



Australian Government

Department of Infrastructure, Transport, Regional Development and Communications

National Relay Service—Monthly Performance Report

July 2020

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July 2020 / INFRASTRUCTURE

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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 the Arts (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 volume of outbound call minutes generated by each service access option, the number of calls to emergency services and the volume of different types of contact with the NRS helpdesk.

Service level performance: relay service

The performance of the NRS is measured against the following service levels:

Table 1. Service levels: relay service

Service level	Target	Description
Grade of Service 1 106 and 000 emergency	85 / 5	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. Measured Monthly
Grade of Service 2 106 and 000 emergency	95 / 10	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. Measured Monthly
Abandon Rate	<5%	No more than 5% of calls answered by a call taker are abandoned after leaving the IVR or being presented to the routing queue. Measured Monthly
Grade of Service 3	85 / 10	At least 85% of all other non-emergency calls are answered by a call taker within 10 seconds
Grade of Service 4	80 / 120	At least 80% of video relay calls are answered by a call taker within 120 seconds

The performance for July 2020 against these service levels is outlined in the table below.

Table 2. Service level performance: relay service

Service level	July 2020
Emergency Calls Answered 85% ≤ 5 Sec	98.05%
Emergency Calls Answered 95% ≤ 10 Sec	98.16%
Abandoned Calls ≤ 5% ≤ 6 Sec	4.30%
Calls Answered 85% ≤ 5 Sec	82.12%
Video Relay Calls Answered 80% ≤ 120 Sec	76.34%

The service provider has reported meeting three of the five service levels in July 2020.

The service provider reported unforeseen call volume increases for the period, particularly in relation to Video Relay Calls, and an unforeseen increase in unplanned staff absence, for all service access options, relating to the Covid-19 pandemic.

To ensure that future non-compliance with service levels does not occur, the service provider is recruiting additional staff and adjusting rostered shifts to address the increased call volumes.

Service level performance: helpdesk

The NRS helpdesk's performance is measured against the following service levels:

Table 3. Service levels: helpdesk

Service level	Target	Description
Grade of Service	80 / 30	80% of all telephone calls answered by a call taker within 30 seconds
Acknowledgement	>85% in 4 hours	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.
Contact Resolution	>85% in 2 business days	Resolve greater than 85% of all enquiries received within 2 business days.
Complaint Resolution	Within 20 business days	All complaints received are resolved within 20 business days of them being raised

The performance for July 2020 against these service levels is outlined in the table below.

Table 4. Service level performance: helpdesk

Service level	July 2020
Helpdesk Calls Answered 80% ≤ 30 Sec	98.53%
Helpdesk Acknowledgement time 85% ≤ 4 hours	100%
Helpdesk Contact Resolution Time 85% ≤ 2 days	99.49%
Helpdesk Complaint Resolution Time % complaints within 20 days	100%

The service provider has reported fully meeting all service levels in July 2020.

The Department considers the performance of the service provider to be consistent with its obligations in the Services Agreement.

Successful outbound connections (by inbound service access type)

The table below shows a breakdown of the successful outbound connections for each NRS inbound service access type in July.

Table 5. Outbound call connections (by inbound service type)

Service type	Outbound calls
NRS Captions	480
NRS SMS	5,164
NRS Chat	24,996
Voice Relay	123
Video Relay	4,411
NRS TTY	2,954
Total	38,128

A total of 38,128 successful outbound connections were made by the NRS in July 2020.

NRS Chat accounted for over 65% of outbound connections made for July. NRS SMS was the next most utilised technology with just over 13% of connections, with all other technologies collectively accounting for the remaining 22% of connections.

Outbound call minutes relayed (by inbound connection type)

The table below shows a breakdown of the outbound call minutes for each inbound connection type for July 2020.

Table 6. Outbound call minutes (by inbound service type)

Service type	Call minutes
NRS Captions	1,627.65
NRS SMS	61,176.87
NRS Chat	168,745.22
Voice Relay	623.12
Video Relay	31,662.55
NRS TTY	22,156.37
Total	285,991.78

A total of 285,991.78 call minutes were relayed in July 2020. The main contributor to call minutes was NRS Chat, accounting for 59% of all call minutes, followed by NRS SMS at over 21%.

Calls to emergency services relayed through the NRS

All NRS calls (except for the video relay service, which has limited operating hours) requesting emergency services are given priority access to a relay officer, before being connected to either a Triple Zero operator or directly to the appropriate emergency service organisation for TTY 106 text emergency calls.

The table below shows a breakdown of the ways in which NRS users accessed emergency services in July 2020.

Table 7. Calls to emergency services

Service type	Emergency calls
NRS Captions	0
NRS SMS	0
NRS Chat	50
Voice Relay	5
Video Relay	0
NRS TTY	0
Total	55

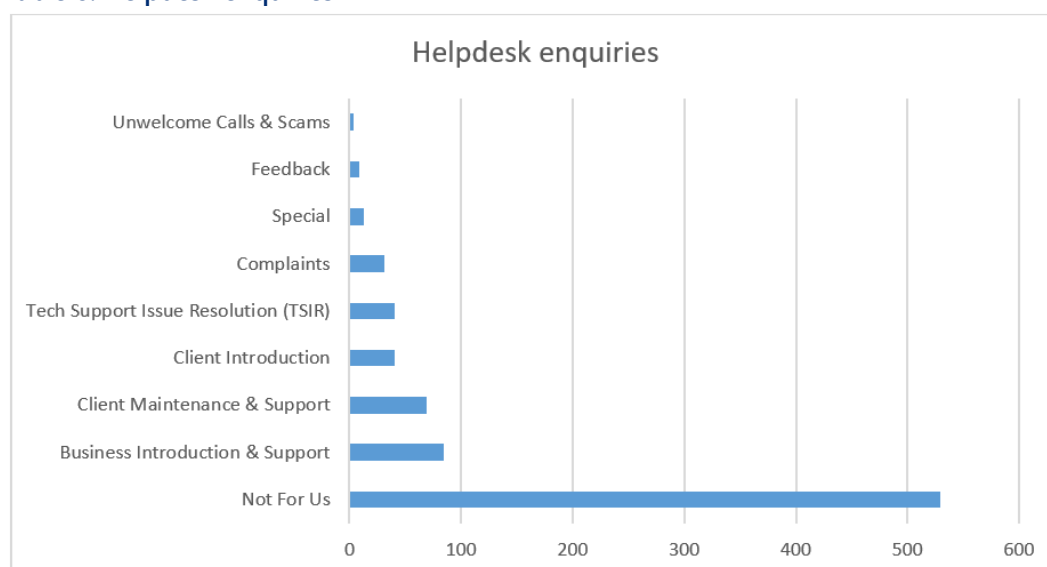
A total of 55 calls to emergency services were relayed July 2020.

Helpdesk enquiries

The NRS helpdesk support function handles complaints and feedback about the service.

The graph below shows a breakdown of the types of helpdesk enquiries received in July 2020.

Table 8. Helpdesk enquiries



There were 819 helpdesk enquiries for July 2020.

'Not for us' calls (529) represented the greatest number of helpdesk enquiries. However, of the legitimate calls, 'business introduction and support' (84) and 'client maintenance and support' (69) and were the primary functions undertaken by the helpdesk for the month.