



Australian Government

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

National Relay Service—Monthly Performance Report

November 2024



© Commonwealth of Australia 2024
November 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

Website: www.infrastructure.gov.au

Table of contents

Background	4
Service level performance: relay service	4
Service level performance: helpdesk	4
Successful outbound connections (by inbound service access type)	5
Calls to emergency services relayed through the NRS	5
Helpdesk enquiries	5
Community Engagement Function	5
User Assistance Function	5

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	November 2024
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.	97.81%
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.	98.32%
Abandon Rate	No more than 5% of calls answered by a call taker are abandoned 10 seconds after leaving the IVR or being presented to the routing queue.	2.40%
Grade of Service 3	At least 85% of all other non-emergency calls are answered by a call taker within 10 seconds.	86.39%
Grade of Service 4	At least 80% of video relay calls are answered by a call taker within 120 seconds.	18.79%

Service level performance: helpdesk

Table 2. Service levels: helpdesk

Service level	Target	November 2024
Grade of Service	80% of all telephone calls answered by a call taker within 30 seconds.	97.81%
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.	100%
Complaint Resolution	All complaints received are resolved within 20 business days of them being raised.	100%
Services Provided Online	Availability of services provided online should be a minimum of 99.5% of contracted availability	99.86%

Successful outbound connections (by inbound service access type)

Table 3. Outbound call connections (by inbound service type)

Service type	Outbound calls
NRS Captions	15
NRS SMS	3,130
NRS Chat	2,816
NRS Chat App	3,384
Voice Relay	132
Video Relay	3,461
NRS TTY	783
Total	13,721

Calls to emergency services relayed through the NRS

Table 4. Calls to emergency services

Service type	Emergency calls
NRS Captions	0
NRS SMS	64
NRS Chat	45
Voice Relay	0
Video Relay	0
NRS TTY	7
Total	116

Helpdesk enquiries

The Helpdesk received 731 genuine enquiries for November 2024, including 22 complaints.

Community Engagement Function

Concentrix continued to undertake significant community engagement throughout November, engaging with various sectors and stakeholders. The NRS eLearning module has been rolled out to employees of several companies, including Optus, Services Australia and Belong.

User Assistance Function

Work continues on the introduction of the first element of the User Assistance Function, a new element to the NRS introduced as part of the current contract.