Dear [type your MP name here]

**AN UNFAIR NATIONAL RELAY SERVICE – communication access at risk?**

I have a communication impairment and I use the National Relay Service which allows me to make calls to anyone. I use a computer, communication board and phone to make NRS calls.

Using these devices makes calls slower and people have to be patient. The NRS makes sure that my calls are supported, good and satisfactory.

The NRS is a very important part of my home, work and social participation in the community. The NRS provides equal access for me to the telephone network.

Without the NRS, I would have to use other indirect services such as email, text messages or other people to call for me. That is unfair.

I am now concerned there are new changes with the next NRS contract.

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

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.

This could mean the quality of service for people who have a communication impairment and others is at risk.

On ABC’s Q & A, the Minister for Communications did pledge that no person who uses the NRS will be worse off. How is that possible if you reduce the annual NRS budget by one third?

The NRS is a universal access service for me, deaf, hard of hearing and deafblind Australians – about time the government talked to us on what is the best way for an NRS to provide services to me and others.

Like many other people with a communication impairment, I do not support the proposed changes to the NRS.

Yours sincerely,

[type your name here]