

AUSTRALIA

Communicating with Sedgwick

We are aware that our customers come from many diverse backgrounds and it's important that we ensure we provide information. To ensure that we can answer your questions and support you in the most accessible manner for you, Sedgwick utilise the following services:

National Relay Service

If you are deaf and/or find it hard hearing or speaking using the phone, the National Relay Service (NRS) can help you. A call through the NRS lets you communicate with a hearing person who is using a phone even if you can't hear or don't use your voice.

The NRS has specially trained staff called Relay Officers who help with every call.

Depending on the type of call, a Relay Officer will change voice to text or text to voice and AUSLAN to English or English to AUSLAN.

Relay officers stay on the line throughout each call to help it go smoothly, but don't change or get in the way of what is being said.

The following numbers provide access to this free service:

Voice Relay number
1300 555 727

TTY number
133 677

SMS relay number
0423 677 767

Interpreting services

To help ensure that we can communicate with you in your preferred language, you can either request an interpreter when in contact with your claim partner or contact Translating and Interpreting Services (TIS) on 13 14 50.