

TELEPHONE  
SERVICES FOR  
THOSE WITH  
SPECIAL NEEDS



**Telecom Australia**  
Helping you keep in touch

*How a device to help the hard of hearing became the telephone*

*It is perhaps fitting that what happened in Alexander Graham Bell's Boston attic on June 2nd, 1875, should have been the result of an experiment designed to aid those with hearing problems. The outcome however became known as the telephone. And was destined to cause a revolution in communications.*

*It therefore follows on, and is also fitting that Telecom Australia should show its very special concern for the deaf and all those with special needs by printing and distributing this booklet on telephone services for the handicapped as part of the 1981 IYDP (International Year of Disabled Persons).*



MAKING PHONE  
CALLS SIMPLER  
FOR EVERYONE



## *Making phone calls simpler for everyone*

For some time Telecom Australia have been aware of the need to develop specialised telephone equipment to aid people with special needs.

Equipment specifically designed to help people with hearing, sight, speech or mobility problems to use the phone as conveniently and simply as anybody else.

Already much has been achieved.

In this booklet, you will find all the telephone aids and services now available for those in our community who for one reason or another have difficulty in communicating by phone.

"Helping people keep in touch", is one of the most important responsibilities Telecom has to the Australian public – and one that we are continuing to carry out to the very best of our ability.

So if we can help make life a little more comfortable for you by personalising your telephone equipment, please contact your nearest (TBO) Telecom Business Office for details of the special facilities available. Addresses and telephone numbers are listed in the front of your telephone directory. And the call is free.

## *Permitted attachments*

Some of the facilities mentioned in this booklet fall into a category known as 'permitted attachments'. That is, telephone attachments proven to be suitable for attachment to the network. Currently, there are upwards of thirty such attachments. Some may be seen at TBO's and in the near future, Telecom Display and Advisory centres for Disabled persons will be established for further community assistance. Full details are available from the makers and/or distributors of attachments listed under their specific categories in the Yellow Pages Directory and Telecom will act as agents for the sale of others including the new Porta Printer II.

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### What does it cost?



*Gliding tone caller*

*This alarm is designed to fit unobtrusively to a wall adjacent to the telephone. It is specially designed for people who have difficulty hearing the frequency of the standard telephone bell.*

*The gliding tone caller could overcome this problem because it produces a special tone signal which ranges over a band of frequencies – above and below that of the telephone bell.*



*A changeover switch to your telephone can allow you to choose either the gliding tone caller or the normal telephone bell to be connected to the line.*

**SPECIAL  
HEARING NEEDS  
CALL SIGNALS**



### *Visual signal*

*This intermittent red flashing light signals the receipt of a call. When supplied as part of the telephone as shown, the flashing red light is the only signal. But when supplied as a separate unit, the visual signal may be switched off leaving the normal telephone bell to alert others to an incoming call.*

*As well as being suitable for those with hearing problems, the device is ideal where the sound of a normal telephone bell might disturb others. However, because the signal is purely visual, the location of the telephone is critical.*



### *Extension bells*

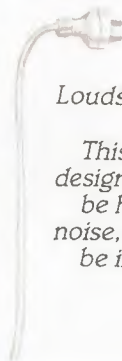
*For those whose hearing is improved by a louder ringing volume, there is a wide range of extension bells to choose from.*

*These will not only boost the telephone ring but can also be used to repeat it around your home or workplace. The friendly staff at your nearest TBO (Telecom Business Office) will be happy to advise you on which one would be best suited to you.*



### *Loudsounding alarm*

*This is an especially loud signal designed mainly for industry. It can be heard above loud background noise, over long distances, and may be intermittent or continuous.*



### *Volume Control Telephone*

*This unit has a built-in amplifier to boost the level of the caller's voice. A volume control allows the speech level to be adjusted to suit the user's particular needs.*



### *Phone calls you can read*

*Designed for people with hearing and/or speech impairments, the Porta Printer II enables a 'telephone conversation' to be held by means of the printed word.*

*This is achieved by acoustically coupling the Porta Printer to the telephone instrument at each end of the line. The unit is completely portable and easy to operate.*



# **SPECIAL HEARING NEEDS VOICE CONVERSATION**



### *Hearing Aid Coupler*

*If you're one of the many thousands of people wearing hearing aids fitted with pick-up coils, you might like to consider using a Telecom hearing aid coupler. This device fits snugly inside the earpiece of the standard Colorfone, Touchfone and Wallfone and it magnetically couples the telephone to the hearing aid, thereby cutting down on the distracting effects of background noise.*

*It obviates the need for wearers to turn down their hearing aids when receiving a phone call. For those people wearing hearing aids equipped with a "T" switch, the Ericofon telephone has a built-in coupler which performs the same basic function. There is no need to specially install a coupler.*

### *Loudspeaking telephones*

*There are a number of loudspeaking telephones on the market which are suitable for attachment to the telephone network. Loudspeaking telephones provide high amplification of incoming speech by way of built-in speakers.*

*And because it is not necessary to hold the receiver during conversation, they are often the ideal solution where hands-free operation is a requirement. Telecom can provide you with detailed information.*



### *Amplified microphone assembly*

*For those who find it difficult to speak loudly or clearly in the normal way, the amplified microphone assembly may provide the answer.*

*This inconspicuous device fits inside the mouthpiece of standard Colorfones, Touchfones and Wallfones. It works by improving the quality of voice transmission. And does not affect the everyday use of the phone in any way.*





## Touchfone

Because the layout of the buttons may be memorised, a Touchfone is particularly suitable for those with sight problems. Unlike dial phones where it is necessary to count the holes, a Touchfone offers a stationary key pad and is much easier to manipulate.



## SPECIAL SIGHT NEEDS

### Dial phone with larger numerals

Where the operation of the dial isn't a problem but there is difficulty in reading the standard dial numbers, a dial with larger numbers is currently under development.





### *Telephone with headset*

*The use of a headset in place of the standard telephone receiver can be a boon for those people reliant on automatic diallers as it eliminates the need for any physical action other than the depressing of a single button to set the dialler in operation.*

### *Automatic diallers*

*Many people who normally are unable to manage the dialling process are able to use the telephone successfully with an automatic dialler. These attachments, which are marketed under the names of automatic, repertory or computer diallers are not directly sold by Telecom, but are permitted under the arrangement outlined on page 5 of this booklet.*

*Briefly, automatic dialling devices have the ability to store a dozen or more of your most frequently called numbers in an electronic memory. By simply pressing one button, the required phone number can be fed into the network and a connection made.*



# RESTRICTED MOBILITY AIDS

*Many members of our community are limited in their mobility, either in the physical handling of things, or in moving around their environment. There are a number of telephone options available to alleviate these problems.*



*Public call telephones for the disabled*

*Telecom is actively pursuing a policy of installing special public call boxes for the disabled. Especially in new shopping centre complexes and other major developments.*

### Phone location

*A little thought in locating a telephone can work wonders.*

*Care should be taken that it is accessible, away from draughts, in good light, adjacent to comfortable seating, and not in a busy walk-way.*

*An extension plug for the phone or a second phone can also cut down on the need for moving about.*



### Hands-free conversing

*Where required, you can talk without needing to lift the telephone receiver.*

*A permitted attachment which is actually a combined microphone/loudspeaker allows you to simply press a button, then sit back and enjoy making a telephone call.*



### Touchtone and automatic diallers

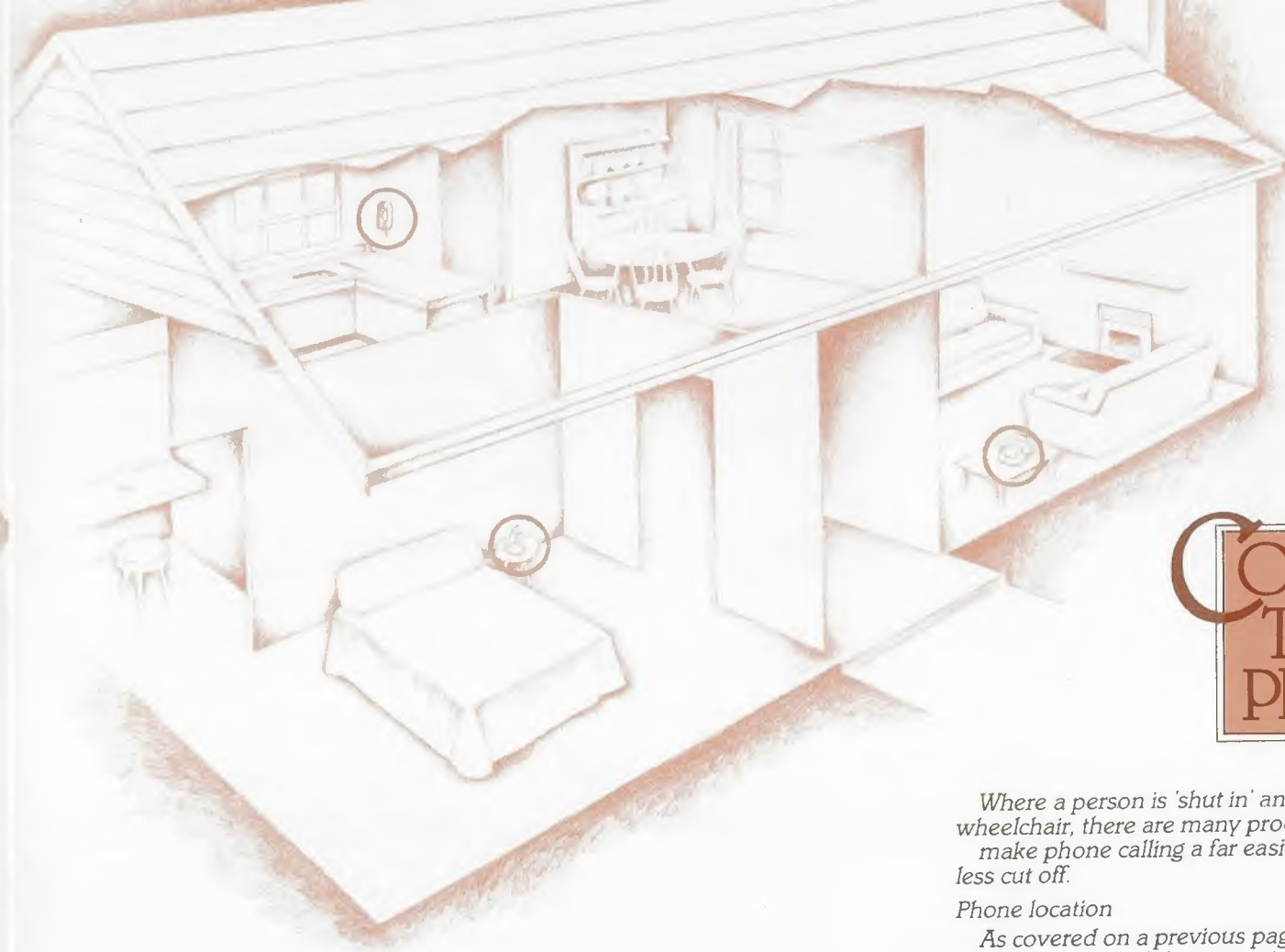
*The push-buttons of a Touchtone or an automatic dialling device provide the easiest way of making a telephone call. Where the dialling action is a difficulty, a pencil or similar device can be used to depress the buttons.*



### Ericofon

*The great advantage of the Ericofon is that it enables the user to dial while lying down.*

*The phone is one-piece allowing it to be held in one hand while dialling is carried out on the upturned base. Ericofon has a plunger switch in the middle of the dial so the user can hang-up between calls. In addition, the longer than normal two-metre spiral cord gives increased mobility.*



# CONFINED TO HOME PROBLEMS

*Where a person is 'shut in' and confined to a bed or wheelchair, there are many products and services that can make phone calling a far easier task. To leave you feeling less cut off.*

### *Phone location*

*As covered on a previous page, the position of the phone has a lot to do with how easy it is to use. To relocate a telephone or add an extension plug is a simple matter and something the friendly staff of your nearest Telecom Business Office will be happy to arrange for you.*

### Telefinder paging system

The Telefinder 'pocket paging' system is a simple way of keeping in touch with people who are not readily accessible even by phone.

By dialling a specially allocated phone number from home, it's possible to alert the person carrying the pager to the fact that he or she should call home at the next opportunity. The pager signal operates over about a forty kilometre radius.



### Automatic answer and record equipment

These can be set to automatically answer an incoming call with a pre-recorded message and automatically take down a message for later play back.

This equipment is a permitted attachment. Enquiries can be made at your Telecom Business Office or direct from the manufacturers concerned listed in the Yellow Pages.



### Phone answering service

Any handicapped or home-confined person can subscribe to the many independent telephone answering services operating in cities and major towns. These undertake to answer, screen and relay messages for their customers.

For information about the telephone answering services in your area, please refer to 'Telephone answering and/or message services' in your Yellow Pages directory.

### Long cords

Instead of the standard one-metre cord between the telephone and its receiver, longer cords can be provided where this would be an advantage.



# EMPLOYMENT OPPORTUNITIES



## *Blind or partially sighted switchboard operators*

*Businesses interested in employing switchboard operators with impaired vision should contact the nearest Institute Society for the Blind.*

*Initial operator training is usually supplied by the Blind Institute and Telecom also have advisers to assist where necessary.*

*The Dept. of Social Security will fund any modifications needed for the switchboard.*

*For further information, people with sight deficiencies and potential employers are requested to contact their nearest Telecom Office for the folder "Blind people make excellent switchboard operators".*

For the handicapped in the community, the telephone can extend their abilities in so many directions and assist greatly in helping them live fuller, more interesting lives.

#### Trunk and international calls

Majority of these calls can now be dialled direct by customers. However Telecom also provides a full range of operator-connected services should you desire to avail yourself of them. See the 'call guide' in the front of your telephone directory. (N.B. An additional charge for operator services may apply.)

#### Assistance with telephone numbers

Where a need exists for handicapped persons to obtain a number from the telephone directory, Telecom provides assistance service to find the number you require. The Directory Assistance number to dial can be obtained from the front pages of your telephone directory.

#### Telegrams (Phonograms)

Both the despatch and receipt of Telegrams can be handled via the telephone – in fact it costs less and is faster that way. The front of the telephone directory lists the numbers for both lodgement and enquiries. See Phonograms.

## OPERATOR CONNECTED CALLS AND OTHER SERVICES



#### Wake-up and reminder calls

For those who may need to take medication at strictly set times, wake-up and reminder calls provide a convenient and reliable service. (N.B. 40c booking fee, 20c per call). If more than one call is booked at the same time each day, only one booking fee applies.

#### Recorded information services

To further illustrate how the telephone can extend the abilities of the handicapped, a glance at this list of recorded services shows the extent of the information available. Everything from news and weather to recipes and sports results. Recorded Information Services are listed at the front of your phone book.





# WHAT DOES IT COST?

*Through our free advisory service, Telecom consistently endeavour to provide you with the lowest-cost solution to your personal needs. For complete details on the exact cost of any product or service covered in this booklet, please contact your nearest Telecom Business Office.*