



Australian Government
Department of Broadband,
Communications and the Digital Economy



Your ideas about communication tools

Easy English version

July 2011

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About this document



This information is written in an 'easy to read' way.

We use pictures to explain some ideas.

Some words are written in **blue**. We explain what these words mean.

You can ask for the original version of this document.

You can also ask for alternative versions of the original document, including:



Braille



Audio.

Please use the contact details on page 23 to ask for an alternative format.



This document is about **communication** tools.

Communication is the way that we share information and ideas with each other. This may include talking or writing things down.

We use tools to help us to communicate, such as computers and telephones.

This document has been created by the Department of Broadband, Communications and the Digital Economy.



We want to know what people think about communication tools and the way they work.



We want to know if people have problems with the tools and if they need better services.



If you have any ideas about how we can improve these services, please let us know. The different ways to tell us what you think are explained on page 8.

What kinds of communication tools are available today?



The way that we communicate is changing all the time. A few years ago, we didn't have mobile phones or computers. Now they are part of our everyday life.

Some of the tools that are available at the moment include:



- mobile phones and smart phones



- computers



- screen readers



- touch screens and on-screen keyboards



- telephones with visual alerts



- other communication aids.



You might use some of these tools and find that they are very helpful.

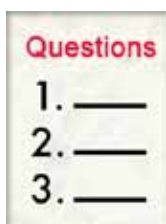


Or, you might find that they are hard to use.
This might make you feel frustrated.



You can tell us what you think about the communication tools you use.

The different ways to tell us what you think are explained on page 8.



There is also a list of questions to think about on page 18.

The National Relay Service



The National Relay Service is a phone service for people who are deaf or have a hearing or speech impairment.



It is used all around Australia.



When someone contacts the relay service, they connect to an operator.



The operator helps to change the sound into text, or the text into sound.

The person who is deaf or has a hearing impairment can then read the text.

Do you use the National Relay Service? If so, we'd like to know what you think about it. The different ways to tell us what you think are explained on page 8.

How to can you have your say?

There are lots of ways to have your say.



- You can write to us.

The information about how to write to us is on page 9.



- You can send an email.

Our email address is tda@dbcde.gov.au



- You can call us on the phone.

Our phone number is **1800 066 480**.



- If you are deaf or have a hearing impairment, you can contact us through the National Relay Service. The numbers are:

- × TTY users phone 133 677 then ask for 1800 066 480.

- × Speak and Listen users phone 1300 555 727 then ask for 1800 066 480.

- × Internet Relay users connect to www.iprelay.com.au and ask for 1800 066 480.

You can write to us or send an email



You can write to us to tell us your ideas about communication tools and the National Relay Service.



If you want to send us your ideas, please fill out the form. It starts on page 12.



Send the completed form with your ideas to:

Ms Jacqueline Daly

Consumer Policy and Post (NRS Review)

Department of Broadband, Communications and the Digital Economy

GPO Box 2154

CANBERRA ACT 2601



You can also send us your ideas by email.

Our email address is tda@dbcde.gov.au

Don't forget to send your completed form, too.



You can send your ideas to us throughout July and August 2011.

About your ideas



We will read the ideas that you send us. Your ideas will help us as we decide how to improve disability services.



The people who read your ideas work for the Department of Broadband, Communications and the Digital Economy.



We might put your ideas on our website.



We might put your ideas in a document, such as a report.



If we do this, other people will be able to read your ideas.



We might edit your ideas. For example, we might just use one or two sentences from your idea, or group several ideas together.



By sending us your ideas, you are saying that it is OK for us to use them in these ways.

Please fill in this form

We need you to sign a form. Here's what you need to do:



1. Read the information about the form.



2. Ask someone if you need help understanding the information.



3. Fill in your details.



4. Sign the form.

About you



Your name

Your address

Your phone number

Your email address

Please tick the box to tell us the best way to contact you:

- Letter
- Phone
- Email
- National Relay Service

Can we use your name in our report?



Yes



No

Please tell us if there is any information that you don't want us to publish.

Please tick the box next to the text that best describes you. You may tick more than one box.

- I am a person with a disability
- I am an older person
- I am a person with an illness
- I care for an older person or a person with a disability
- Other:

If you feel comfortable, please tell us about your disability. You may tick more than one box.

- I have a hearing impairment
- I have a vision impairment
- I have difficulty speaking

- I have difficulty using my hands
 - I have difficulty moving around
 - I have memory loss, confusion or difficulty understanding some things
 - Other:
-

What is your age?

- 18 or under
- 19–25
- 26–45
- 46–65
- 66–80
- 81 or over

Do you use the National Relay Service?



Yes



No

Please sign here



I say yes to the information in this form.



My signature

__ / __ / __

The date today. Write the day, month and year.

You can ask a person you trust to sign for you.

Person's name

Person's signature

Date

Staff can use this form



I have verbal permission from the person or the person's representative.

I have talked to the person or the person's representative about sharing their information.

I have talked about:

- how their information will be used
- who the information belongs to.

I am happy that the person:

1. understands
2. gives permission.

Staff name

Staff signature

Date

Some questions to think about

Questions about the National Relay Service

How can we make the National Relay Service better?

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How can we make the National Relay Service call centres better?

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Do you think that the National Relay Service is the best way to get in touch with people?

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How can we improve the way we teach people how to use the National Relay Service?

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Have you had any problems using the National Relay Service?

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Questions about communication tools

Which communication tools do you use? This might include a computer, a mobile phone, screen readers or others.

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Which communication tools work well for you?

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Do the communication tools help you in your everyday life?

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Have you had any problems using communication tools?

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What could be done to make the communication tools better for you?

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How do you find out about new services and equipment?

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Do you think the people who make the communication tools understand what you need?

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How can we improve the way the communication tools are made?

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How do you get help if something goes wrong with your phone or computer?

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What types of new communication tools would you like to use?

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Getting in touch with you

Sometimes, the Government needs to contact people. The reasons we might do this include:

- 1. to find out what sorts of services and assistance they need
- 2. to find out if support services are working for them
- 3. letting them know about new services
- 4. most importantly, telling them about an emergency situation such as fire or flood.

We need work out the best way to contact people who have difficulty using the telephone.

We are thinking about creating a list of all the people who have difficulty using the telephone. This way, we can get in touch with them if we need to.

Do you think this is a good idea?

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We would keep the details of everyone on the list private.

Please let us know if there are any details that you would like to be kept private.

Or, you might not feel comfortable having your details on the list. Please tell us if this is the case.

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Contact us



Ms Jacqueline Daly

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