



Australian Government

Department of Infrastructure, Transport, Regional Development and Communications

National Relay Service—monthly performance report

April 2021

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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	April 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.	94.07%
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.	96.67%
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.	1.59%
Grade of Service 3	At least 85% of all other non-emergency calls are answered by a call taker within 10 seconds	85.92%
Grade of Service 4	At least 80% of video relay calls are answered by a call taker within 120 seconds	82.88%

Service level performance: helpdesk

Table 2. Service levels: helpdesk

Service level	Target	April 2021
Grade of Service	80% of all telephone calls answered by a call taker within 30 seconds	88.23%
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.	99.94%
Contact Resolution	Resolve greater than 85% of all enquiries received within 2 business days.	99.59%
Complaint Resolution	All complaints received are resolved within 20 business days of them being raised	88.89%

Successful outbound connections (by inbound service access type)

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

Service type	Outbound calls
NRS Captions	255
NRS SMS	4,063
NRS Chat	13,531
NRS Chat App	8,234
Voice Relay	126
Video Relay	4,526
NRS TTY	2,585
Total	33,320

Calls to emergency services relayed through the NRS

Table 4. Calls to emergency services

Service type	Emergency calls
NRS Captions	2
NRS SMS	19
NRS Chat	39
Voice Relay	54
Video Relay	0
NRS TTY	9
Total	123

Helpdesk enquiries

The Helpdesk received 1,157 genuine enquiries for April 2021, including 22 complaints.