Commonwealth Crest and National Relay Service logo with the words 'An Australian Government Initiative'.

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# Fact sheet 5—NRS captions

In NRS Captions you speak directly to the other person. You can listen to their responses or wait to read them shortly after on your screen after they have been captioned by the relay officer using voice recognition software. This NRS call option is useful if you are hard of hearing and prefer to use your own voice.

The diagram shows how a call using NRS Captions/Captioned relay works, including the roles of the NRS user, the Receiver of the call and the Relay Officer. The NRS user speaks directly to the Receiver and asks ‘Could I change the time of my appointment please?’ The Receiver then speaks in response ‘We have a space at 3.30, is that suitable?’ The NRS user and the Relay Officer both receive the spoken audio from the Receiver. The Relay Officer then generates the caption ‘We have a space at 3.30, is that suitable?’ by re-speaking the words of the Receiver. Voice recognition software converts this to text which is transmitted to the NRS user’s device as captions. The NRS user receives the caption from the Relay Officer. 

Along the left hand side of the diagram there is a visual representation of three different combinations of devices that the NRS user can use in order to make a NRS Captions/Captioned relay call. These are: 1. Home computer plus a mobile or landline phone 2. Tablet plus a mobile or landline phone 3. Smartphone. 

## What equipment is needed?

A phone and a device with an internet connection. For example, a landline phone and a computer OR just a smartphone. Calls are made through the NRS app or the [NRS Captions call page](http://nrscaptions.nrscall.gov.au/) on [Accesshub](https://www.communications.gov.au/accesshub/nrs).

## How much will it cost?

NRS Captions calls can be made without any additional cost to the user. However, broadband data costs will apply. Text based messaging uses very small amounts of data so NRS Captions is likely to be cheap to use, depending on the user’s data plan.

## Things to remember

* If using a smartphone, the caller will need to use speaker mode or use a headset so that they can speak into the phone and read the captions at the same time.
* Users need to sign up on the [NRS Captions call page](http://nrscaptions.nrscall.gov.au/) to receive calls.
* For a detailed step-by-step explanation about how to use this option, read the NRS Captions instruction sheets on the [Service features webpage](https://www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub/national-relay-service/service-features) of Accesshub.

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](mailto:helpdesk@relayservice.com.au)
* Phone 1800 555 660
* SMS 0416 001 350
* [Online contact form](https://www.communications.gov.au/node/19659).