

# Murph honoured for raising NRS awareness

Mr Alwyn 'Murph' Emond, an ex-truck driver from Meredith in rural Victoria, was honoured at Parliament House in Canberra in June for helping to raise awareness of the National Relay Service (NRS), which allows people who are deaf or have a hearing or speech impairment to use the telephone.

Murph received a certificate of appreciation from the Minister for Broadband, Communications and the Digital Economy, Senator Stephen Conroy, for his role in the recent NRS 'Stay in Touch' media campaign. The 'Stay in Touch' campaign reveals the highly emotional journey of what it means to lose your hearing and, as a result, lose touch with your family and friends.

Murph featured in a community service announcement (CSA) that was an important part of the campaign. The CSA was broadcast widely across the country and Murph's story touched many people.

Murph lost some of his hearing following a bout of meningitis when he was two. As he got older, he became almost entirely deaf, making it very difficult for him to keep in touch with family and friends. The 'Stay in Touch' CSA documents Murph's journey and illustrates how the NRS can open up a whole new world for people like Murph, who can now communicate daily with his loved ones.

Some 400,000 Australians are deaf or have a serious hearing impairment. Every day, thousands of Australians rely on the NRS to stay in touch, do business and access services.

The ACMA is responsible for managing the NRS contracts and monitoring the performance of the NRS providers against the respective contracts and the NRS plans. ☎

For more information on the NRS and to view Murph's story, visit [www.relayservice.com.au](http://www.relayservice.com.au).



Mr Alwyn 'Murph' Emond receiving his certificate of appreciation from the Minister for Broadband, Communications and the Digital Economy, Senator Stephen Conroy.



From left to right: Vivienne Ireland from the ACMA; Sandy Gilliland, CEO of ACE, NRS provider; Deborah Fullwood, Director, NRS outreach provider; Mr Alwyn 'Murph' Emond and his wife, Mrs Jen Emond.