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Department of Infrastructure, Transport, Regional Development and Communications

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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 enquiries to the NRS helpdesk.

Service level performance: relay service

Table 1. Service levels: relay service

Service level	Target	June 2022
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.	99.53%
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.	99.53%
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.	2.06%
Grade of Service 3	At least 85% of all other non-emergency calls are answered by a call taker within 10 seconds	84.51%
Grade of Service 4	At least 80% of video relay calls are answered by a call taker within 120 seconds	90.29%

Service level performance: helpdesk

Table 2. Service levels: helpdesk

Service level	Target	June 2022
Grade of Service	80% of all telephone calls answered by a call taker within 30 seconds	95.02%
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)

Due to a technical error the NRS was unable to accurately record call volumes for each call option in June and July 2022. This issue was resolved in August 2022.

Calls to emergency services relayed through the NRS

Table 4. Calls to emergency services

Service type	Emergency calls
NRS Captions	0
NRS SMS	11
NRS Chat	35
Voice Relay	5
Video Relay	0
NRS TTY	5
Total	56

Helpdesk enquiries

The Helpdesk received 1,324 genuine enquiries for June 2022, including 19 complaints. The increased number of enquiries reflects a recent consultation process.