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# National Relay Service

Quarterly Performance Report

Quarter 2, 2016–2017

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## Background

The National Relay Service (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 | $6,866,655 |  |  | $13,582,825 |
| Outreach service | $1,067,452 | $1,067,452 |  |  | $2,134,904 |
| Total | $7,783,622 | $7,934,107 |  |  | $15,717,729 |

## 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% | 98.10% | 96.40% | 96.63% |  |  |  |  |  |  |
| **Service level 1(b)** | 95.49% | 96.69% | 97.78% | 98.60% | 96.95% | 97.19% |  |  |  |  |  |  |
| **Service level 2** | 0.56% | 0.44% | 0.38% | 0.31% | 0.44% | 0.31% |  |  |  |  |  |  |
| **Service level 3** | 97.62% | 97.45% | 97.28% | 97.41% | 97.21% | 97.27% |  |  |  |  |  |  |

The relay service provider has reported fully meeting all service levels in quarter 2 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% | 99.80% | 100% | 99.74% |  |  |  |  |  |  |
| Service level 2 | 100% | 99.76% | 100% | 100% | 100% | 99.14% |  |  |  |  |  |  |
| Service level 3 | 97.87% | 99.43% | 98.84% | 97.66% | 97.80% | 97.11% |  |  |  |  |  |  |
| Service level 4 | 86.77% | 100% | 100% | 100% | 100% | 100% |  |  |  |  |  |  |

The outreach service provider has reported fully meeting all service levels in quarter 2, 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 | 363 |  |  | **757** | **1,600** | **47%** |
| **KPI 1.2: Number of promotion/conference events (National)** | 4 | 5 |  |  | **9** | **7** | **129%** |
| **KPI 2.1: Number of training sessions x individual** | 45 | 69 |  |  | **114** |  |  |
| **KPI 2.2: Number of training sessions x group demonstration** | 48 | 41 |  |  | **89** |  |  |
| **KPI 2.3: Number of training sessions x group hands-on** | 4 | 7 |  |  | **11** |  |  |
| **Total number of training sessions** | 97 | 117 |  |  | **214** | **390** | **55%** |
| **KPI 2.4: Participants in training sessions x individual** | 39 | 67 |  |  | **106** | **134** | **79%** |
| **KPI 3.1: Number of orgs commencing Relay Service Friendly Program (RSFP)** | 14 | 13 |  |  | **27** | **40** | **68%** |
| **KPI 3.2: Number of orgs completing the training step within RSFP** | 14 | 9 |  |  | **23** | **30** | **77%** |
| **KPI 3.3: Number of orgs completing the RSFP** | 4 | 10 |  |  | **14** | **15** | **93%** |
| **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%** |

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 month by month breakdown of the successful call connections for each NRS inbound service access type for the 2016–17 year to date:

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 quarters 1 and 2.
  
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, 676 in September 2016, 1,084 in October 2016, 573 in November 2016 and 561 in December 2016 making a total of 8178 successful inbound calls in quarters 1 and 2.

Captioned relay (handset)
54,605 in July 2016, 61,063 in August 2016, 58,097 in September 2016, 60,462 in October 2016, 62,761 in November 2016 and 65,081 in December 2016 making a total of 362,069 successful inbound calls in quarters 1 and 2.

SMS relay (voice)
67 in July 2016, 76 in August 2016, 68 in September 2016, 32 in October 2016, 104 in November 2016 and 82 in December 2016 making a total of 429 successful inbound calls in quarters 1 and 2.

SMS relay
3,335 in July 2016, 3794 in August 2016, 3,393 in September 2016, 3,239 in October 2016, 3,665 in November 2016 and 3,363 in December 2016 making a total of 20,789 successful inbound calls in quarters 1 and 2.

Video relay (voice)
1 in July 2016, 2 in August 2016, 2 in September 2016, 2 in October 2016, 3 in November 2016 and 0 in December 2016 making a total of 10 successful inbound calls in quarters 1 and 2.

Video relay
2,418 in July 2016, 2732 in August 2016, 2,339 in September 2016, 2,304 in October 2016, 2,652 in November 2016 and 2,033 in December 2016 making a total of 14,478 successful inbound calls in quarters 1 and 2.

106 Emergency Service
7 in July 2016, 9 in August 2016, 7 in September 2016, 4 in October 2016, 8 in November 2016 and 3 in December 2016 making a total of 38 successful inbound calls in quarters 1 and 2.

Internet relay (app)
4,711 in July 2016, 4,891 in August 2016, 5,065 in September 2016, 5,216 in October 2016, 5,522 in November and 5,641 in December 2016 making a total of 31,046 successful inbound calls in quarters 1 and 2.

Internet relay (voice)
1 in July 2016, 5 in August 2016, 3 in September 2016, 10 in October 2016, 11 in November and 0 in December making a total of 30 successful inbound calls in quarters 1 and 2.

Internet relay
11,834 in July 2016, 13,255 in August 2016, 11,749 in September 2016, 11,895 in October 2016,  12,699 in November 2016 and 10,935 in December 2016 making a total of 72,337 successful inbound calls in quarters 1 and 2.

Speak and Listen (app)
117 in July 2016, 98 in August 2016, 76 in September 2016, 73 in October 2016, 76 in November 2016 and 45 in December 2016 making a total of 485 successful inbound calls in quarters 1 and 2.

Speak and Listen (voice)
0 in July 2016, 0 in August 2016,  1 in September 2016, 0 in October 2016, 3 in November 2016 and 1 in December 2016 making a total of 5 successful inbound calls in quarters 1 and 2.

Speak and Listen
52 in July 2016, 37 in August 2016, 63 in September 2016, 84 in October 2016, 76 in November 2016 and 50 in December 2016 making a total of 362 successful inbound calls in quarters 1 and 2.

Modem/CTM
9 in July 2016, 21 in August 2016, 14 in September 2016, 14 in October 2016, 15 in November 2016 and 19 in December 2016 making a total of 92 successful inbound calls in quarters 1 and 2.

Voice calls
2,023 in July 2016, 2,048 in August 2016, 1,950 in September 2016, 1,959 in October 2016, 1,873 in November 2016 and 1,902 in December 2016 making a total of 11,755 successful inbound calls in quarters 1 and 2.

TTY - Speak and Read
4,089 in July 2016, 3,896 in August 2016, 3,614 in September 2016, 3,918 in October 2016, 3,698 in November 2016 and 3,442 in December 2016 making a total of 22,657 successful inbound calls in quarters 1 and 2.

TTY - Type and Listen
82 in July 2016, 62 in August 2016, 57 in September 2016, 69 in October 2016, 68 in November 2016 and 66 in December 2016 making a total of 404 successful inbound calls in quarters 1 and 2.

TTY - Type and Read
2,432 in July 2016, 2,942 in August 2016, 2,628 in September 2016, 2,621 in October 2016, 2,725 in November 2016 and 2,286 in December 2016 making a total of 15,634 successful inbound calls in quarters 1 and 2.

285,028 successful inbound connections were made to the NRS in quarter 2, 2016–17 representing a slight increase of just over 3% from the previous quarter.

Use of captioned relay and the NRS app by internet relay users continued to grow slightly in this quarter, with use of the TTY remaining in gradual decline. Similarly to the previous quarter, approximately two-thirds of all successful connections to the NRS in quarter 2, 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 for the 2016–17 year to date:

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 Quarters 1 and 2.
  
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, 2,084 minutes in September 2016, 2,891 minutes in October 2016, 2,219 minutes in November 2016 and 2,108 minutes in December making a total of 17,566 call minutes in quarters 1 and 2.

Captioned relay (handset)
204,676 minutes in July 2016,  226,603 minutes in August 2016, 214,012 minutes in September 2016, 221,857 minutes in October 2016, 227,646 minutes in November 2016 and 248,243 minutes in December 2016 making a total of 1,343,037 call minutes in quarters 1 and 2.

SMS relay (voice)
392 minutes in July 2016, 325 minutes in August 2016, 547 minutes in September 2016, 283 minutes in October 2016, 604 minutes in November 2016 and 655 minutes in December 2016 making a total of 2,806 call minutes in quarters 1 and 2.

SMS relay
31,020 minutes in July 2016, 35,016 minutes in August 2016, 32,907 minutes in September 2016, 31,174 minutes in October 2016, 34,676 minutes in November 2016 and 30,605 minutes in December 2016 making a total of 195,398 call minutes in quarters 1 and 2.

Video relay (voice)
13 minutes in July 2016, 71 minutes in August 2016, 8 minutes in September 2016, 19 minutes in October 2016, 35 minutes in November 2016 and 0 minutes in December 2016 making a total of 146 call minutes in quarters 1 and 2.

Video relay
13,262 minutes in July 2016, 15,129 minutes in August 2016, 12,759 minutes in September 2016, 12,840 minutes in October 2016, 14,475 minutes in November 2016, 11,870 minutes in December 2016 making a total of 80,335 call minutes in quarters 1 and 2.

106 Emergency service
52 minutes in July 2016, 54 minutes in August 2016, 37 minutes in September 2016, 42 minutes in October 2016, 57 minutes in November 2016 and 24 minutes in December 2016 making a total of 266 call minutes in quarters 1 and 2.

Internet relay (app)
40,318 minutes in July 2016, 41,238 minutes in August 2016, 42,058 minutes in September 2016, 43,856 minutes in October 2016, 47,265 minutes in November 2016 and 45,007 minutes in December 2016 making a total of 259,742 call minutes in quarters 1 and 2.

Internet relay (voice)
2 minutes in July 2016, 16 minutes in August 2016, 9 minutes in September 2016, 46 minutes in October 2016, 79 minutes in November 2016 and 0 minutes in December 2016 making a total of 152 call minutes in quarters 1 and 2.

Internet relay
127,806 minutes in July 2016,  139,629 minutes in August 2016, 128,745 minutes in September 2016, 126,018 minutes in October 2016, 139,451 minutes in November 2016 and 121,710 minutes in December 2016 making a total of 783,359 call minutes in quarters 1 and 2.

Speak and Listen (app)
3,418 minutes in July 2016, 3,443 minutes in August 2016, 2,682 minutes in September 2016, 2,451 minutes in October 2016, 2,306 minutes in November 2016 and 1,359 minutes in December 2016 making a total of 15,659 call minutes in quarters 1 and 2.

Speak and Listen
341 minutes in July 2016, 353 minutes in August 2016, 1,097 minutes in September 2016, 637 minutes in October 2016, 586 minutes in November 2016, 392 minutes in December 2016 making a total of 3,406 call minutes in quarters 1 and 2.

Modem/CTM
38 minutes in July 2016, 101 minutes in August 2016, 49 minutes in September 2016, 72 minutes in October, 108 minutes in November 2016 and 2,214 minutes in December 2016 making a total of 2,582 call minutes in quarters 1 and 2.

Voice calls
9,878 minutes in July 2016, 9,135 minutes in August 2016, 8,752 minutes in September 2016, 8,572 minutes in October 2016, 7,247 minutes in November 2016 and 9,176 minutes in December 2016 making a total of 52,760 call minutes in quarters 1 and 2.

TTY - Speak and Read
29,469 minutes in July 2016, 28,444 minutes in August 2016, 27,227 minutes in September 2016, 29,075 minutes in October 2016, 26,301 minutes in November 2016 and 23,973 minutes in December 2016 making a total of 164,489 call minutes in quarters 1 and 2.

TTY - Type and Listen
398 minutes in July 2016, 26 minutes in August 2016, 281 minutes in September 2016, 315 minutes in October 2016, 314 minutes in November 2016 and 524 minutes in December 2016 making a total of 2,095 call minutes in quarters 1 and 2.

TTY - Type and Read
18,465 minutes in July 2016, 22,481 minutes in August 2016, 18,527 minutes in September 2016, 19,024 minutes in October 2016, 19,414 minutes in November 2016 and 15,731 minutes in December 2016 making a total of 113,642 call minutes in quarters 1 and 2.

1,535,546 call minutes were relayed in quarter 2, 2016–17 which is a slight increase from the previous quarter (1,501,894 call minutes).

## 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 the 2016–17 year to date:

Calls to Emergency Services

This graph shows a month-on-month breakdown of calls to emergency service organisations for each call type during quarters 1 and 2.

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, 39 calls in September 2016, 29 calls in October 2016, 50 calls in November 2016 and 36 calls in December 2016 making a total of 254 calls in quarters 1 and 2.

Video relay users to Triple Zero
0 calls in July 2016, 0 calls in August 2016, 2 calls in September 2016, 0 calls in October 2016, 1 call in November 2016 and 2 calls in December 2016 making a total of 5 calls in quarters 1 and 2.

SMS relay users to Triple Zero
22 calls in July 2016, 27 calls in August 2016, 24 calls in September 2016,18 calls in October 2016, 22 calls in November 2016 and 20 calls in December 2016 making a total of 133 calls in quarters 1 and 2.

Speak and Listen App users to Triple Zero
There were 0 calls to Triple Zero in quarters 1 and 2.

Speak and Listen users to Triple Zero
There were 0 calls to Triple Zero in quarter 1 2016
 3 calls in October 2016, 1 call in November 2016 and 1 call in December 2016 making a total of 5 calls in quarters 1 and 2.

Internet relay app users to Triple Zero
25 calls in July 2016, 18 calls in August 2016, 20 calls in September 2016, 19 calls in October 2016, 27 calls in November 2016 and 21 calls in December 2016 making a total of 130 calls in quarters 1 and 2.

Internet relay web browser users to Triple Zero
10 calls in July 2016, 14 calls in August 2016, 21 calls in September 2016, 18 calls in October 2016, 20 calls in November 2016 and 20 calls in December 2016 making a total of 103 calls in quarters 1 and 2.

TTY users to Triple Zero
2 calls in July 2016, 4 calls in August 2016, 4 calls in September 2016, 2 calls in October 2016, 7 calls in November 2016 and 1 call in December 2016 making a total of 20 calls in quarters 1 and 2.

TTY users to 106
7 calls in July 2016, 10 calls in August 2016, 7 calls in September 2016, 4 calls in October 2016, 8 calls in November 2016 and 3 calls in December 2016 making a total of 39 calls in quarters 1 and 2.

333 calls to emergency services were relayed in quarter 2, 2016-17, compared to 356 in the previous quarter.

Use of captioned relay, SMS relay, and internet relay again accounted for approximately 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 the 2016–17 year to date:

Helpdesk enquiries

This graph shows the breakdown of helpdesk enquiries received during quarters 1 and 2.

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
45 enquiries in quarter 2

Feedback
17 enquiries in quarter 1
18 enquiries in quarter 2

Unwelcome calls
20 receieved in quarter 1
11 received in quarter 2

Technical support and issue resolution
32 enquiries in quarter 1
38 enquiries in quarter 2

Business introduction and support
300 enquiries in quarter 1
264 enquiries in quarter 2

Client maintenance and support
462 enquiries in quarter 1
369 enquiries in quarter 2

Client introduction
248 enquiries in quarter 1
202 enquiries in quarter 2

Not for NRS
3,612 enquiries in quarter 1
760 enquiries in quarter 2

Help Desk activities for quarter 2, 2016-17 remained largely unchanged compared to usual activity. The Help Desk experienced an elevated volume of ‘not for us’ calls in the previous quarter, these levels returned to normal for this quarter. There were no other significant changes in the types of support enquiries received at the NRS Helpdesk.

‘Not for us’ calls (760), client maintenance and support (369), business introduction and support (264), and client introductions (202) remained the primary functions undertaken by the Help Desk this quarter.