



Australian Government

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

National Relay Service—Monthly Performance Report

October 2022



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Director – Creative Services
Communication Branch
Department of Infrastructure, Transport, Regional Development and Communications
GPO Box 594
Canberra ACT 2601
Australia

Email: publishing@infrastructure.gov.au

Website: www.infrastructure.gov.au

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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 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	October 2022
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.	97.08%
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.	98.48%
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.	1.00%
Grade of Service 3	At least 85% of all other non-emergency calls are answered by a call taker within 10 seconds	92.88%
Grade of Service 4	At least 80% of video relay calls are answered by a call taker within 120 seconds	92.67%

Service level performance: helpdesk

Table 2. Service levels: helpdesk

Service level	Target	October 2022
Grade of Service	80% of all telephone calls answered by a call taker within 30 seconds	97.87%
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.	99.67%
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	56
NRS SMS	4,128
NRS Chat	11,275
NRS Chat App	8,517
Voice Relay	112
Video Relay	4,748
NRS TTY	1,693
Total	30,529

Calls to emergency services relayed through the NRS

Table 4. Calls to emergency services

Service type	Emergency calls
NRS Captions	1
NRS SMS	13
NRS Chat	35
Voice Relay	3
Video Relay	0
NRS TTY	5
Total	57

Helpdesk enquiries

The Helpdesk received 706 genuine enquiries for October 2022, including 24 complaints.