

Captioned Telephones

What is a Captioned Telephone?

A captioned telephone works the same as any other phone with one important difference.

A Captioned Telephone shows every word the phone caller says throughout the full conversation. The written captions show up almost at the same time someone speaks (same as captioned television).



Who can use Captioned Telephones?

About 3 million Australians are hard of hearing and could benefit from Captioned Telephones to assist them with phone calls. Some Deaf people may also like to use them.

How does a Web Captioned Telephone work?

A person can make a phone call using their normal phone but they can also use a computer and an internet connection to read what the other person is saying on the phone.



With Web Captioned Telephony, a person can make a phone call using their normal phone but they can also use a computer to read what the other person is saying. With Web Captioned Telephony, live captions will appear on the computer screen. If the person can't hear the conversation, they can read the computer screen for support.

Source: Australian Communication Exchange

Did you know?

Captioned Telephony is very useful for people who can speak but can't hear phone conversations clearly.

How can the Captioned Telephony and Web Captioned Telephony benefit deaf people?

- Captioned Telephony provides more natural telephone conversations. The deaf person can see the full conversation in captions on the screen.
- Captioned Telephony is best for people who can speak well but have difficulty hearing sounds.
- For web captioned telephony, you only need a computer with a web browser, Internet connection and a telephone.

When is Captioned Telephony Service available?

When the Australian Government agrees to fund it.

For more information, please contact:

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