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# National Relay Service

Quarterly Performance Report

Quarter 1, 2016–2017

## Background

The NRS providers are required to submit activity and performance data to the Department of Communications and the Arts (DoCA) each quarter. We use these reports to review the performance of the NRS providers against agreed service levels and key performance indicators, along with information provided in the data about how the NRS has been used in the quarter.

DoCA reports on:

* the cost of delivering the NRS on a quarterly basis
* the performance of the NRS providers against agreed service levels and key performance indicators for the relevant financial year, and
* information on how the NRS is used, including the number of successful inbound 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.

This quarterly report provides regular transparency of ongoing costs and the NRS providers' performance in delivering the NRS.

## Cost of delivering the NRS

The annual cost of delivering the NRS varies, as the relay service component is affected by the number of call minutes relayed during the financial year. The cost of providing the NRS is funded from the telecommunications industry levy paid by eligible telecommunications carriers.

The cost (GST-inclusive) of providing the NRS in Quarters 1–4, 2016–17 is outlined in the table below:

Table 1. Cost of delivering the NRS

|  | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Total YTD |
| --- | --- | --- | --- | --- | --- |
| Relay service | $6,716,170 |  |  |  | $6,716,170 |
| Outreach service | $1,067,452 |  |  |  | $1,067,452 |
| Total | $7,783,622 |  |  |  | $7,783,622 |

## Service level performance: relay service provider

The relay service provider’s performance in 2016–17 is measured monthly against the following service levels:

* **Service level 1 (a):** at least 85 per cent of calls are answered by a call taker within five seconds of reaching the relevant answering point for the call.
* **Service level 1 (b):** at least 95 per cent of calls are answered by a call taker within 10 seconds of reaching the relevant answering point for the call.
* **Service level 2:** no more than two per cent of calls abandoned after leaving the Interactive Voice Response (IVR) or being presented to the call routing queue (monthly average).
* **Service level 3:** no less than 95 per cent raw accuracy of words (excluding video relay). Raw accuracy is measured through monthly staff assessments of relay officers.

The relay service provider’s reported performance against these service levels is outlined in the table below:

Table 2. Service level performance: relay service provider

|  | **Jul-16** | **Aug-16** | **Sep-16** | **Oct-16** | **Nov-16** | **Dec-16** | **Jan-17** | **Feb-17** | **Mar-17** | **Apr-17** | May-17 | Jun-17 |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Service level 1(a)** | 94.95% | 96.21% | 97.40% |  |  |  |  |  |  |  |  |  |
| **Service level 1(b)** | 95.49% | 96.69% | 97.78% |  |  |  |  |  |  |  |  |  |
| **Service level 2** | 0.56% | 0.44% | 0.38% |  |  |  |  |  |  |  |  |  |
| **Service level 3** | 97.62% | 97.45% | 97.28% |  |  |  |  |  |  |  |  |  |

The relay service provider has reported fully meeting all service levels in quarter 1 in 2016–17. The Department considers the performance of the relay service provider to be consistent with its obligations in the Relay Services Agreement.

## Service level performance: outreach service provider

The outreach service provider’s performance in 2016–17 is measured monthly against the following service levels:

* **Service level 1:** the service contractor personnel must answer greater than 85 per cent of all telephone calls from Help Desk Users during the hours of operation of the Help Desk within 90 seconds. Any call other than a call that is ended by the user hanging up within 5 seconds from the first ring tone of the call is included in measurement of compliance with this Service Level.
* **Service level 2:** the service contractor personnel must acknowledge greater than 85 per cent of all enquiries received through public NRS email addresses or forms from the NRS website or from Help Desk Users within 4 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.
* **Service level 3:** the service contractor personnel must resolve greater than 85 per cent of all enquiries received from Help Desk Users by telephone (that are not able to be resolved while on the call), website or email, that it is able to resolve without input from the Commonwealth or the relay service provider or a third party within 2 business days.
* **Service level 4:** the service contractor personnel must resolve greater than 85 per cent of all complaints received during the month within the timeframes required under the agreement (including the complaint handling policy) for the type of complaint.

The outreach service provider’s reported performance against these service levels is outlined in the table below:

Table 3. Service level performance: outreach service provider

|  | **Jul-16** | **Aug-16** | **Sep-16** | **Oct-16** | **Nov-16** | **Dec-16** | **Jan-17** | **Feb-17** | **Mar-17** | **Apr-17** | May-17 | Jun-17 |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Service level 1** | 99.62% | 97.79% | 99.84% |  |  |  |  |  |  |  |  |  |
| Service level 2 | 100% | 99.76% | 100% |  |  |  |  |  |  |  |  |  |
| Service level 3 | 97.87% | 99.43% | 98.84% |  |  |  |  |  |  |  |  |  |
| Service level 4 | 86.77% | 100% | 100% |  |  |  |  |  |  |  |  |  |

The outreach service provider has reported fully meeting all service levels in quarter 1 in 2016–17. The Department considers the performance of the outreach service provider to be consistent with its obligations in the Outreach Services Agreement.

### Outreach service provider performance against Key Performance Indicators (KPIs)

In addition to the service levels, the performance of the outreach service provider in 2016–17 is reported against a number of Key Performance Indicators (KPIs).

The outreach service provider’s reported performance against these measures, along with associated annual targets, are outlined in the table below:

****Table 4. Outreach service provider: performance against Key Performance Indicators (KPIs)****

|  | Q1 2016–17 | Q2  2016–17 | Q3 2016–17 | Q4 2016–17 | Actual Activity YTD | KPI Annual Target | % Actual Activity against Anticipated |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **KPI 1.1: Number of participants at Awareness Sessions** | 394 |  |  |  | **394** | **1,600** | **25%** |
| **KPI 1.2: Number of promotion/conference events (National)** | 4 |  |  |  | **4** | **7** | **57%** |
| **KPI 2.1: Number of training sessions x individual** | 45 |  |  |  |  |  |  |
| **KPI 2.2: Number of training sessions x group demonstration** | 48 |  |  |  |  |  |  |
| **KPI 2.3: Number of training sessions x group hands-on** | 4 |  |  |  |  |  |  |
| **Total number of training sessions** | 97 |  |  |  | **97** | **390** | **25%** |
| **KPI 2.4: Participants in training sessions x individual** | 39 |  |  |  | **39** | **134** | **29%** |
| **KPI 3.1: Number of orgs commencing Relay Service Friendly Program (RSFP)** | 14 |  |  |  | **14** | **40** | **35%** |
| **KPI 3.2: Number of orgs completing the training step within RSFP** | 14 |  |  |  | **14** | **30** | **47%** |
| **KPI 3.3: Number of orgs completing the RSFP** | 4 |  |  |  | **4** | **15** | **27%** |
| **KPI 3.4: Number of contact centres involved in Hearing Awareness Week (HAW) 2016** | 318 | N/A | N/A | N/A | **318** | **250** | **127%** |
| **KPI 3.5: Number of contact centre agents involved in HAW 2016** | 54,454 | N/A | N/A | N/A | **54,454** | **30,000** | **182%** |

Participation in Hearing Awareness Week was a major outreach project in quarter 1, 2016–17. The number of contact centres and contact centre staff participating in NRS outreach activities exceeded the targets established.

The number of reported participants in individual training sessions represents current or potential users of the NRS. There may be some sessions with particular individuals with an outcome that they will not use the NRS because of personal circumstances or because they are a party who might support a NRS user.

## Successful inbound connections (by inbound service access type)

Inbound connections are made by users of the relay service—either someone with a hearing and/or speech impairment or someone wishing to contact a person with such an impairment.

The graph below shows a breakdown of the successful call connections for each NRS inbound service access type in Quarter 1, 2016–17:

Successful Inbound Connections (by service type)

This graph shows a month-on-month breakdown of successful inbound calls for each NRS service access option in quarter 1.
  
The service acess options are listed along the Y axis and the number of successful inbound connections is listed along the X axis. Colour coding has been used to breakdown the amount of succesful inbound calls for each month.

The results are as follows:

Captioned relay (web browser) 3,527 in July 2016, 1,757 in August 2016 and 676 in September 2016 making a total of 5960 successful inbound calls in quarter 1.

Captioned relay (handset)
54,605 in July 2016, 61,063 in August 2016 and 58,097 in September 2016 making a total of 173,765 successful inbound calls in quarter 1.

SMS relay (voice)
67 in July 2016, 76 in August 2016 and 68 in September 2016 making a total of 211 successful inbound calls in quarter 1.

SMS relay
3,335 in July 2016, 3794 in August 2016 and 3,393 in September 2016 making a total of 10,522 successful inbound calls in quarter 1.

Video relay (voice)
1 in July 2016, 2 in August 2016 and 2 in September 2016 making a total of 5 successful inbound calls in quarter 1.

Video relay
2,418 in July 2016, 2732 in August 2016 and 2,339 in September 2016 making a total of 7,489 successful inbound calls in quarter 1.

106 Emergency Service
7 in July 2016, 9 in August 2016 and 7 in September 2016 making a total of 23 successful inbound calls in quarter 1.

Internet relay (app)
4,711 in July 2016, 4,891 in August 2016 and 5,065 in September 2016 making a total of 14,667 successful inbound calls in quarter 1.

Internet relay (voice)
1 in July 2016, 5 in August 2016 and 3 in September 2016 making a total of 9 successful inbound calls in quarter 1.

Internet relay
11,834 in July 2016, 13,255 in August 2016 and 11,749 in September 2016 making a total of 36,808 successful inbound calls in quarter 1.

Speak and Listen (app)
117 in July 2016, 98 in August 2016 and 76 in September 2016 making a total of 291 successful inbound calls in quarter 1.

Speak and Listen (voice)
0 in July 2016, 0 in August 2016 and  1 in September 2016 making a total of 1 successful inbound call in quarter 1.

Speak and Listen
52 in July 2016, 37 in August 2016 and 63 in September 2016 making a total of 152 successful inbound calls in quarter 1.

Modem/CTM
9 in July 2016, 21 in August 2016 and 14 in September 2016 making a total of 44 successful inbound calls in quarter 1.

Voice calls
2,023 in July 2016, 2,048 in August 2016 and 1,950 in September 2016 making a total of 6,021 successful inbound calls in quarter 1.

TTY - Speak and Read
4,089 in July 2016, 3,896 in August 2016 and 3,614 in September 2016 making a total of 11,599 successful inbound calls in quarter 1.

TTY - Type and Listen
82 in July 2016, 62 in August 2016 and 57 in September 2016 making a total of 201 successful inbound calls in quarter 1.

TTY - Type and Read
2,432 in July 2016, 2,942 in August 2016 and 2,628 in September 2016 making a total of 8,002 successful inbound calls in quarter 1.

275,770 successful inbound connections were made to the NRS in Quarter 1, 2016–17 representing an increase of nearly 13% from the previous quarter.

Use of captioned relay and the NRS app by internet relay users continued to grow in this quarter, with use of the TTY remaining in decline. Nearly two-thirds of all successful connections to the NRS in Quarter 1, 2016–17 were made by captioned relay handset users.

## Outbound call minutes relayed (by inbound connection type)

The following graph shows a breakdown of the outbound call minutes for each inbound connection type in Quarter 1, 2016–17:

Outbound call minutes relayed by inbound call types

This graph shows a month-on-month breakdown of the number of call minutes relayed by each of the NRS service access options in Quarter 1.
  
The service acess options are listed along the Y axis and the number of call minutes is listed along the X axis. Colour coding has been used to breakdown the amount of call minutes for each month.

The results are as follows:

Captioned relay (web browser) 5,287 minutes in July 2016, 2,977 minutes in August 2016 and 2,084 minutes in September 2016 making a total of 10,348 call minutes in quarter 1.

Captioned relay (handset)
204,676 minutes in July 2016,  226,603 minutes in August 2016 and 214,012 minutes in September 2016 making a total of 645,291 call minutes in quarter 1.

SMS relay (voice)
392 minutes in July 2016, 325 minutes in August 2016 and 547 minutes in September 2016 making a total of 1,264 call minutes in quarter 1.

SMS relay
31,020 minutes in July 2016, 35,016 minutes in August 2016 and 32,907 minutes in September 2016 making a total of 98,943 call minutes in quarter 1.

Video relay (voice)
13 minutes in July 2016, 71 minutes in August 2016 and 8 minutes in September 2016 making a total of 92 call minutes in quarter 1.

Video relay
13,262 minutes in July 2016, 15,129 minutes in August 2016 and 12,759 minutes in September 2016 making a total of 41,150 call minutes in quarter 1.

106 Emergency service
52 minutes in July 2016, 54 minutes in August 2016 and 37 minutes in September 2016 making a total of  143 call minutes in quarter 1.

Internet relay (app)
40,318 minutes in July 2016, 41,238 minutes in August 2016 and 42,058 minutes in September 2016 making a total of 123,614 call minutes in quarter 1.

Internet relay (voice)
2 minutes in July 2016, 16 minutes in August 2016 and 9 minutes in September 2016 making a total of 27 call minutes in quarter 1.

Internet relay
127,806 minutes in July 2016,  139,629 minutes in August 2016 and 128,745 minutes in September 2016 making a total of 396,180 call minutes in quarter 1.

Speak and Listen (app)
3,418 minutes in July 2016, 3,443 minutes in August 2016 and 2,682 minutes in September 2016 making a total of 9,543 call minutes in quarter 1.

Speak and Listen
341 minutes in July 2016, 353 minutes in August 2016 and 1,097 minutes in September 2016 making a total of 1,791 call minutes in quarter 1.

Modem/CTM
38 minutes in July 2016, 101 minutes in August 2016 and  49 minutes in September 2016 making a total of 188 call minutes in quarter 1.

Voice calls
9,878 minutes in July 2016, 9,135 minutes in August 2016 and 8,752 minutes in September 2016 making a total of 27,765 call minutes in quarter 1.

TTY - Speak and Read
29,469 minutes in July 2016, 28,444 minutes in August 2016 and  27,227 minutes in September 2016 making a total of 85,140 call minutes in quarter 1.

TTY - Type and Listen
398 minutes in July 2016, 26 minutes in August 2016 and  281 minutes in September 2016 making a total of 705 call minutes in quarter 1.

TTY - Type and Read
18,465 minutes in July 2016, 22,481 minutes in August 2016 and 18,527 minutes in September 2016 making a total of 59,473 call minutes in quarter 1.

Around 1.5 million call minutes were relayed in Quarter 1, 2016–17. This is an increase of more than 11% on the previous quarter. Continued take up of the captioned relay handset option was largely responsible for the level of growth in call minutes seen in the quarter.

## 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 within the relay service provider’s internal system, before being connected to either a Triple Zero operator or directly to the appropriate emergency service organisation for TTY 106 text emergency calls.

The chart below illustrates the ways in which NRS users accessed emergency services in Quarter 1 2016–17:

Calls to Emergency Services

This graph shows a month-on-month breakdown of calls to emergency service organisations for each call type during quarter 1.

The call types are listed along the Y axis and the number of calls is listed along the X axis. Colour coding has been used to breakdown the amount of calls for each month.

The results are as follows:

Captioned relay users to Triple Zero
63 calls in July 2016, 37 calls in August 2016 and 39 calls in September 2016 making a total of 139 calls in quarter 1.

Video relay users to Triple Zero
0 calls in July 2016, 0 calls in August 2016 and 2 calls in September 2016 making a total of 2 calls in quarter 1.

SMS relay users to Triple Zero
22 calls in July 2016, 27 calls in August 2016 and 24 calls in September 2016 making a total of 73 calls in quarter 1.

Speak and Listen App users to Triple Zero
There were 0 calls to Triple Zero in quarter 1.

Speak and Listen users to Triple Zero
There were 0 calls to Triple Zero in quarter 1.

Internet relay app users to Triple Zero
25 calls in July 2016, 18 calls in August 2016 and 20 calls in September 2016 making a total of 63 calls in quarter 1.

Internet relay web browser users to Triple Zero
10 calls in July 2016, 14 calls in August 2016 and 21 calls in September 2016 making a total of 45 calls in quarter 1.

TTY users to Triple Zero
2 calls in July 2016, 4 calls in August 2016 and 4 calls in September 2016 making a total of 10 calls in quarter 1.

TTY users to 106
7 calls in July 2016, 10 calls in August 2016 and 7 calls in September 2016 making a total of 24 calls in quarter 1.

356 calls to emergency services were relayed in this quarter, compared to 343 in the previous quarter.

Use of captioned relay, SMS relay, and internet relay accounted for nearly 9 out of every 10 calls made to emergency services through the relay service in this quarter.

## Helpdesk enquiries

The outreach service provider provides a Help Desk support function and handles complaints and feedback about the service.

The graph below illustrates a breakdown of the types of helpdesk enquiries received in quarter 1 2016/17:

Helpdesk enquiries

This graph shows the breakdown of helpdesk enquiries received during quarter 1.

The enquiry categories are listed along the Y axis and the number of enquiries is listed along the X axis.

The results are as follows:

Complaints
41 enquiries in quarter 1

Feedback
17 enquiries in quarter 1

Unwelcome calls
20 receieved in quarter 1

Technical support and issue resolution
32 enquiries in quarter 1

Business introduction and support
300 enquiries in quarter 1

Client maintenance and support
462 enquiries in quarter 1

Client introduction
248 enquiries in quarter 1

Not for NRS
3,612 enquiries in quarter 1

The NRS Help Desk experienced an elevated volume of ‘not for us’ calls in quarter 1 2016–17, primarily related to misdirected Census 2016 calls. A proactive approach taken by outreach service provider ensured the calls were answered efficiently and there was no impact on genuine NRS customer contacts to the Helpdesk.

Otherwise the level of Help Desk activities remained largely unchanged from the previous quarter. Other than ‘not for us’ calls, client maintenance and support (462), business introduction and support (300), along with client introduction (248) remained the primary functions undertaken by the Help Desk.