



Aged & Community Services  
SA & NT Inc

246 Glen Osmond Road Fullarton  
Tel: (08) 8338 7111 Fax: (08) 8338 7077  
www.agedcommunity.asn.au

## Helping Your Clients Stay Connected—FREE information session on the National Relay Service

**Date:** Thursday 3rd December 2009

**Time:** 9.30-10.30 (including time for questions)

**Venue:** ACS Training Room, 246 Glen Osmond Rd, Fullarton

Please note there is no parking on-site. Nearest parking is in Florence Street.



**Presented by:** Peter Cox, Education and Information Officer SA,  
National Relay Service

**Designed for:** Staff and volunteers working with older people who are deaf or have a hearing impairment. This session will be particularly useful for people working in community care and HACC services, but also relevant to residential care.

**Please note: this is an ACS members-only session**

### **Contents:**

Do you have clients who find it hard using the phone because they are deaf or have a hearing or speech impairment?

The National Relay Service (NRS) gives Australians who are deaf or have hearing or speech impairment the opportunity to communicate by phone more easily with businesses, professional services, friends and family, whether they are living in their own home or in a residential care centre.

It is a free service to join and costs about the same as a local call to ring anywhere in Australia, 24 hours a day. Learn how the NRS can help your clients maintain their independence and self-confidence.

The session will cover:

- What the NRS is
- How the NRS works
- Benefits for your clients
- Using the NRS to contact your clients by phone
- Using the NRS in an emergency



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*Please complete the details below and FAX to (08) 8338 7077.*

### Registration—this session is FREE for ACS Members

Name: .....

Position:.....

Name of employer/facility: .....

Address: .....

Phone: ..... Fax: .....

Email: .....

Special requirements (access, dietary requirements):.....

### Terms & Conditions

**Bookings:** Must be made prior to the workshop on the registration form provided and FAXED back to ACS SA&NT 8338 7077.  
(Please note no telephone bookings will be accepted.)

**Course cancellations:** ACS SA&NT reserves the right to cancel events if sufficient numbers are not achieved. In the case of a cancellation by ACS SA&NT all registration fees will be refunded in full.