

# National Relay Service — Auslan Video Relay Service (Australia)

Digital Inclusion · Good practice · Australia

Quality score: 88/100

Evidence strength: Descriptive / self-reported

## Summary

Australia's government-funded National Relay Service added a dedicated Auslan Video Relay Service in 2013, letting Deaf people sign to a live interpreter who voices calls to hearing parties. Funding is independently verified by Canada's CRTC; usage figures are self-reported.

## Key dimensions

| Dimension                | Score |
|--------------------------|-------|
| Innovation level         | 2/5   |
| Sustainability (ongoing) | 1/1   |
| Evaluation evidence      | 1/1   |
| Demonstrated reach       | 1/1   |
| Documented learning      | 1/1   |

Evaluated by C-NAPSE

## Data sources

C-NAPSE web research — accessed 2026-07-09

Australian Government (Dept. of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts); delivered by Concentrix — accessed 2026-07-09

Access Hub (Australian Government) — Video Relay service page — accessed 2026-07-09

CRTC (Canada) — international VRS comparison report — accessed 2026-07-09

Deaf Australia — National Relay Service advocacy campaign — accessed 2026-07-09

Australian Disability Network — National Relay Service case study — accessed 2026-07-09

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