



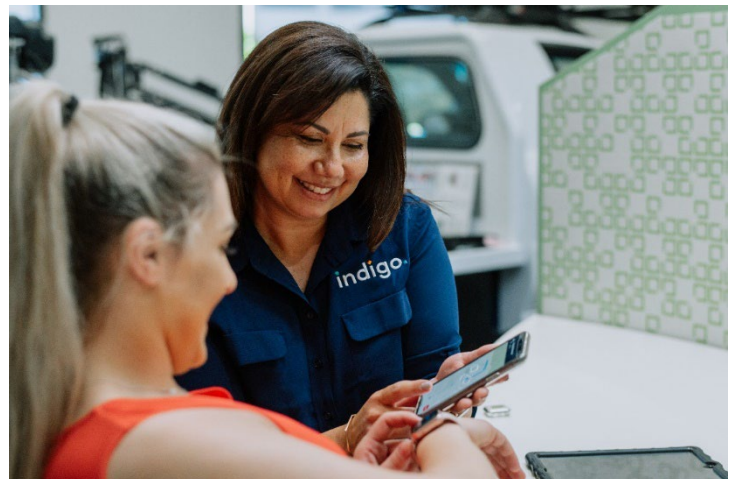
# A Guide to Selecting a Phone for Independence and Safety

Assistive technology (AT) is a piece of equipment, device or system that provides people with practical solutions to everyday life activities. You can search our National Equipment Database [www.askned.com.au](http://www.askned.com.au) to view a range of products online.

**Using phones can be a challenge for people with disabilities for many reasons such as frequently changing technology, access to information and physical and cognitive barriers.**

**To find the right phone solution and to introduce it successfully, you should consider:**

- The user's abilities
- Where they are going to use the phone
- What they want to use the phone for
- Trialling phones
- Involving the user and their family in the process
- Training in the use of the phone
- Ensuring the equipment is kept in good working order.



# Selecting a Phone for Independence and Safety

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## Accessible Mobile Phones:

### Features:

Some important features to consider when you are selecting a mobile phone are:

- Speakerphone capability
- Voice dialing
- Speed dialing
- Predictive text for faster text messaging
- Hearing aid compatibility
- Voicemail
- Large display
- GPS
- Internet

### Accessories:

A range of accessories and adapters can make mobile phones more accessible, such as:

- Switches
- Headsets
- Loop systems

### Smart Phones:

Smart phones have the added feature of a touch screen. Some accessibility features include:

- Screen readers
- Speech to text
- Apps

Apps have many benefits including supporting organisation and time management through calendars and reminders.

## Services:

### Telecross

Daily phone call to people who live alone or who are at risk of sudden health deterioration.

**Call: 1300 885 698**

### Telstra Disability Equipment Program

Rents eligible customers specialised equipment to access their standard telephone service.

**Call: 1800 068 424**

### National Relay Service

Helps people with hearing loss or speech difficulties have conversations using a range of equipment and their relay service.

**Call: 1300 555 727**

### The Australian Communication Exchange

**(ACE)** offers a range of services including:

- The captioned telephone trial
- Video relay service trial and
- Interpreting service.

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## Accessible Landlines

### Features:

Landline phones can come with a wide range of accessibility features that include:

- Large buttons
- Backlighting
- Hearing aid compatibility
- Adjustable volume
- Speaker phone
- One touch dialling

Phones can also be switch-adapted to provide a more accessible method of use. Switches can be activated using any part of the body such as:

- Lips
- Head
- Arms
- Legs
- Feet



### Accessories:

A range of accessories are available for landline phones to make them more accessible including:

- Picture or photo dialling adapters
- Alerting devices
- Cochlear implant adapters
- Handset amplifiers
- Hearing loop systems

### TTY Phones:

Specialised phones known as TTY phones are available for people with hearing and speech impairment. These enable a conversation to be communicated over the phone in written text via the National Relay Service.

### In Emergencies:

Some landline phones have the additional feature of a personal alarm button or environmental sensor that can be triggered in an emergency to summon help.

**Indigo has a large range of equipment on display and products available to trial. Our experienced health professionals can provide strategies and advice on the right product for you.**

**Please contact us using the details below for further information or to book an appointment. Appointments can be conducted by phone, email, face-to-face or video call.**

**Did you know Indigo also offer a range of other services? Please ask us when you call, or visit [www.indigosolutions.org.au](http://www.indigosolutions.org.au)**