



Australian Government

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

National Relay Service—Monthly Performance Report

October 2024



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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, 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	October 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.	97.33%
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.	97.75%
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.	2.34%
Grade of Service 3	At least 85% of all other non-emergency calls are answered by a call taker within 10 seconds.	86.12%
Grade of Service 4	At least 80% of video relay calls are answered by a call taker within 120 seconds.	83.34%

Service level performance: helpdesk

Table 2. Service levels: helpdesk

Service level	Target	October 2024
Grade of Service	80% of all telephone calls answered by a call taker within 30 seconds.	98.13%
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	99.92%

Successful outbound connections (by inbound service access type)

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

Service type	Outbound calls
NRS Captions	20
NRS SMS	3,335
NRS Chat	3,200
NRS Chat App	3,317
Voice Relay	179
Video Relay	4,096
NRS TTY	859
Total	15,006

Calls to emergency services relayed through the NRS

Table 4. Calls to emergency services

Service type	Emergency calls
NRS Captions	0
NRS SMS	29
NRS Chat	48
Voice Relay	7
Video Relay	1
NRS TTY	3
Total	88

Helpdesk enquiries

The Helpdesk received 667 genuine enquiries for October 2024, including 13 complaints.

Community Engagement Function

Concentrix undertook significant community engagement throughout October, engaging with various sectors and stakeholders including Services Australia, Deaf Connect, Westpac and Lifeline. The NRS eLearning module has been rolled out to employees of several companies, including Optus, Services Australia and Belong.

User Assistance Function

Work is currently under development as to the introduction of the first element of the User Assistance Function, a new element to the NRS introduced as part of the current contract, with the Department and Concentrix meeting to discuss. More information will be made available in due course.