



# NRS Chat

## Video transcript

Captions (no voiceover)	Visual (includes Auslan interpreter signing the spoken words to the right of the video frame)
	<p>Before the video is played the following static images are shown:</p> <p>The video frame is divided by a white diagonal line.</p> <p>To the left of the line, a Deaf young man is seen from behind holding a tablet. He is looking at the screen of the tablet and typing.</p> <p>An Auslan interpreter stands on the right-hand side of the video frame.</p> <p>A white “play” symbol sits in a red button in the middle of the video frame.</p>
	<p>Visible in the video at all times from left to right across the top:</p> <ul style="list-style-type: none"><li>• The Australian Government crest in black on a light blue disk,</li><li>• the Heading: “NRS Chat”, and</li><li>• the Access Hub logo: A layered logo, the top layer being the words “Access Hub” in white letters, with a purple oval-like shape sitting underneath the title and a pink triangular shape with rounded edges on the bottom layer.</li></ul>
NRS Chat	A Deaf young man is seen from behind holding a tablet. He is looking at the screen of the tablet and typing.
If you are d/Deaf, hard of hearing, and/or have a speech impairment,	The National Relay Service (NRS) logo that contains three stacked rectangles on a grey background in this order - navy blue, red, navy blue which contain these words in

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	white: “National Relay Service”. The red rectangle is off centre to the right.
You can make and receive calls using the National Relay Service.	Images of the 9 NRS options appear in this order to surround the NRS logo in a circle:
Depending on the way you like to communicate and the equipment you have,	NRS Chat – a navy blue tablet, desktop computer and smartphone each with a green chat bubble on its screen.
	SMS Relay – a navy blue mobile phone with two chat bubbles in grey and green on its screen.
	SMS Relay (Text and Listen) – the SMS Relay icon plus an image of a green ear.
	NRS Captions – a navy blue tablet, desktop computer and smartphone each with a green telephone handset and speech bubble on its screen.
	Video Relay – a navy blue tablet, desktop computer and smartphone, each with green hands signing on its screen.
	Voice Relay – a navy blue tablet, mobile phone and landline phone. On the screen of the tablet and mobile phone is a green ear and speech bubble.
	TTY (Type and Read) – a navy blue teletypewriter which looks like a landline telephone with a small screen and keyboard. The handset rest on its cradle and the word ‘Hello’ appears on the screen.
	TTY (Speak and Read) – a navy blue teletypewriter which looks like a landline telephone with a small screen and keyboard. The handset is off its cradle and the word ‘Hello’ appears on the screen.
	TTY (Type and Listen) – a navy blue teletypewriter which looks like a landline telephone with a small screen and keyboard. The handset is off its cradle and a green ear sits above the teletypewriter.
You can choose from different NRS call types.	The Auslan interpreter gestures to the images of the 9 NRS options.
If you like to type your side of the conversation and have a smartphone,	The image of NRS Chat appears.

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tablet of computer you could try NRS Chat which works over the internet.

Underneath is an image of a smartphone. On the screen of the phone is an NRS Chat conversation which shows the following:

- In a white chat bubble: (Dialing). Under the bubble: 3.13 pm Relay Officer
- In a white chat bubble: Hi Asher (M) here ga. Under the bubble: 3.13 pm Relay Officer
- In a navy blue chat bubble: Hi Asher. It's Anna ga. Under the bubble: a tick, 3.14 pm Relay Officer
- A blank white bubble with the words "Type your message" and a send arrow.

In NRS Chat calls, you type your side of the conversation and read the responses of the other person on your screen. The Relay Officer speaks your typed text to the other person and types their responses for you to read.

A Deaf young man stands in a white kitchen behind a kitchen bench. He is holding a tablet and is typing. The screen of the tablet is not initially visible.

The camera moves to show the screen of the tablet. There are two grey chat bubbles the text of which is not visible. The young man is typing, stopping and looking at the screen.

The screen divides to show a Relay Officer sitting in front a lap top computer he is typing on the keyboard looking at the screen (which is not visible) and speaking into a headset that he is wearing.

The screen divides into a third panel showing a hearing woman listening and talking into a smartphone.

The Relay Officer disappears from view leaving the Deaf person and the hearing person appearing to be communicating with each other.

***Making an NRS Chat call***

No image

There are two ways to make an NRS Chat call:

No image

From the NRS Chat page online or

A screenshot of the log in page for NRS Chat. The words "Welcome to the National Relay Service" are followed by two blank fields: "Your registered phone number" and "Password". A red "Login" button sits under these fields.

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on the app, choose NRS Chat	Screenshot of NRS app after call type NRS Chat is selected. From the top of the screen are the words “Welcome to the National Relay Service” followed by “NRS Chat (Type and Read)” in red to show that this is the selected call type. Underneath this is a navy blue field with an image of a white handset and nine zeros in white. Below this field, in white on a red background is the instruction “Enter phone number”.
<b><i>Using the NRS Chat call page online</i></b>	No image
Go to direct to the NRS Chat call page	A screenshot of the log in page for NRS Chat. The url: “nrschat.nrscall.gov.au” sits on the top of the screenshot. The words “Welcome to the National Relay Service” are followed by two blank fields beneath: “Your registered phone number” and “Password”. A red “Login” button is under these fields.
or, on Access Hub, click on “Make an NRS Chat Call”	Zooms into “Make an NRS Chat call” at the top of the screenshot.
You will need to log in first using the phone number you registered with and your password.	Focuses in on the following fields on the screenshot: “Your registered phone number” and “Password”.
If you’re not registered yet, click on the ‘not registered’ link and follow the prompts.	Focuses in on the “not registered?” link which sits below the “Login” button.
For information about registering, you can also watch this video on Access Hub.	Image of a video still with the heading “Registering to use the National Relay Service”. The still includes the url “nrschat.nrscall.gov.au/nrs/registration” and an image of a desktop computer screen showing the online registration form, the word “or” and images of paper forms. A play button sits in the middle of the frame and the Auslan interpreter appears on the right hand side of the frame.
If the number you want to call starts with 1800, 1300 or 13, a dropdown box will appear which will ask you to choose the state you’re calling from.	A screenshot of the “Make a call” window for NRS Chat. Contains from top to bottom the heading “Make a call”, with a red “Call 000” button to the right of the window. The field with the heading “The phone number I want to call” with the number “1300 975 709” entered. A list of

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	<p>abbreviations for states on a grey background appears and the state “VIC” is selected. A red button with the words “Connect Now” sits on the bottom of the Make a call window.</p>
<p>Click ‘Connect now’ and wait to be transferred to a Relay Officer, who will call the number.</p>	<p>The cursor clicks on the “Connect Now” button which turns from red to blue.</p>
<p>Wait for the other person’s greeting. Wait to read ‘GA’ (Go ahead) before replying.</p> <p>Type your message and type ‘GA’ when you’re finished.</p> <p>Press ‘enter’ on the keyboard or click the ‘send’ symbol.</p>	<p>An image of an NRS Chat conversation appears. In grey bubbles from top to bottom is the following conversation:</p> <p>(Dialling) (Ringing)</p> <p>Hi Asher (M) here ga</p> <p>In a field at the bottom of the screen is typed “Hi. I want to change the time of my appointment tomorrow please”. A blue button with word “send” appears next to this field.</p> <p>“Send” is clicked and this text moves into a navy blue chat bubble below the grey bubbles.</p>
<p>When you want to end the call let the other person know and the Relay Officer know by typing ‘Goodbye SKSK’ (Which means ‘Stop keying’)</p>	<p>Focuses in on the definition of SKSK – “Stop keying” which sits above the chat window.</p>
<p>The Relay Officer will send you a message.</p>	<p>No image</p>
<p>If you want to make another call, type the phone number into the Make a call box.</p> <p>If you don’t want to make another call, you can close the window after replying to the Relay Officer.</p>	<p>A screenshot of the “Make a call window” for NRS Chat appears. It contains from top to bottom the heading “Make a call”, with a red “Call 000” button to the right of the window. The field with the heading “The phone number I want to call” is blank. A red button with the words “Connect Now” sits on the bottom of the make a call window.</p>
<p><b>Making an NRS Chat call with the NRS app</b></p>	<p>No image</p>

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<p>When you open the app, you'll be asked to log in.</p>	<p>Image of a smart phone with the app log in screen. the screen shows:</p> <ul style="list-style-type: none"> <li>• The heading "Your registered number"</li> <li>• A field which contains the words: "Enter your registered phone number"</li> <li>• The words in red "Forgot log in details" and the symbol showing that this is a link to an external website.</li> <li>• The heading "Password"</li> <li>• A field which contains the words "Enter password"</li> <li>• The words in red "Forgot password" and the symbol showing that this is a link to an external website.</li> <li>• A grey button with the words "Log in"</li> </ul>
<p>You will be taken to this screen, type in the number you want to call and tap Connect now.</p>	<p>An image of a smartphone appears. The screen shows the words "NRS Chat (Type and Read)" in red to show that this is the selected call type. Underneath this is a navy blue field with the numbers "0491 571 491" entered. A lighter blue field with the words "Connect" now sits under the number.</p>
<p>Swap messages and end the call just like you would if you were using the NRS Chat call page online.</p>	<p>An image of a smartphone appears. On the screen of the phone is an NRS Chat conversation which shows the following conversation:</p> <ul style="list-style-type: none"> <li>• In a white chat bubble: (Dialling). Under the bubble: 3.13 pm Relay Officer</li> <li>• In a white chat bubble: Hi Asher (M) here ga. Under the bubble: 3.13 pm Relay Officer</li> <li>• In a white bubble: Hi Asher. It's Anna ga and a send arrow.</li> </ul> <p>The "send" button is clicked and the bottom white bubble turns navy blue. 3.14 pm and a tick sits under the bubble.</p> <p>A new white bubble appears with the words:</p>

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	<ul style="list-style-type: none"> <li>Fantastic. Well I can confirm and sign off. See you then sksk. Under the bubble: 3.16 pm Relay Officer</li> </ul> <p>“Bye sksk” is typed and turns into a navy blue bubble with a tick and 3.16 pm sitting underneath.</p>
<b>Receiving an NRS Chat call</b>	No image
You can receive calls from hearing people through NRS Chat.	No image
The caller will need to phone the NRS, and, provide your name and the phone number you registered with, and ask to be connected to you.	A diagram of an NRS Chat call appears. The diagram includes a caller on a phone who says: “Hi, I understand you had some questions about the advertised job.” A Relay Officer who wears a headset and sits in front of a desk top computer types these words. An NRS user with a lap top types “Thanks for calling me back. Yes, I do”. This is received by the Relay Officer and relayed back in spoken words to the caller. The caller then says “Certainly. What would you like to know?”
You can receive a call either online or on the app.	Images of a desktop computer and a smartphone appear.
<b>Receiving an NRS Chat call online</b>	No image
If online, to take the call, you need to be logged in and click “Receive a call” on the right-hand side of the screen.	<p>Screenshot of the same page that the “Make a call” window is on appears. To the right of the Make a call window is another window with the heading “I am logged in and can receive calls”, The following text sits underneath:</p> <p>People calling you will need to:</p> <ol style="list-style-type: none"> <li>Dial 1300 553 467 first</li> <li>Enter your login number (including area code) then enter #</li> </ol> <p>Below this text is a red button with the words “Receive a call”. The button turns blue when it is clicked.</p>

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<p>When someone calls, the first message from the other person will appear in the chat window.</p>	<p>A screen shot of a chat window appears. The chat window shows, from top to bottom:</p> <ul style="list-style-type: none"> <li>• a navy blue chat bubble with the words “You are using NRS Chat”</li> <li>• a grey chat bubble with the words “Welcome to the National Relay Service”</li> <li>• Another grey chat bubble appears with the words in brackets” Welcome to the National Relay Service, this is RO Elizabeth, please be aware the call may be monitored for quality purposes”</li> <li>• a blank field with a blue button to its write with the word “SEND”.</li> </ul>
<p><b><i>Receiving an NRS Chat call online through the app</i></b></p>	<p>No Image</p>
<p>On this screen, you need to click “Receive a call”</p>	<p>An image of a smartphone appears. Visible on the screen are the following words and images:</p> <ul style="list-style-type: none"> <li>• Welcome Anna</li> <li>• NRS Chat</li> <li>• Make a call</li> <li>• A red button containing the words “Call 000”</li> <li>• The phone number I want to call</li> <li>• A blank field that contains the text in grey: “Phone number inc. area code”</li> <li>• A red image of a person denoting “Contacts”</li> </ul> <p>The image on the screen then scrolls down to the following text and images:</p> <ul style="list-style-type: none"> <li>• A red button containing the words “Connect Now”</li> <li>• The heading “I am logged in and can receive calls”</li> </ul> <p>The following text sits underneath:</p> <ul style="list-style-type: none"> <li>• People calling you will need to:</li> <li>• Dial 1300 553 467 first</li> <li>• Enter your login number (including area code) then enter #</li> </ul>



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	<ul style="list-style-type: none"> <li>Below this text is a red button with the words “Receive a call”.</li> </ul> <p>The “Receive a call” button turns blue when clicked.</p>
<p>Then follow the same steps as you would to receive an NRS Chat call online.</p>	<p>An image of a smartphone appears. On its screen is a chat window from the NRS app. The text above the chat window reads:</p> <p>“You are currently waiting for an incoming NRS Chat call. You will not be connected to a Relay Officer until your caller makes a call to the NRS. Your caller needs to:</p> <ol style="list-style-type: none"> <li>Dial 1300 553 467 first</li> <li>Enter your number (including area code) then enter # “</li> </ol>
<p><b>Calling emergency services</b></p>	<p>No image</p>
<p>You can also make calls to emergency services using NRS Chat emergency calls.</p>	<p>Black images of a police car, a medical cross, fire and a phone handset with a speech bubble including the word “SOS” appear.</p>
<p>See this video about Making a Call to Emergency Services through the NRS.</p>	<p>A screen shot of a video with the title: “Using the NRS to call emergency services” appears.</p>
<p>The NRS Helpdesk can:</p> <ul style="list-style-type: none"> <li>give you tips on making the most of your NRS Chat calls</li> <li>They can also help you with any problems you might have making or receiving NRS Chat Calls</li> </ul>	<p>Image of phone and phone number 1800 555 660</p> <p>Image of fax and number 1800 555 690</p> <p>Image of mobile phone and number 0416 001 350</p> <p>TTY and number 1800 666 630</p> <p>Image of envelope and email address: helpdesk@relayservice.com.au</p> <p>Under these images and numbers there is an image of a desktop computer with a Chat window connecting to the Helpdesk on the screen.</p>
<p>The NRS Helpdesk is open Monday to Friday from 8 am to 6 pm, Australian Eastern Standard Time.</p>	<p>The image of the Chat window is replaced by an image of a red and black clock showing the hour 8 am. The hands of the clock move forward to 6 pm.</p>

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There are a number of ways to contact the Helpdesk.	Under the clock these words appear: 8 am - 6 pm Monday to Friday (Eastern Standard Time) except for public holidays.
Visit <a href="http://accesshub.gov.au">accesshub.gov.au</a> to find information about the NRS and other communication options to best suit you.	The url: “ <a href="http://accesshub.gov.au">accesshub.gov.au</a> ” appears.
No words	The logo for the Department of Infrastructure, Transport, Regional Development, Communications and the Arts. On the left-hand side the logo shows the Australian Government crest in black and white. On the right-hand side in black are the following words “Australian Government, Department of Infrastructure, Transport, Regional Development, Communications and the Arts”