



Fact Sheet: National Relay Service

Concentrix Services Pty Ltd has been selected as the new provider to deliver the National Relay Service (NRS) for the next 3 years bringing new features and enhancements.

For most users, all existing relay call options will remain unchanged and no action is needed. Users of the CapTel handset will need to switch to an alternative solution to continue using the NRS.

What is the NRS?

The NRS is an important communications service for people who are deaf or have a hearing or speech impairment. The service relays calls made from a range of devices through a relay officer in situations where assistance with a voice call is required.

Advances in technology have seen a range of alternative communication options become available for NRS users. However, the service is still relied upon by many. The funding allocation to deliver the NRS will remain unchanged at \$22 million per year (including GST) for the life of the new contract.

What is changing?

Concentrix will commence delivering the NRS after 1 November 2019. All existing call relay options will continue to be available 24 hours a day 365 days of the year. Video relay will remain available Monday to Friday, 7am to 6pm AEST (except for national public holidays).

A new world-leading Text and Listen option for SMS Relay will be introduced to help users with a speech impairment. More information on this feature will be available on [Accesshub](#) in the coming months.

Captioned services will continue to be available through the NRS however CapTel handset users will need to migrate to an alternative device, as the owners of this proprietary system have declined to make it available to the new NRS provider. The [NRS Helpdesk](#) will help CapTel users move to an alternative solution by 1 February 2020.

Captioned Relay through the NRS allows users to speak their side of the conversation and listen to the response supported by captions on a desktop computer screen, tablet or smartphone. Captions for this service will still be provided through the use of voice recognition software by the relay officer when re-speaking the other party's side of the conversation.

Users who prefer to speak their side of the conversation can also still do so using the NRS Speak and Read option with a TTY Uniphone. Delivery of the Speak and Read TTY option will also include a choice for users to listen to the other side of the call.

Other mainstream options include texting, email, instant messaging and video calls, with captioning now available on Skype calls.



When will the changes happen?

NRS services will be progressively switched to the new provider after 1 November 2019.

How do I get support?

The Australian Government has a helpdesk to support NRS users and can be contacted Monday to Friday, 8am to 6pm AEST except for national public holidays. There are a number of ways to make contact with Helpdesk staff:

- phone—1800 555 660
- TTY—1800 555 630
- fax—1800 555 690
- SMS—0416 001 350
- email—helpdesk@relayservice.com.au
- post—PO Box 823, Strawberry Hills, NSW 2012.

Users can contact the NRS through their preferred call channel and ask for 1800 555 660.

For more information on the range of communication options available to people who are deaf, hard of hearing or have a speech impairment visit: www.communications.gov.au/accesshub.

