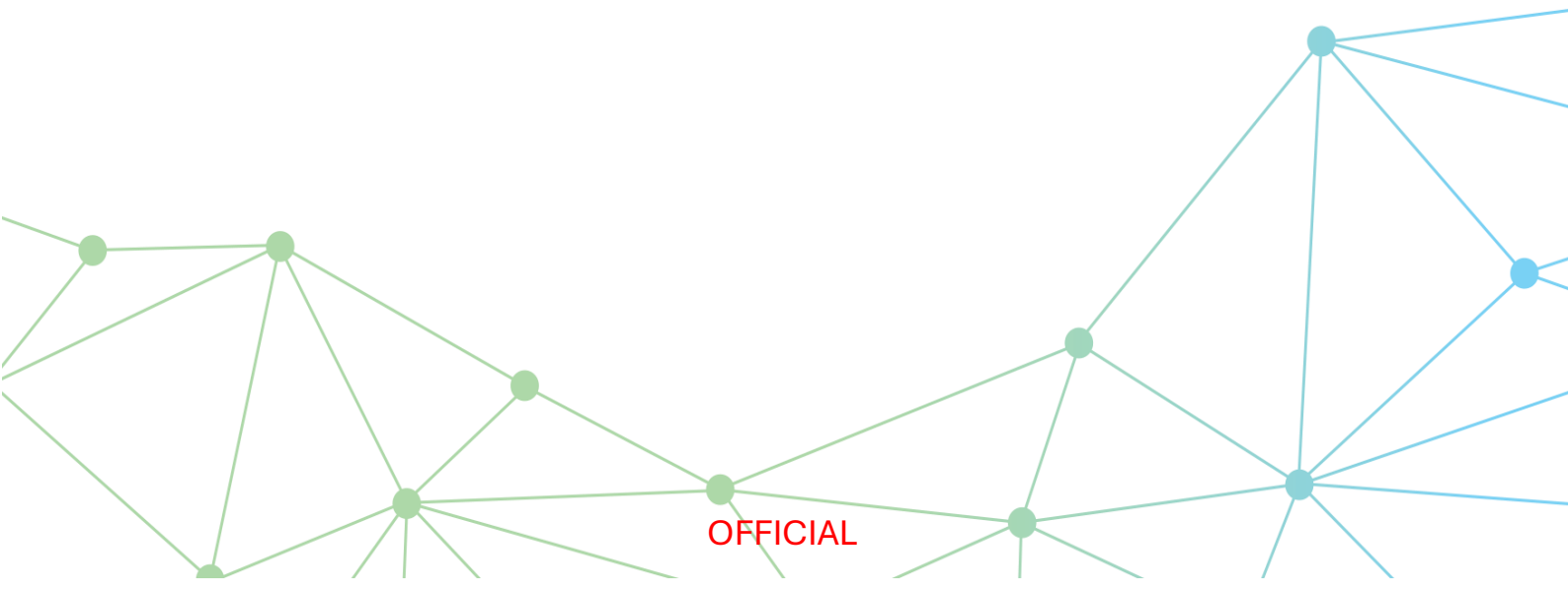


Australian Government

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

National Relay Service—Monthly Performance Report

August 2026



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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, Sport 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	August 2026
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.	99.71%
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.	99.71%
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.	3.39%
Grade of Service 3	At least 85% of all other non-emergency calls are answered by a call taker within 10 seconds.	85.74%
Grade of Service 4	At least 80% of video relay calls are answered by a call taker within 120 seconds.	91.15%

Service level performance: helpdesk

Table 2. Service levels: helpdesk

Service level	Target	August 2026
Grade of Service	80% of all telephone calls answered by a call taker within 30 seconds.	91.15%
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	100%

Successful outbound connections (by inbound service access type)

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

Service type	Outbound calls
NRS Captions	27
NRS SMS	2,438
NRS Chat	1,959
NRS Chat App	2,831
Voice Relay	129
Video Relay	4,165
NRS TTY	669
Total	**12,218**

Calls to emergency services relayed through the NRS

Table 4. Calls to emergency services

Service type	Emergency calls
NRS Captions	0
NRS SMS	100
NRS Chat	110
Voice Relay	0
Video Relay	0
NRS TTY	0
Total	**210**

Helpdesk enquiries

The Helpdesk received 645 genuine enquiries for August 2026, including 38 complaints.