

# National Relay Service—Monthly Performance Report

November 2021

© Commonwealth of Australia 2021
November 2021 / INFRASTRUCTURE

Ownership of intellectual property rights in this publication

Unless otherwise noted, copyright (and any other intellectual property rights, if any) in this publication is owned by the Commonwealth of Australia (referred to below as the Commonwealth).

Disclaimer

The material contained in this publication is made available on the understanding that the Commonwealth is not providing professional advice, and that users exercise their own skill and care with respect to its use, and seek independent advice if necessary.

The Commonwealth makes no representations or warranties as to the contents or accuracy of the information contained in this publication. To the extent permitted by law, the Commonwealth disclaims liability to any person or organisation in respect of anything done, or omitted to be done, in reliance upon information contained in this publication.

Creative Commons licence

With the exception of (a) the Coat of Arms; (b) the Department of Infrastructure, Transport, Regional Development and Communications photos and graphics; and (c) [OTHER], copyright in this publication is licensed under a Creative Commons Attribution 4.0 Australia Licence.

Creative Commons Attribution 4.0 Australia Licence is a standard form licence agreement that allows you to copy, communicate and adapt this publication provided that you attribute the work to the Commonwealth and abide by the other licence terms.

Further information on the licence terms is available from <https://creativecommons.org/licenses/by/4.0/>.
This publication should be attributed in the following way: © Commonwealth of Australia 2021.

Use of the Coat of Arms

The Department of the Prime Minister and Cabinet sets the terms under which the Coat of Arms is used. Please refer to the Commonwealth Coat of Arms — Information and Guidelines publication available at [www.pmc.gov.au](http://www.pmc.gov.au).

Contact us

This publication is available in hard copy or PDF format. All other rights are reserved, including in relation to any Departmental logos or trade marks which may exist. For enquiries regarding the licence and any use of this publication, please contact:

Director—Publishing and Communications
Communication Branch
Department of Infrastructure, Transport, Regional Development and Communications
GPO Box 594
Canberra ACT 2601
Australia

Email: publishing@communications.gov.au

Websites: [www.infrastructure.gov.au](http://www.infrastructure.gov.au) | [www.communications.gov.au](http://www.communications.gov.au) | [www.arts.gov.au](http://www.arts.gov.au).

Contents

[Background 4](#_Toc90991270)

[Service level performance: relay service 4](#_Toc90991271)

[Service level performance: helpdesk 4](#_Toc90991272)

[Successful outbound connections (by inbound service access type) 5](#_Toc90991273)

[Calls to emergency services relayed through the NRS 5](#_Toc90991274)

[Helpdesk enquiries 5](#_Toc90991275)

Tables / images

[Table 1. Service levels: relay service 4](#_Toc90991277)

[Table 2. Service levels: helpdesk 4](#_Toc90991278)

[Table 3. Outbound call connections (by inbound service type) 5](#_Toc90991279)

[Table 4. Calls to emergency services 5](#_Toc90991280)

## Background

Concentrix, the National Relay Service (NRS) provider (relay and helpdesk services), submits activity and performance data to the Department of Infrastructure, Transport, Regional Development and Communications (the Department). This information is used to review the performance of the NRS against agreed service levels as well as provide data and information about how the NRS has been used in that month.

The Department then reports on NRS performance against agreed service levels and information on how the NRS is used, including the number of successful outbound connections, the number of calls to emergency services and the number of enquries to the NRS helpdesk.

## Service level performance: relay service

Table 1. Service levels: relay service

| **Service level** | **Target** | **November 2021** |
| --- | --- | --- |
| Grade of Service 1 106 and 000 emergency | At least 85% of 106 and 000 calls are answered by a call-taker within 5 seconds of reaching the relevant answering point for the call. | 98.14% |
| Grade of Service 2 106 and 000 emergency | At least 95% of 106 and 000 calls are answered by a call-taker within 10 seconds of reaching the relevant answering point for the call. | 98.12% |
| Abandon Rate | No more than 5% of calls answered by a call taker are abandoned after leaving the IVR or being presented to the routing queue.  | 1.38% |
| Grade of Service 3 | At least 85% of all other non-emergency calls are answered by a call taker within 10 seconds | 91.47% |
| Grade of Service 4 | At least 80% of video relay calls are answered by a call taker within 120 seconds | 89.58% |

## Service level performance: helpdesk

Table 2. Service levels: helpdesk

| **Service level** | **Target** | **November 2021** |
| --- | --- | --- |
| Grade of Service | 80% of all telephone calls answered by a call taker within 30 seconds | 97.66% |
| Acknowledgement | Must acknowledge greater than 85% of all enquiries received through public NRS email addresses or forms from Accesshub or from Helpdesk users within four hours where the enquiry is received before 2 pm (AEST) on a business.Day or otherwise by 12 noon (AEST) on the next business day. | 100% |
| Contact Resolution | Resolve greater than 85% of all enquiries received within 2 business days. | 100% |
| Complaint Resolution | All complaints received are resolved within 20 business days of them being raised | 100% |

## Successful outbound connections (by inbound service access type)

Table 3. Outbound call connections (by inbound service type)

| **Service type** | **Outbound calls** |
| --- | --- |
| NRS Captions | 168 |
| NRS SMS | 3,884 |
| NRS Chat | 12,320 |
| NRS Chat App | 8,944 |
| Voice Relay | 43 |
| Video Relay | 5,227 |
| NRS TTY | 2,772 |
| Total | **33,358** |

## Calls to emergency services relayed through the NRS

Table 4. Calls to emergency services

| **Service type** | **Emergency calls** |
| --- | --- |
| NRS Captions | 1 |
| NRS SMS | 9 |
| NRS Chat | 29 |
| Voice Relay | 6 |
| Video Relay | 0 |
| NRS TTY | 11 |
| Total | **56** |

## Helpdesk enquiries

The Helpdesk received 315 genuine enquiries for November 2021, including 14 complaints.