



Australian Government

Department of Infrastructure, Transport, Regional Development and Communications

# National Relay Service—Monthly Performance Report

May 2021

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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	May 2021
<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.	99.02%
<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.	98.95%
<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.	1.43%
<b>Grade of Service 3</b>	At least 85% of all other non-emergency calls are answered by a call taker within 10 seconds	90.72%
<b>Grade of Service 4</b>	At least 80% of video relay calls are answered by a call taker within 120 seconds	84.83%

## Service level performance: helpdesk

Table 2. Service levels: helpdesk

Service level	Target	May 2021
<b>Grade of Service</b>	80% of all telephone calls answered by a call taker within 30 seconds	92.02%
<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.	100%
<b>Contact Resolution</b>	Resolve greater than 85% of all enquiries received within 2 business days.	100%
<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	203
NRS SMS	4,027
NRS Chat	11,687
NRS Chat App	7,887
Voice Relay	84
Video Relay	4,779
NRS TTY	2,786
<b>Total</b>	<b>31,453</b>

## Calls to emergency services relayed through the NRS

Table 4. Calls to emergency services

Service type	Emergency calls
NRS Captions	0
NRS SMS	8
NRS Chat	36
Voice Relay	11
Video Relay	1
NRS TTY	6
<b>Total</b>	<b>62</b>

## Helpdesk enquiries

The Helpdesk received 900 genuine enquiries for May 2021, including 32 complaints.