Dear [type your MP name here]

**OUR NATIONAL RELAY SERVICE AT RISK**

I am (select one) ‘Deaf / deaf / hard of hearing / deafblind / communication impaired’ and a user of the National Relay Service which allows me to make calls to anyone.

The NRS provides equality for me and thousands of others like me.

I am shocked that the government wants to change and put at risk the quality and access options of the NRS.

Since 1995, the government and the NRS community have worked together to support one of the world’s best national relay services.

Now, the government wants to reduce the service by one third with an annual cost reduction to $22 million. In 2016 /17, the NRS cost $32 million to operate.

The government also want to ask potential NRS operators to consider which services should be provided and what hours of operation. Services providers should not recommend what is best for the NRS user community.

I raise the following strong concerns and demand the government listen to our community and organisations such as Deaf Australia and others to support the best national relay service possible. My concerns include:

1. NRS is not a safety net, it is an essential universal service;
2. All NRS services must be operating 24/7 365 days a year, including video relay;
3. Outreach service should be a mandatory part of the NRS (currently closed down);
4. Cost of running a NRS should not be capped;
5. Registration requirement potentially breaches privacy act – why are NRS users selected and not anyone else?

On ABC’s Q & A, the Minister for Communications did pledge that no person who uses the NRS will be worse off.

The NRS is a universal access service for the Australian people – let the people decide and work with the government on what is best for us. Please listen to us now.

We want the world’s best NRS – not a poor quality part-time service.

Yours sincerely,

[type your name here]