



Australian Government

Department of Infrastructure, Transport, Regional Development and Communications

National Relay Service—Monthly Performance Report

September 2021

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Contents

| | |
|---|----------|
| Background | 4 |
| Service level performance: relay service | 4 |
| Service level performance: helpdesk | 4 |
| Successful outbound connections (by inbound service access type) | 5 |
| Calls to emergency services relayed through the NRS | 5 |
| Helpdesk enquiries | 5 |

Tables / images

| | |
|--|---|
| Table 1. Service levels: relay service | 4 |
| Table 2. Service levels: helpdesk..... | 4 |
| Table 3. Outbound call connections (by inbound service type) | 5 |
| Table 4. Calls to emergency services | 5 |

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 | September 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. | 99.51% |
| 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. | 99.51% |
| 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. | 2.20% |
| Grade of Service 3 | At least 85% of all other non-emergency calls are answered by a call taker within 10 seconds | 86.92% |
| Grade of Service 4 | At least 80% of video relay calls are answered by a call taker within 120 seconds | 90.01% |

Service level performance: helpdesk

Table 2. Service levels: helpdesk

| Service level | Target | September 2021 |
|-----------------------------|--|----------------|
| Grade of Service | 80% of all telephone calls answered by a call taker within 30 seconds | 93.68% |
| 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 | 125 |
| NRS SMS | 3,869 |
| NRS Chat | 12,841 |
| NRS Chat App | 8,410 |
| Voice Relay | 55 |
| Video Relay | 5,276 |
| NRS TTY | 2,443 |
| Total | 33,019 |

Calls to emergency services relayed through the NRS

Table 4. Calls to emergency services

| Service type | Emergency calls |
|--------------|-----------------|
| NRS Captions | 0 |
| NRS SMS | 19 |
| NRS Chat | 47 |
| Voice Relay | 18 |
| Video Relay | 0 |
| NRS TTY | 4 |
| Total | 88 |

Helpdesk enquiries

The Helpdesk received 374 genuine enquiries for September 2021, including 13 complaints.