



**Australian Government**

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

# **National Relay Service—Monthly Performance Report**

December 2023



© Commonwealth of Australia 2024  
January 2024 / INFRASTRUCTURE 2024

### **Ownership of intellectual property rights in this publication**

Unless otherwise noted, copyright (and any other intellectual property rights, if any) in this publication is owned by the Commonwealth of Australia (referred to below as the Commonwealth).

#### **Disclaimer**

The material contained in this publication is made available on the understanding that the Commonwealth is not providing professional advice, and that users exercise their own skill and care with respect to its use, and seek independent advice if necessary.

The Commonwealth makes no representations or warranties as to the contents or accuracy of the information contained in this publication. To the extent permitted by law, the Commonwealth disclaims liability to any person or organisation in respect of anything done, or omitted to be done, in reliance upon information contained in this publication.

#### **Use of the Coat of Arms**

The Department of the Prime Minister and Cabinet sets the terms under which the Coat of Arms is used. Please refer to the Commonwealth Coat of Arms - Information and Guidelines publication available at <http://www.pmc.gov.au>.

#### **Contact us**

This publication is available in hard copy or PDF format. All other rights are reserved, including in relation to any departmental logos or trade marks which may exist. For enquiries regarding the licence and any use of this publication, please contact:

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

Email: [publishing@infrastructure.gov.au](mailto:publishing@infrastructure.gov.au)

Website: [www.infrastructure.gov.au](http://www.infrastructure.gov.au)

## Table of contents

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

## List of figures and tables

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, Communications and the Arts (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	December 2023
<b>Grade of Service 1 106 and 000 emergency</b>	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.	98.55%
<b>Grade of Service 2 106 and 000 emergency</b>	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.	99.03%
<b>Abandon Rate</b>	No more than 5% of calls answered by a call taker are abandoned after leaving the IVR or being presented to the routing queue.	1.38%
<b>Grade of Service 3</b>	At least 85% of all other non-emergency calls are answered by a call taker within 10 seconds.	86.96%
<b>Grade of Service 4</b>	At least 80% of video relay calls are answered by a call taker within 120 seconds.	92.45%

## Service level performance: helpdesk

**Table 2. Service levels: helpdesk**

Service level	Target	December 2023
<b>Grade of Service</b>	80% of all telephone calls answered by a call taker within 30 seconds.	95.27%
<b>Acknowledgement</b>	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.	99.91%
<b>Contact Resolution</b>	Resolve greater than 85% of all enquiries received within 2 business days.	99.91%
<b>Complaint Resolution</b>	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	30
NRS SMS	2,825
NRS Chat	3,356
NRS Chat App	3,311
Voice Relay	83
Video Relay	3,629
NRS TTY	1,083
<b>Total</b>	<b>14,317</b>

## Calls to emergency services relayed through the NRS

**Table 4. Calls to emergency services**

Service type	Emergency calls
NRS Captions	0
NRS SMS	6
NRS Chat	31
Voice Relay	5
Video Relay	0
NRS TTY	5
<b>Total</b>	<b>47</b>

## Helpdesk enquiries

The Helpdesk received 497 genuine enquiries for December 2023, including 24 complaints.