

# National Relay Service—Quarterly Performance Report

Quarter 2, 2017–2018

Disclaimer

The material in this report is of a general nature and should not be regarded as legal advice or relied on for assistance in any particular circumstance or emergency situation. In any important matter, you should seek appropriate independent professional advice in relation to your own circumstances. The Commonwealth accepts no responsibility or liability for any damage, loss or expense incurred as a result of the reliance on information contained in this report.

This report has been prepared for consultation purposes only and does not indicate the Commonwealth’s commitment to a particular course of action. Additionally, any third party views or recommendations included in this report do not reflect the views of the Commonwealth, or indicate its commitment to a particular course of action.

Copyright

© Commonwealth of Australia 2018

Logo:  Creative Commons.  The material in this report is licensed under a Creative Commons Attribution—4.0 International license, with the exception of:

* the Commonwealth Coat of Arms
* this Department’s logo
* any third party material
* any material protected by a trademark, and
* any images and/or photographs.

More information on this CC BY license is set out as follows:

* Creative Commons website—[www.creativecommons.org](http://www.creativecommons.org)
* Attribution 4.0 international (CC by 4.0)—[www.creativecommons.org/licenses/by/4.0](http://www.creativecommons.org/licenses/by/4.0).

Enquiries about this license and any use of this discussion paper can be sent to: [copyright@communications.gov.au](mailto:copyright@communications.gov.au).

Third party copyright

The Department has made all reasonable efforts to clearly identify material where the copyright is owned by a third party. Permission may need to be obtained from third parties to re-use their material.

Attribution

The CC BY licence is a standard form licence agreement that allows you to copy and redistribute the material in any medium or format, as well as remix, transform, and build upon the material, on the condition that you provide a link to the licence, you indicate if changes were made, and you attribute the material as follows:

Licensed from the Commonwealth of Australia under a Creative Commons Attribution 4.0 International licence.

Enquiries about the use of any material in this publication can be sent to: [copyright@communications.gov.au](mailto:copyright@communications.gov.au).

Using the Commonwealth Coat of Arms

Guidelines for using the Commonwealth Coat of Arms are available from the Department of Prime Minister and Cabinet website at [www.pmc.gov.au/government/its-honour](https://www.pmc.gov.au/government/its-honour).

Contents

[Background 4](#_Toc507593118)

[Cost of delivering the NRS 4](#_Toc507593119)

[Service level performance: relay service provider 4](#_Toc507593120)

[Service level performance: outreach service provider 5](#_Toc507593121)

[Successful inbound connections (by inbound service access type) 7](#_Toc507593122)

[Outbound call minutes relayed (by inbound connection type) 8](#_Toc507593123)

[Calls to emergency services relayed through the NRS 9](#_Toc507593124)

[Helpdesk enquiries 10](#_Toc507593125)

Tables / images

[Table 1. Cost of delivering the NRS 4](#_Toc507593126)

[Table 2. Service level performance: relay service provider 5](#_Toc507593127)

[Table 3: Service level performance: outreach service provider 6](#_Toc507593128)

## Background

The National Relay Service (NRS) providers are required to submit activity and performance data to the Department of Communications and the Arts (the Department) each quarter. These reports are used to review the performance of the NRS providers against agreed service levels as well as provide data and information about how the NRS has been used in the quarter.

The Department then reports on:

* the cost of delivering the NRS on a quarterly basis
* the performance of the NRS providers against agreed service levels, 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 the 2017–18 financial year to date 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 | $7,208,321.12 | $7,489,567.97 |  |  | $14,697,889.09 |
| Outreach Service | $336,124.50 | $336,124.50 |  |  | $672,249 |
| Total | $7,544,445.62 | $7,825,692.47 |  |  | $15,370,138.09 |

## Service level performance: relay service provider

The relay service provider’s performance in 2017–18 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 in the 2017–2018 financial year to date against these service levels is outlined in the table below:

Table 2. Service level performance: relay service provider

|  | Jul 17 | Aug 17 | Sep 17 | Oct 17 | Nov 17 | Dec 17 | Jan 18 | Feb 18 | Mar 18 | Apr 18 | May 18 | Jun 18 |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Service level 1(a)** | 96.07% | 96.12% | 94.62% | 94.06% | 92.43% | 92.71% |  |  |  |  |  |  |
| **Service level 1(b)** | 96.65% | 96.7% | 95.5% | 95.05% | 93.65% | 93.87% |  |  |  |  |  |  |
| **Service level 2** | 0.33% | 0.37% | 0.9% | 1.08% | 1.27% | 1.34% |  |  |  |  |  |  |
| **Service level 3** | 97.79% | 97.19% | 97.68% | 97.44% | 97.51% | 97.56% |  |  |  |  |  |  |

The relay service provider has reported not fully meeting all service levels in quarter 2, 2017–18. Service Level 1(b) was not met in November and December 2017.

The Department considers the performance of the relay service provider to not be consistent with its obligations under the Relay Services Agreement.

## Service level performance: outreach service provider

The outreach service provider’s performance in 2017–18 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 helpdesk users during the hours of operation of the helpdesk 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 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.
* **Service level 3:** the service contractor personnel must resolve greater than 85 per cent of all enquiries received from helpdesk 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 two 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 in the 2017–2018 financial year to date against these service levels is outlined in the table below:

Table 3: Service level performance: outreach service provider

|  | Jul 17 | Aug 17 | Sep 17 | Oct 17 | Nov 17 | Dec 17 | Jan 18 | Feb 18 | Mar 18 | Apr 18 | May 18 | Jun 18 |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Service level 1** | 99.78% | 99.81% | 100% | 99.8% | 99.63% | 99.73% |  |  |  |  |  |  |
| **Service level 2** | 100% | 100% | 100% | 100% | 100% | 100% |  |  |  |  |  |  |
| **Service level 3** | 97.93% | 98.40% | 97.12% | 99.13% | 97.95% | 99.29% |  |  |  |  |  |  |
| **Service level 4** | 95% | 100% | 100% | 100% | 100% | 100% |  |  |  |  |  |  |

The outreach service provider has reported fully meeting all service levels in quarter 2, 2017–18.

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

## 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 2017–2018 financial year to date.

This graph shows a month-on-month breakdown of successful inbound calls for each NRS service access option for the 2017-18 financial year to date.
  
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) 
1,045 connections in July 2017, 989 connections in August 2017, 623 connections in September 2017, 819 connections in October 2017, 687 connections in November 2017 and 521 connections in December 2017.

Captioned relay (handset)
74,310 connections in July 2017, 77,924 connections in August 2017, 73,713 connections in September 2017, 79,469 connections in October 2017, 81,016 connections in November 2017 and 80,312 connections in December 2017.

SMS relay (voice)
51 connections in July 2017, 79 connections in August 2017, 63 connections in September 2017, 74 connections in October 2017, 51 connections in November 2017 and 50 connections in December 2017.

SMS relay
4,083 connections in July 2017,  4,400 connections in August 2017, 3,790 connections in September 2017, 4,124 connections in October 2017, 4,273 connections in November 2017 and 4,169 connections in December 2017.

Video relay (voice)
4 connections in July 2017, 0 connections in August 2017, 14 connections in September 2017, 5 connections in October 2017, 4 connections in November 2017 and 3 connections in December 2017.

Video relay
1,705 connections in July 2017,  2,398 connections in August 2017, 2,092 connections in September 2017, 2,367 connections in October 2017, 2,675 connections in November 2017 and 1,862 connections in December 2017.

106 Emergency Service
10 connections in July 2017, 14 connections in August 2017, 4 connections in September 2017, 12 connections in October 2017, 10 connections in November 2017 and 1 connection in December 2017.

Internet relay (app)
5,446 connections in July 2017, 5,653 connections in August 2017, 5,271 connections in September 2017, 5,097 connections in October 2017, 5,338 connections in November 2017 and 5,023 connections in December 2017.

Internet relay (voice)
2 connections in July 2017, 2 connections in August 2017, 0 connections in September 2017, 2 connections in October 2017, 0 connections in November 2017 and 2 connections in December 2017.

Internet relay
11,934 connections in July 2017, 11,621 connections in August 2017, 10,589 connections in September 2017, 11,986 connections in October 2017, 11,850 connections in November 2017 and 10,019 connections in December 2017.

Speak and Listen (app)
70 connections in July 2017, 49 connections in August 2017, 34 connections in September 2017, 60 connections in October 2017, 53 connections in November 2017 and 63 connections in December 2017.

Speak and Listen (voice)
No connections in July or August 2017, 3 connections in September 2017, 4 connections in October 2017 and no connections in November or December 2017.

Speak and Listen
62 connections in July 2017, 60 connections in August 2017, 44 connections in September 2017, 62 connections in October 2017, 41 connections in November 2017 and 54 connections in December 2017.

Modem/CTM
10 connections in July 2017, 14 connections in August 2017, 12 connections in September 2017, 10 connections in October 2017, 17 connections in November 2017 and 25 connections in December 2017.

Voice calls
1,536 connections in July 2017, 1,510 connections in August 2017, 1,341 connections in September 2017, 1,404 connections in October 2017, 1,519 connections in November 2017 and 1,641 connections in December 2017.

TTY - Speak and Read
3,132 connections in July 2017, 3,071 connections in August 2017, 2,757 connections in September 2017, 3,103 connections in October 2017, 3,224 connections in November 2017 and 3,029 connections in December 2017.

TTY - Type and Listen
31 connections in July 2017, 55 connections in August 2017, 22 connections in September 2017, 56 connections in October 2017, 26 connections in November 2017 and 39 connections in December 2017. 

TTY - Type and Read
1,645 connections in July 2017, 1,704 connections in August 2017, 1,509 connections in September 2017, 1,583 connections in October 2017, 1,917 connections in November 2017 and 1,783 connections in December 2017.

331,534 successful inbound connections were made to the NRS in quarter 2, 2017–18. This is a slight increase to the previous quarter (quarter 1, 2017–2018), where 316,500 successful inbound connections were made.

The captioned relay service continued to increase during quarter 2, 2017–18. 242,824 successful inbound connections were made. Over two-thirds of all successful connections to the NRS in quarter 2, 2017–18 were made by captioned relay handset users. This proportion is consistent with the proportion of successful connections in quarter 1, 2017–2018.

## 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 2017–2018 financial year to date.

This graph shows a month-on-month breakdown of the number of call minutes relayed by each of the NRS service access options for the 2017-18 financial year to date.
  
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) 
4,836 minutes in July 2017, 3,619 minutes in August 2017, 2,793 minutes in September 2017, 3,325 minutes in October 2017, 2,107 minutes in November 2017 and 2,059 minutes in December 2017.

Captioned relay (handset)
271,956 minutes in July 2017, 283,522 minutes in August 2017, 265,194 minutes in September 2017, 291,785 minutes in October 2017, 293,118 minutes in November 2017 and 300,572 minutes in December 2017.

SMS relay (voice)
577 minutes in July 2017, 916 minutes in August 2017, 471 minutes in September 2017, 613 minutes in October 2017, 453 minutes in November 2017 and 374 minutes in December 2017.

SMS relay
39,897 minutes in July 2017, 41,267 minutes in August 2017, 35,075 minutes in September 2017, 41,499 minutes in October 2017, 41,388 minutes in November 2017 and 39,820 minutes in December 2017.

Video relay (voice)
20 minutes in July 2017, 0 minutes in August 2017, 143 minutes in September 2017, 38 minutes in October 2017, 17 minutes in November 2017 and 8 minutes in December 2017.

Video relay
9,919 minutes in July 2017, 13,424 minutes in August 2017, 12,393 minutes in September 2017, 13,806 minutes in October 2017, 15,695 minutes in November 2017 and 11,931 minutes in December 2017.

106 Emergency Service
78 minutes in July 2017, 76 minutes in August 2017, 21 minutes in September 2017, 104 minutes in October 2017, 64 minutes in November 2017 and 14 minutes in December 2017.

Internet relay (app)
43,003 minutes in July 2017, 47,117 minutes in August 2017, 40,587 minutes in September 2017, 41,321 minutes in October 2017, 40,588 minutes in November 2017 and 37,482 minutes in December 2017.

Internet relay (voice)
7 minutes in July 2017, 18 minutes in August 2017, 0 minutes in September 2017, 6 minutes in October 2017, 0 minutes in November 2017 and 37 minutes in December 2017.

Internet relay
133,733 minutes in July 2017, 129,983 minutes in August 2017, 116,748 minutes in September 2017, 130,052 minutes in October 2017, 132,953 minutes in November 2017 and 114,027 minutes in December 2017.

Speak and Listen (app)
1,638 minutes in July 2017, 1,409 minutes in August 2017, 585 minutes in September 2017, 693 minutes in October 2017, 1,815 minutes in November 2017 and 2,444 minutes in December 2017.

Speak and Listen
378 minutes in July 2017, 495 minutes in August 2017, 313 minutes in September 2017,  498 minutes in October 2017, 356  minutes in November 2017 and 492 minutes in December 2017.

Modem/CTM
929 minutes in July 2017, 1,408 minutes in August 2017, 2,878 minutes in September 2017, 1,252 minutes in October 2017, 88 minutes in November 2017 and 142 minutes in December 2017.

Voice calls
6,118 minutes in July 2017, 5,708 minutes in August 2017, 5,412 minutes in September 2017, 5,372 minutes in October 2017, 5,809 minutes in November 2017 and 5,960 minutes in December 2017.

TTY - Speak and Read
22,899 minutes in July 2017, 22,324 minutes in August 2017, 20,034 minutes in September 2017, 22,639 minutes in October 2017, 24,218 minutes in November 2017 and 21,953 minutes in December 2017.

TTY - Type and Listen
190 minutes in July 2017, 330 minutes in August 2017, 66 minutes in September 2017, 338 minutes in October 2017, 98 minutes in November 2017 and 193 minutes in December 2017.

TTY - Type and Read
11,753 minutes in July 2017, 12,007 minutes in August 2017, 10,181 minutes in September 2017, 11,459 minutes in October 2017, 14,870 minutes in November 2017 and 11,883 minutes in December 2017.

1,687,828 call minutes were relayed in quarter 2, 2017–18 which is an increase of 63,381 call minutes from the previous quarter (quarter 1, 2017–2018) where 1,624,447 call minutes were relayed.

## 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 following graph illustrates the ways in which NRS users have accessed emergency services in the 2017–2018 financial 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 for the 2017-18 financial year to date.

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
58 calls in July 2017, 48 calls in August 2017, 40 calls in September 2017, 55 calls in October 2017, 39 calls in November 2017 and 54 calls in December 2017.

Video relay users to Triple Zero
1 call in July 2017, 1 call in August 2017, 0 calls in September and October 2017, 1 call in November 2017 and 0 calls in December 2017.

SMS relay users to Triple Zero
12 calls in July 2017, 16 calls in August 2017, 21 calls in September 2017, 15 calls in October 2017, 24 calls in November 2017 and 22 calls in December 2017.

Speak and Listen App users to Triple Zero
0 calls in July and August 2017, 1 call in September 2017, 6 calls in October 2017, 14 calls in November 2017 and 7 calls in December 2017.

Speak and Listen users to Triple Zero
0 calls in July 2017, 3 calls in August 2017, 0 calls in September, October and November 2017 and 1 call in December 2017.

Internet relay app users to Triple Zero
9 calls in July 2017, 6 calls in August 2017, 19 calls in September 2017, 2 calls in October 2017, 12 calls in November 2017 and 9 calls in December 2017.

Internet relay web browser users to Triple Zero
23 calls in July 2017, 35 calls in August 2017, 21 calls in September 2017, 24 calls in October 2017, 20 calls in November 2017 and 16 calls in December 2017.

TTY users to Triple Zero
5 calls in July 2017, 6 calls in August 2017, 3 calls in September 2017, 6 calls in October 2017, 6 calls in November 2017 and 7 calls in December 2017.

TTY users to 106
12 calls in July 2017, 15 calls in August 2017, 4 calls in September 2017, 12 calls in October 2017, 12 calls in November 2017 and 2 calls in December 2017.

366 calls to emergency services were relayed in quarter 2, 2017–2018. This is a similar amount of emergency calls when compared to last quarter (quarter 1, 2017–2018) where 359 calls to emergency services were relayed.

## Helpdesk enquiries

The outreach service provider provides a helpdesk 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 2017–2018 financial year to date:

Helpdesk enquiries

This graph shows the breakdown of helpdesk enquiries received for the 2017-18 financial year to date.

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
40 enquiries in quarter 1
42 enquiries in quarter 2

Feedback
3 enquiries in quarter 1
11 enquiries in quarter 2

Unwelcome calls
9 receieved in quarter 1
7 received in quarter 2

Technical support and issue resolution
56 enquiries in quarter 1
48 enquiries in quarter 2

Business introduction and support
261 enquiries in quarter 1
226 enquiries in quarter 2

Client maintenance and support
164 enquiries in quarter 1
150 enquiries in quarter 2

Client introduction
165 enquiries in quarter 1
137 enquiries in quarter 2

Not for NRS
955 enquiries in quarter 1
979 enquiries in quarter 2

There were 1,600 helpdesk enquiries for quarter 2, 2017–2018, a similar figure to the 1,653 enquiries received during quarter 1, 2017–2018.

‘Not for us’ calls (979), business introduction and support (226), client maintenance and support (150) and client introductions (137) remained the primary functions undertaken by the helpdesk this quarter.