



Australian Government

Department of Communications and the Arts

# National Relay Service—Quarterly Performance Report

Quarter 1, 2019-20



## Disclaimer

The material in this report is of a general nature and should not be regarded as legal advice or relied on for assistance in any particular circumstance or emergency situation. In any important matter, you should seek appropriate independent professional advice in relation to your own circumstances. The Commonwealth accepts no responsibility or liability for any damage, loss or expense incurred as a result of the reliance on information contained in this report.

This report has been prepared for consultation purposes only and does not indicate the Commonwealth's commitment to a particular course of action. Additionally, any third party views or recommendations included in this report do not reflect the views of the Commonwealth, or indicate its commitment to a particular course of action.

## Copyright

© Commonwealth of Australia 2019



The material in this report is licensed under a Creative Commons Attribution—4.0 International licence, with the exception of:

- the Commonwealth Coat of Arms
- this Department's logo
- any third party material
- any material protected by a trademark, and
- any images and/or photographs.

More information on this CC BY licence is set out as follows:

- Creative Commons website—[www.creativecommons.org](http://www.creativecommons.org)
- Attribution 4.0 international (CC by 4.0)—[www.creativecommons.org/licenses/by/4.0](http://www.creativecommons.org/licenses/by/4.0).

Enquiries about this licence and any use of this discussion paper can be sent to:  
[copyright@communications.gov.au](mailto:copyright@communications.gov.au).

## Third party copyright

The Department has made all reasonable efforts to clearly identify material where the copyright is owned by a third party. Permission may need to be obtained from third parties to re-use their material.

## Attribution

The CC BY licence is a standard form licence agreement that allows you to copy and redistribute the material in any medium or format, as well as remix, transform, and build upon the material, on the condition that you provide a link to the licence, you indicate if changes were made, and you attribute the material as follows:

Licensed from the Commonwealth of Australia under a Creative Commons Attribution 4.0 International licence.

Enquiries about the use of any material in this publication can be sent to:  
[copyright@communications.gov.au](mailto:copyright@communications.gov.au).

## Using the Commonwealth Coat of Arms

Guidelines for using the Commonwealth Coat of Arms are available from the Department of Prime Minister and Cabinet website at [www.pmc.gov.au/government/its-honour](http://www.pmc.gov.au/government/its-honour).



## Contents

<b>Background .....</b>	<b>4</b>
<b>Cost of delivering the NRS .....</b>	<b>4</b>
<b>Service level performance: relay service provider .....</b>	<b>4</b>
<b>Service level performance: outreach service provider .....</b>	<b>5</b>
<b>Successful inbound connections (by inbound service access type) .....</b>	<b>7</b>
<b>Outbound call minutes relayed (by inbound connection type).....</b>	<b>8</b>
<b>Calls to emergency services relayed through the NRS.....</b>	<b>9</b>
<b>Helpdesk enquiries .....</b>	<b>10</b>

## Tables / Graphs

Table 1. Cost of delivering the NRS.....	4
Table 2. Service level performance: relay service provider .....	5
Table 3. Service level performance: outreach service provider .....	6
Graph 1. Successful inbound connections (by service type).....	7
Graph 2. Outbound call minutes (by inbound service type).....	8
Graph 3. Calls to emergency services .....	9
Graph 4. Helpdesk enquiries.....	10



## Background

The National Relay Service (NRS) providers are required to submit activity and performance data to the Department of Communications and the Arts (the Department) each quarter. These reports are used to review the performance of the NRS providers against agreed service levels as well as provide data and information about how the NRS has been used in the quarter.

The Department then reports on:

- the cost of delivering the NRS on a quarterly basis
- the performance of the NRS providers against agreed service levels, and
- information on how the NRS is used, including the number of successful inbound connections, the volume of outbound call minutes generated by each service access option, the number of calls to emergency services and the volume of different types of contact with the NRS helpdesk.

The quarterly report provides regular transparency of ongoing costs and the NRS providers' performance in delivering the NRS.

## Cost of delivering the NRS

The annual cost of delivering the NRS varies, as the relay service component is affected by the number of call minutes relayed during the financial year. The cost of providing the NRS is funded from the telecommunications industry levy paid by eligible telecommunications carriers.

The cost (GST inclusive) of providing the NRS for each quarter of the 2019–20 financial year to date is outlined in the table below.

Table 1. Cost of delivering the NRS

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total YTD
Relay Service	\$6,545,572.32				\$6,545,572.32
Outreach Service	\$293,875.14				\$293,875.14
Total	\$6,839,447.46				\$6,839,447.46

## Service level performance: relay service provider

From 2018–19, service levels were amended to incorporate changes resulting from the International Telecommunications Union Standardisation for Relay Services. Accordingly, the relay service provider's performance in 2019–20 is measured monthly against the following service levels:

- **Service level 1 (a):** for each month for calls to the '106' text emergency number and the Triple Zero emergency call number, at least 85 per cent of calls are answered by a call taker within five seconds of reaching the relevant answering point for the call.
- **Service level 1 (b):** for each month for calls to the '106' text emergency number and the Triple Zero emergency call number, at least 95 per cent of calls are answered by a call taker within 10 seconds of reaching the relevant answering point for the call.



- **Service level 2:** no more than two per cent of calls abandoned after leaving the Interactive Voice Response (IVR) or being presented to the call routing queue (monthly average).
- **Service level 3:** no less than 95 per cent raw accuracy of words (excluding Video Relay calls). Raw accuracy is measured through monthly staff assessments of relay officers.
- **Service level 4:** for each month, at least 85% of all other non-emergency calls (with the exception of Video Relay calls) are answered by a call take within 10 seconds.
- **Service level 5:** for each month, at least 80% of Video Relay calls are answered by a call taker within 120 seconds.

The relay service provider's reported performance over the 2019–20 financial year to date against these service levels is stated in the table below.

Table 2. Service level performance: relay service provider

Month	Service level 1(a)	Service level 1(b)	Service level 2	Service level 3	Service level 4	Service level 5
July 2019	99.74%	99.97%	1.24%	99.03%	87.35%	99.38%
August 2019	99.71%	99.98%	0.96%	99.20%	88.47%	99.46%
September 2019	99.71%	99.98%	1.03%	98.95%	92.52%	99.25%

The relay service provider has reported fully meeting all service levels in Quarter 1, 2019–20.

The Department considers the performance of the relay service provider to be consistent with its obligations under the Relay Services Agreement.

## Service level performance: outreach service provider

The outreach service provider's performance in 2019–20 is measured monthly against the following service levels:

- **Service level 1:** the service contractor personnel must answer greater than 85 per cent of all telephone calls from helpdesk users during the hours of operation of the helpdesk within 90 seconds. Any call other than a call that is ended by the user hanging up within 5 seconds from the first ring tone of the call is included in measurement of compliance with this Service Level.
- **Service level 2:** the service contractor personnel must acknowledge greater than 85 per cent of all enquiries received through public NRS email addresses or forms from the NRS website 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.
- **Service level 3:** the service contractor personnel must resolve greater than 85 per cent of all enquiries received from helpdesk users by telephone (that are not able to be resolved while on the call), website or email, that it is able to resolve without input from the Commonwealth or the relay service provider or a third party within two business days.
- **Service level 4:** the service contractor personnel must resolve greater than 85 per cent of all complaints received during the month within the timeframes required under the agreement (including the complaint handling policy) for the type of complaint.



The outreach service provider's reported performance over the 2019–20 financial year to date against these service levels is outlined in the table below.

**Table 3. Service level performance: outreach service provider**

<b>Month</b>	<b>Service level 1</b>	<b>Service level 2</b>	<b>Service level 3</b>	<b>Service level 4</b>
July 2019	98.35%	100%	100%	100%
August 2019	95.78%	100%	99.60%	100%
September 2019	98.23%	100%	100%	100%

The outreach service provider has reported fully meeting all service levels in Quarter 1, 2019–20.

The Department considers the performance of the outreach service provider to be consistent with its obligations in the Outreach Services Agreement.

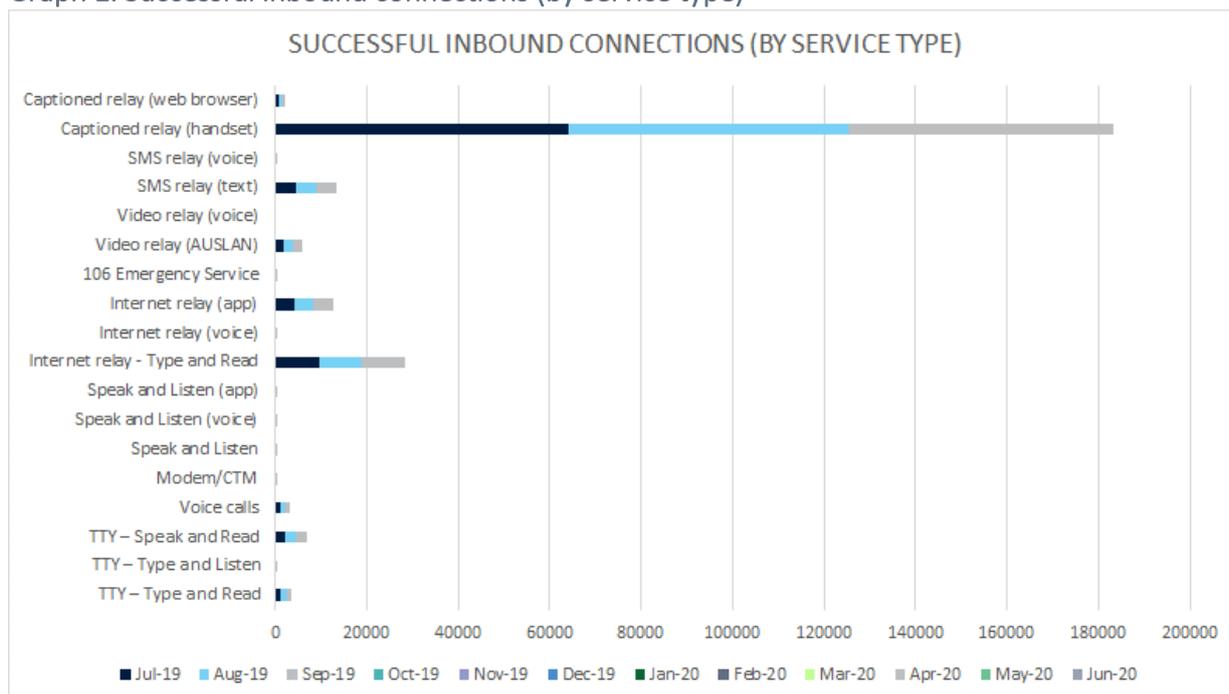


## Successful inbound connections (by inbound service access type)

Inbound connections are made by users of the relay service—either someone with a hearing and/or speech impairment or someone wishing to contact a person with such an impairment.

The graph below shows a month by month breakdown of the successful call connections for each NRS inbound service access type for the 2019–20 financial year to date.

Graph 1. Successful inbound connections (by service type)



A total of 260,484 successful inbound connections were made to the NRS in Quarter 1, 2019–20; an amount less than but comparable with the previous quarter of 263,968.

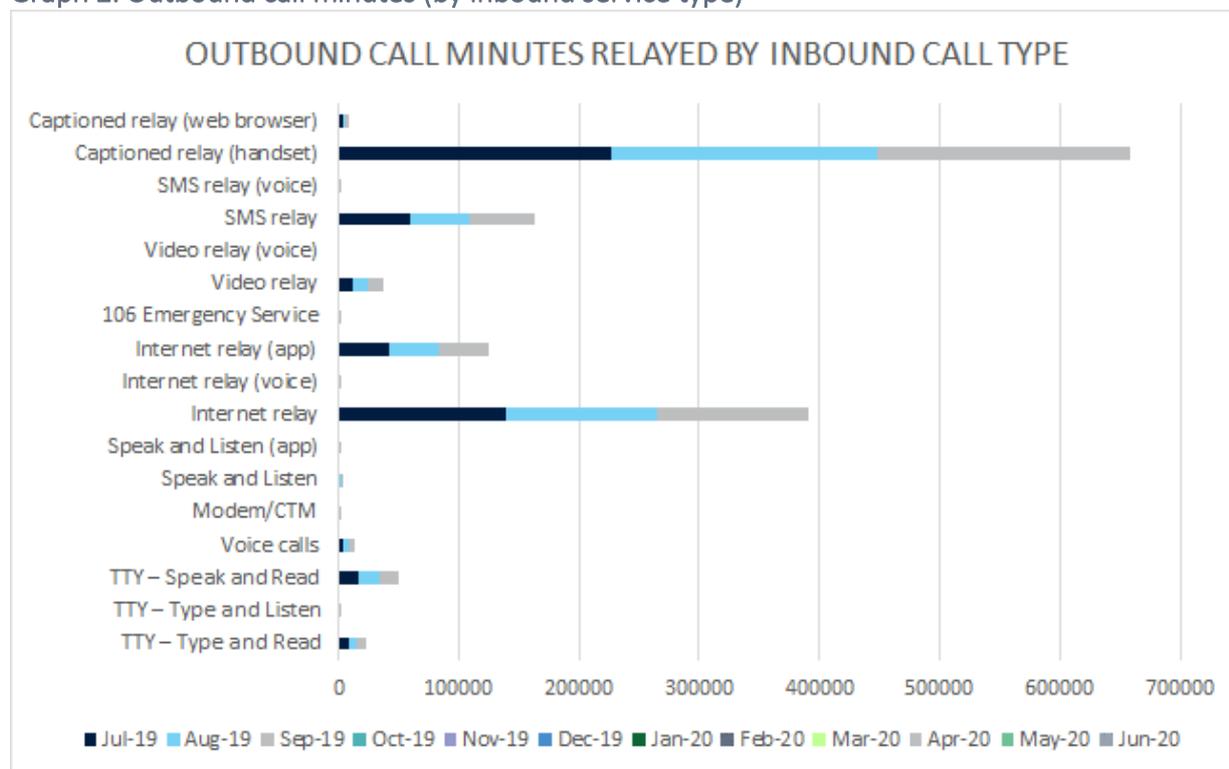
The captioned relay service accounted for just over 70% of connections for the quarter; somewhat less than the previous quarter (74.3%). Internet relay was the next most utilised technology with just under 11% of connections, with all other technologies collectively accounting for the remaining 19% of connections.



## Outbound call minutes relayed (by inbound connection type)

The graph below shows a month by month breakdown of the outbound call minutes for each inbound connection type for the 2019–20 financial year to date.

Graph 2. Outbound call minutes (by inbound service type)



A total of 1,476,256 call minutes were relayed in Quarter 1, 2019–20; an amount less than the previous quarter (1,519,728). The main contributor to call minutes was the ‘captioned relay (handset)’ option, accounting for just under 45 per cent of all call minutes, followed by ‘Internet relay’ at just under 27 percent. ‘SMS relay’ is the only other call option representing greater than 10% of call minutes (just over 11 per cent).

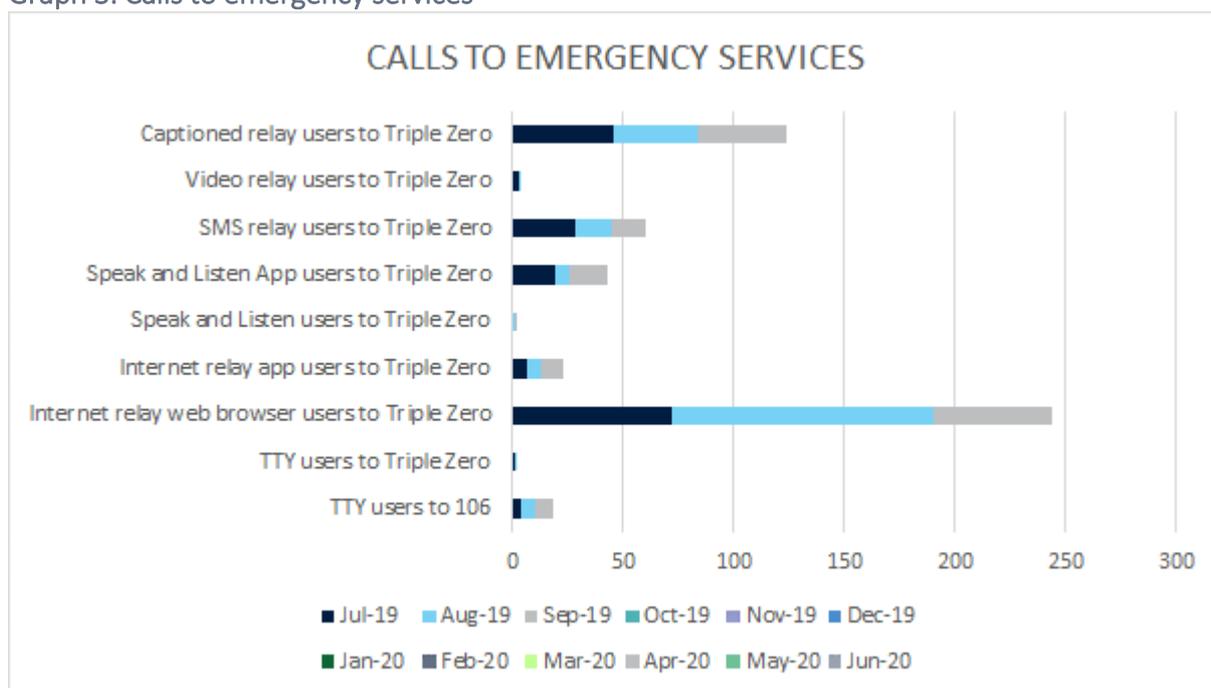


## Calls to emergency services relayed through the NRS

All NRS calls (except for the video relay service, which has limited operating hours) requesting emergency services are given priority access to a relay officer within the relay service provider’s internal system, before being connected to either a Triple Zero operator or directly to the appropriate emergency service organisation for TTY 106 text emergency calls.

The graph below shows a month by month breakdown of the ways in which NRS users accessed emergency services over the 2019–20 financial year to date.

Graph 3. Calls to emergency services



A total of 520 calls to emergency services were relayed in Quarter 1, 2019–20. This was broadly in line with the number of calls from the previous quarter (467).

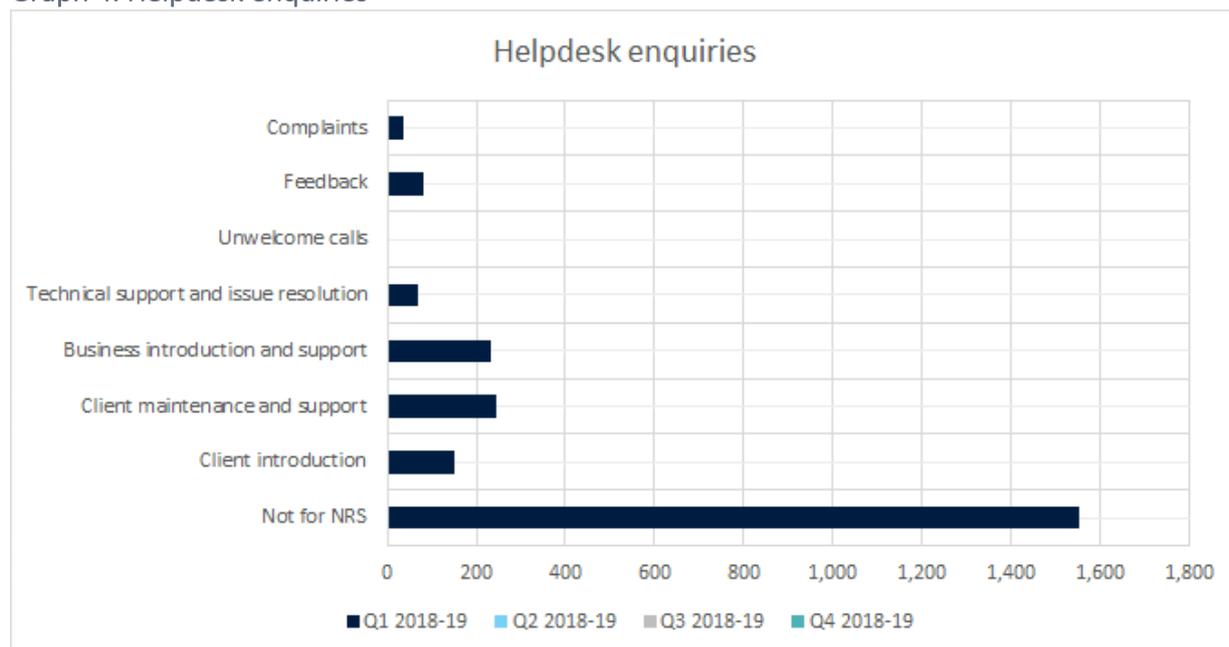


## Helpdesk enquiries

The outreach service provider provides a helpdesk support function and handles complaints and feedback about the service.

The graph below shows a quarterly breakdown of the types of helpdesk enquiries received over the 2019–20 financial year to date.

Graph 4. Helpdesk enquiries



There were 2,372 helpdesk enquiries for Quarter 1, 2019–20; an amount somewhat greater than the quarterly average for the previous financial year (2,024).

‘Not for us’ calls (1,551) represented the greatest number of helpdesk enquiries. However, of the legitimate calls, ‘client maintenance and support’ (245), ‘business introduction and support’ (232) and ‘client introductions’ (152), and were the primary functions undertaken by the helpdesk for the quarter. Calls relating to ‘feedback’ (80) and ‘technical support’ (71) were higher compared to last financial year, likely driven by interest in the changeover to a new relay provider now underway.

