



**Australian Government**

**Department of Infrastructure, Transport, Regional Development and Communications**

# National Relay Service—Monthly Performance Report

November 2020

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November 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
<b>Grade of Service 1 106 and 000 emergency</b>	85 / 5	At least 85% of <b>106 and 000</b> calls are answered by a call-taker within 5 seconds of reaching the relevant answering point for the call. Measured Monthly
<b>Grade of Service 2 106 and 000 emergency</b>	95 / 10	At least 95% of <b>106 and 000</b> calls are answered by a call-taker within 10 seconds of reaching the relevant answering point for the call. Measured Monthly
<b>Abandon Rate</b>	<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
<b>Grade of Service 3</b>	85 / 10	At least 85% of all other non-emergency calls are answered by a call taker within 10 seconds
<b>Grade of Service 4</b>	80 / 120	At least 80% of video relay calls are answered by a call taker within 120 seconds

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

**Table 2. Service level performance: relay service**

Service level	November 2020
Emergency Calls Answered 85% ≤ 5 Sec	97.57%
Emergency Calls Answered 95% ≤ 10 Sec	97.62%
Abandoned Calls ≤ 5% ≤ 6 Sec	3.38%
Calls Answered 85% ≤ 10 Sec	80.61%
Video Relay Calls Answered 80% ≤ 120 Sec	89.86%

The service provider has reported meeting four of the five service levels in November 2020.

The service provider reported unforeseen call volume increases on particular days in the period which coincided with unexpected staff absence.

To ensure that future non-compliance with service levels does not occur, the service provider has recruited additional staff to address potential increases in 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
<b>Grade of Service</b>	80 / 30	80% of all telephone calls answered by a call taker within 30 seconds
<b>Acknowledgement</b>	>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.
<b>Contact Resolution</b>	>85% in 2 business days	Resolve greater than 85% of all enquiries received within 2 business days.
<b>Complaint Resolution</b>	Within 20 business days	All complaints received are resolved within 20 business days of them being raised

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

**Table 4. Service level performance: helpdesk**

Service level	November 2020
Helpdesk Calls Answered 80% ≤ 30 Sec	96.90%
Helpdesk Acknowledgement time 85% ≤ 4 hours	100%
Helpdesk Contact Resolution Time 85% ≤ 2 days	99.37%
Helpdesk Complaint Resolution Time % complaints within 20 days	94.74%

The service provider has reported fully meeting all service levels in November 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 November.

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

Service type	Outbound calls
NRS Captions	512
NRS SMS	4,964
NRS Chat	15,945
Voice Relay	183
Video Relay	4,293
NRS TTY	3,449
<b>Total</b>	<b>29,346</b>

A total of 29,346 successful outbound connections were made by the NRS in November 2020.

NRS Chat accounted for over 54% of outbound connections made for November. NRS SMS was the next most utilised technology with nearly 17% of connections, with all other technologies collectively accounting for the remaining 28% 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 November 2020.

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

Service type	Call minutes
NRS Captions	2,214.63
NRS SMS	55,476.55
NRS Chat	111,354.02
Voice Relay	1,301.03
Video Relay	29,792.02
NRS TTY	18328.08
<b>Total</b>	<b>218,466.33</b>

A total of 218,466.33 call minutes were relayed in November 2020. The main contributor to call minutes was NRS Chat, accounting for nearly 51% of all call minutes, followed by NRS SMS at over 25%.

## 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 November 2020.

**Table 7. Calls to emergency services**

Service type	Emergency calls
NRS Captions	2
NRS SMS	22
NRS Chat	38
Voice Relay	2
Video Relay	0
NRS TTY	5
<b>Total</b>	<b>77</b>

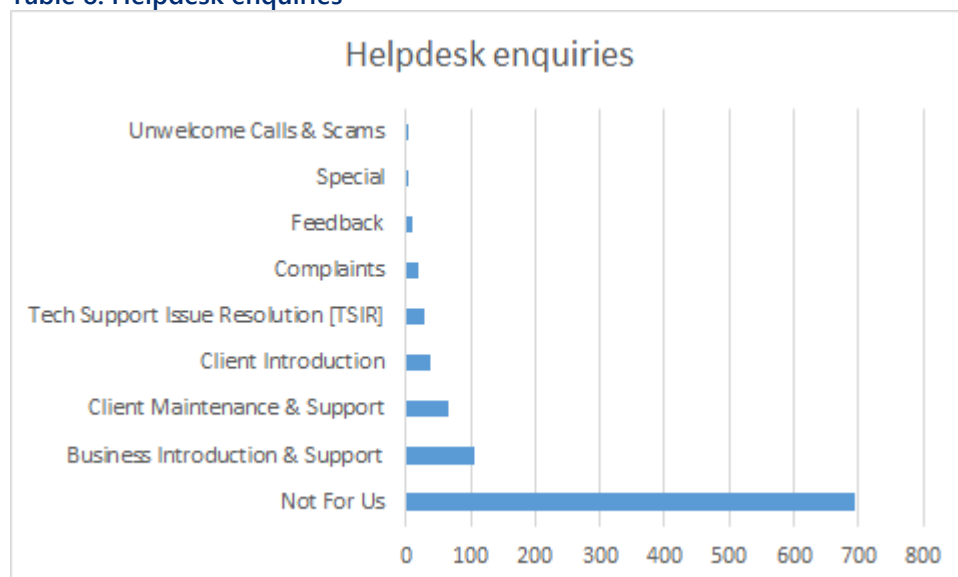
A total of 77 calls to emergency services were relayed November 2020.

## 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 November 2020.

**Table 8. Helpdesk enquiries**



There were 967 helpdesk enquiries for November 2020.

'Not for us' calls (694) represented the greatest number of helpdesk enquiries. However, of the legitimate calls, 'business introduction & support' (107) and 'client maintenance & support' (67) were the primary functions undertaken by the helpdesk for the month.