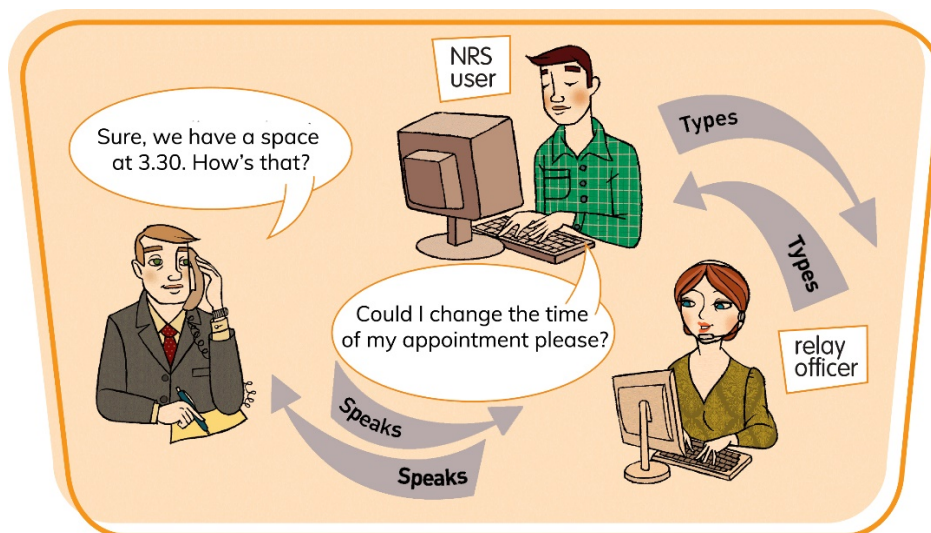
- A relay call allows you to communicate with a hearing person who is using a phone even if you can't hear or don't use your voice.
- The NRS has specially trained staff called relay officers who are the central link in each relay call.
- The relay officer converts voice to text or text to voice. Sometimes they convert from sign language to English.
- Relay officers stay on the line throughout each call to help it go smoothly, but don't change or interfere with what is being said.
- Depending on your hearing and speech, you can choose from one or more relay call channels.

## Internet Relay and SMS Relay

### Internet Relay

You type your side of the conversation through the NRS app or website, and read the other person's responses on your screen. The NRS app has extra functions.

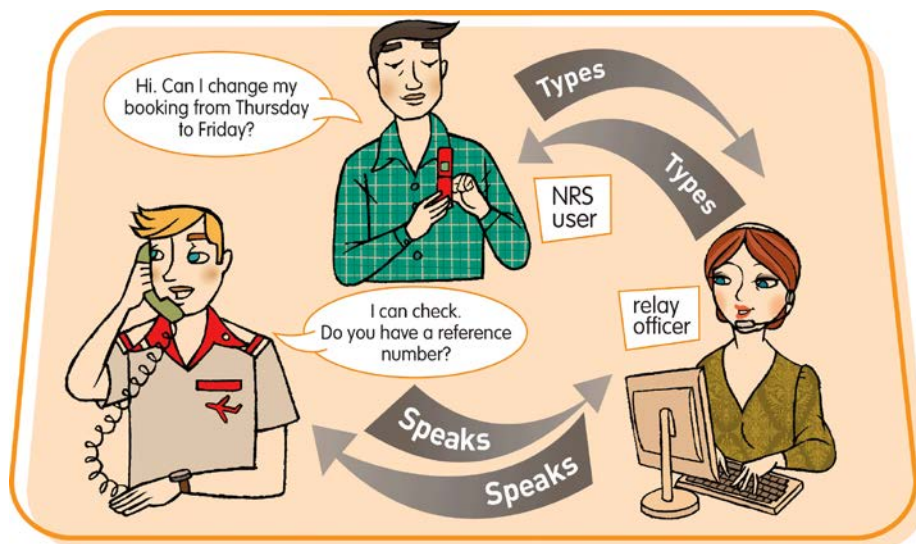
**You need:** a computer, tablet or smartphone and access to the Internet.



## SMS Relay

You text your side of the conversation and read the other person's responses texted to you by the relay officer.

**You need:** any mobile phone.



## Specialised options

### Captioned Relay

*If you don't hear well but can use your voice*

You talk directly to the other person and read their words on your screen.

**You need:** a phone plus an internet connection—for example a phone plus a computer, or just a smartphone.

### Speak and Listen

*If you have difficulty being understood on the phone*

Speak directly to the other person and listen as well. The relay officer will re-speak any of your words not understood by the other person. The NRS app has extra functions.

**You need:** any phone.

### Video Relay

*If you want to use Auslan—Australian Sign Language*

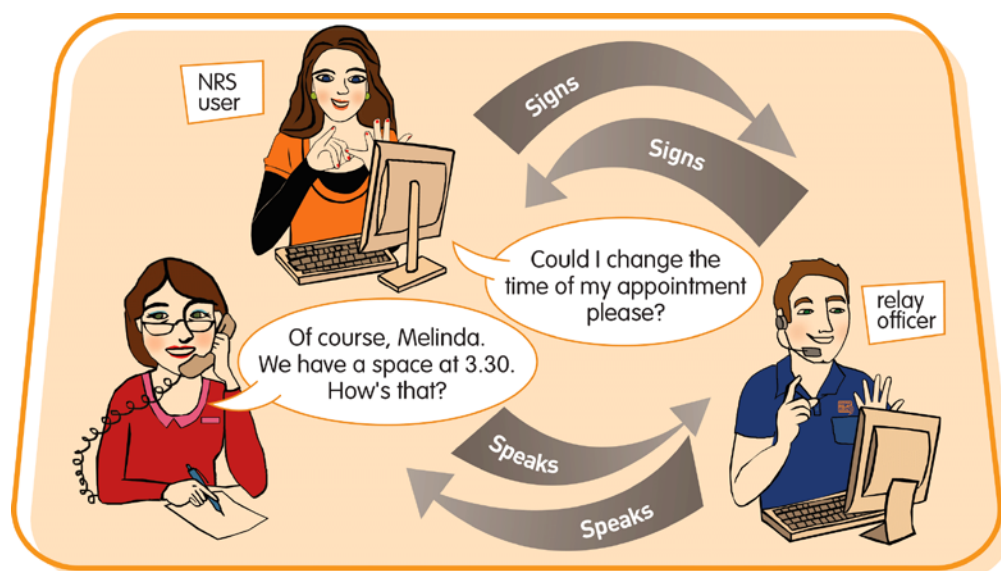
The relay officer communicates with you in Auslan and speaks with the other person in English. Available in limited hours.

**You need:** a good internet connection, and a tablet, a smartphone or a computer with a webcam.



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## Other options

If you don't use a computer or mobile phone you can use a teletypewriter (TTY) to make relay calls. A TTY is a specialised fixed-line phone that has a screen and a keyboard.

You read what is said to you if you can't hear, and type what you want to say if you can't speak.

There are also a number of convenient mainstream communications options for people who are deaf or have a hearing and/or speech impairment. Find out more information about these options on the [Mainstream communications options webpage](#).

If you need to contact **emergency services**, just ring **106 on your TTY** and follow the prompts.

## The NRS is free and confidential

- There is **no extra charge** for making a relay call. You just pay your regular data or phone costs to make your call through the NRS.
- All calls are **confidential**—your privacy is protected by law,
- It's simple. The **NRS Helpdesk** can assist you to get started, give you tips on making the most of your call, and help you with any call problems.

## Making a call in an emergency

If you find yourself in an emergency which is either life threatening or where time is critical, you can make a relay call to fire, police and ambulance services.

You can just connect to the NRS and ask for **Triple Zero (000)**.

The relay officer will stay on the line to relay the conversation.



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## Download the app



You can also make relay calls through the NRS app.

For Internet Relay and Speak and Listen users there are extra features that are only provided through the app.

The app is available on Apple and Android smartphones and tablets—free from your store.

## More information

Find out more about relay calls and other communication options from our Communications Accessibility pages on our website at [www.communications.gov.au/accesshub](http://www.communications.gov.au/accesshub).

For help with making relay calls, contact the **NRS Helpdesk**:

- Phone: 1800 555 660
- Fax: 1800 555 690
- SMS 0416 001 350
- Email: [helpdesk@relayservice.com.au](mailto:helpdesk@relayservice.com.au).

The NRS Helpdesk operates from 8 am to 6 pm, Eastern Standard Time.



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