
This is an electronic version of the transcript of a live event.

All reasonable endeavours were taken to assure the accuracy of the content.

However, due to the nature of capturing a live speaker's words, it is possible that it may contain errors and mistranslations.

Ericsson Broadcast and Media Services accepts no liability for any event or action resulting from this transcript.

The transcript must not be published without Ericsson Broadcast and Media Services' written permission, which may be withheld at its absolute discretion.

Day 1, Wednesday 14th September

10:30-10:35am: Sponsor Presentation – National Relay Service

(APPLAUSE)

Can I just give you that for one second? It gives me great pleasure now, ladies and gentlemen, to introduce Deborah Fullwood, who's the managing director of the National Relay Service and also one of our sponsors. She's giving us our morning tea. Give her intense attention. Please make her welcome.

(APPLAUSE)

DEBORAH FULLWOOD: I'm the bridge between yourselves and morning tea, so I don't want to hold you up. But I do want to just say it's a pleasure to again be a sponsor for the ACCAN conference. I think this is the third time we've been the morning tea sponsor. ACCAN's directions of empowering consumers is very much aligned with the Relay Service's direction of empowering people to get connected if they've got a hearing impairment or speech impairment or are Deaf, they can use the Relay Service to be connected with phone users, and that makes life much simpler. I think when I was here last year, or two years ago, we were talking about the upcoming launch of the NRS app, and that was a world-first that enabled a variety of Relay Services to be accessed, along with support functions, on the one app, on a tablet or mobile. It was launched in December 2014. Last year, when I was here, I was able to tell you a little bit about the early data that we had on the app, and in fact we won one of the ACCAN awards – we won the ACCAN app for all challenge awards in the category of the most innovative app designed for people with a disability or older Australians.

JULIE McCROSSIN: This requires applause, guys.

(APPLAUSE)

DEBORAH FULLWOOD: There's a second award coming up! The Commonwealth had submitted a number of mobile apps to an international government service award competition, and the NRS app won the international award in the Social Affairs category from among a variety of government-submitted applications, so we're very, very pleased about that, and there is a large statue somewhere down in Melbourne that was the result of that award. I do just want to tell you a little bit more about the current status of the app. We undertook some user research towards the end of last year and early this year, and there's very high satisfaction with the app, which is great. Not unexpected, but it's great to have that confirmed, particularly across many demographics. So it's not related to a particular demographic. We find the people use the app situationally in different needs and other times they will use other NRS channels, just as we all use different communication options at different times. We did also find that many people are not aware of all of the support functions of the app and the particular features that are available, and that's a job for me managing the outreach teach to help change the way we provide some support and information. Those features are particularly beneficial for people who want to prepare text ready for conversations and they can pop that in the text exchange in the app. And we've seen the impact of the app – there certainly is growth of the National Relay Service – and internet relay through the app is very notable within that growth, as is the group of people with speech impairment who use the app. Downloads are still about 180 a month, and that's not just idle downloads – that's actually leading to growth in use of the app,

so we're very pleased about that. The Commonwealth does put out a quarterly report about the NRS on their website. Some of the facts that I've told you about are available there, but you can certainly find out more. We've got a table outside on your way to morning tea. You can stop there and hear a little more. You might also want to talk with our staff about your organisation or business becoming Relay Service-friendly, so that if people do contact your business or government department or organisation by phone, you know they will, and they're doing that through the Relay Service – you know they will get as good a customer service that they give everyone and that you want to make sure is available equally when people call. So, I will now say – off to morning tea, Julie. And we are back at some time that Julie will identify.

JULIE McCROSSIN: I just have a couple of things to do, but please give Deborah Fullwood a warm round of applause.

(APPLAUSE)

Very quickly, a reminder to those who've come a little after the start. The toilets are that way. If you're in the front of the group, please go into the distance so the people behind you don't get caught in a narrow defile. We'll start at exactly 11:00 with a lucky-door prize valued at over \$200. If you don't have a lucky number, I'll be mixing amongst you out there. Come and grab one off me. But I'll see you just before 11:00. Thank you.

(MORNING TEA)