



An Australian Government Initiative



A phone solution for people who are deaf or have a hearing or speech impairment

# National Relay Service Plan

## 2015–16

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# Introduction

## Background to the NRS

The National Relay Service (NRS) is a telephone relay service that allows Australians who are deaf, or who have a hearing or speech impairment to communicate with anyone who uses a standard telephone and vice versa. The NRS operates 24 hours per day, 7 days per week, except for video relay, which operates between the hours of 7:00 am and 6:00 pm Eastern Standard Time (EST), Monday to Friday (excluding public holidays).

The NRS is an Australian Government initiative provided under contract with the Commonwealth. The NRS is funded by a levy on eligible telecommunications carriers and delivered at no additional cost to NRS users. The NRS is legislated under the *Telecommunications (Consumer Protection and Service Standards) Act 1999*. The NRS relay service provider is also defined as an Emergency Call Person under the *Telecommunications (Emergency Call Person) Determination 1999*.

The NRS comprises two components

- a **relay service** which relays calls between the deaf, hearing impaired and speech impaired communities and the broader community; and
- an **outreach service** that promotes community awareness and acceptance of the NRS, delivers training on how to use the service and operates a Helpdesk that provides information on how NRS works, including the different call options and equipment available, provides support to users and handles feedback and complaints.

Each NRS component has a contract with the Commonwealth, currently represented by the Department of Communications and the Arts (DoCA). The NRS relay service provider is also defined as an Emergency Call Person under the *Telecommunications (Emergency Call Person) Determination 1999*.

## The National Relay Service Plan

The National Relay Service Plan (NRSP) is a document that describes the NRS services and provides an overview of key activities to NRS stakeholders and users about policies, key priorities, strategies and activities for the year. It also identifies performance standards that users can rely on.

The NRSP can be obtained from the NRS website at [www.relayservice.com.au](http://www.relayservice.com.au). Anyone is welcome to comment on the content of the NRSP at any time or make suggestions for improvement by contacting the NRS (see **Appendix A** for contact details).

## Objectives

- To ensure all NRS services are delivered in a consistent and efficient manner within agreed service level timeframes.
- To ensure all NRS users receive a consistent and satisfying customer experience with every NRS interaction.
- To ensure efficient and effective management of NRS contractual processes and information consistent with ISO9001:2008 Quality Management Systems.

## Description of the service and options

The NRS helps deaf, speech and hearing-impaired people to make and receive phone calls. It takes advantage of new technology to connect people in a way that best suits their needs.

There are a number of relay call options that can be accessed by phone, web or Teletypewriter (TTY), depending on the individual circumstances of the person and the situation at hand (see below).

In an emergency, people can call the police, fire or ambulance services either by dialling the dedicated text-based TTY service on 106 or by calling Triple Zero through all call options, with these calls given priority access to a relay officer. The details of your conversation is always kept private and confidential.

A brief summary of the service offerings is provided below:

Service Type	Brief description
NRS App	<p>The NRS App can be downloaded from the Apple Store for iPhones and iPads and Google Play store for Android devices.</p> <p>The app gives NRS users mobile access to a range of NRS services. It allows users to access a number of call options, including <a href="#">internet relay</a>, <a href="#">Speak and Listen</a>, <a href="#">video relay</a> and <a href="#">web-based captioned relay</a>.</p> <p>Anyone can make calls through internet relay or captioned relay via the NRS App on a smart phone or tablet. However if you want to receive internet relay or captioned relay calls, you will need to register. The same registration applies to both internet relay and captioned relay. Once you have registered for one you are registered for both.</p> <p>If you have registered through the website version of internet relay or captioned relay, you can just log in to the app using your registration user number and password. Once you have registered to receive internet relay or captioned relay you can login to the app. You can also logout at any time, but you don't need to. If you leave the app when you are logged in, you will still be logged in next time you open it.</p> <p>However if you login on a different device or through the website versions of internet relay or captioned relay, you will be automatically logged out of any earlier page or screen where you were logged in. The app also includes a link to the NRS website.</p> <p>The app provides additional benefits for internet relay and Speak and Listen users that are only available through the app.</p> <p>The app also lets you provide your location during a call by using the GPS function on your device.</p> <p>During a call, tap the location icon on the top right of the call screen. If the map that appears on screen doesn't have your location correct, you can:</p> <ul style="list-style-type: none"> <li>• tap 'Drag pin' (for Apple devices) and drag the pin to the correct spot on the map, or hold down the pin and then drag it (Android devices)</li> <li>• tap 'Search' and enter your address into the pop-up box that appears.</li> </ul> <p>Once you are satisfied your location is correct, then tap 'Done'. The address will then be automatically inserted into your call as text to be read to the other person.</p>

NRS App (cont'd)	<p>If you are using the app you get extra functions to help your call go smoothly. You can:</p> <ul style="list-style-type: none"> <li>• use pre-set start-up messages to begin your call – create these by tapping the Services icon at the bottom of the app</li> <li>• create your own phrases to insert as text during the call – create these by tapping the Quick phrases icon at the bottom of the app</li> <li>• insert information from the Profile you have created on the app into the call</li> <li>• type and send text to the relay officer during the call and receive text messages back in return.</li> </ul>
Captioned relay	<p>This type of relay call is suitable if the NRS user has a hearing impairment but prefers to use their own voice. They speak directly to the other person. The relay officer re-speaks the hearing person's words into a computer with voice recognition software. This generates the text that appears on the NRS user's computer or phone screen a couple of seconds later.</p> <ul style="list-style-type: none"> <li>• The NRS user can listen to the other person's voice if they want to, or turn the volume down.</li> <li>• The relay officer only hears the hearing person's side of the conversation. As in all relay calls they only relay what is said and don't change or interfere with the call.</li> </ul>
SMS relay	<p>If an NRS user wants to make a call on a mobile phone without an internet connection, this is the best call option.</p> <p>The NRS user types their side of the conversation as a series of SMS text messages on their mobile phone and reads the responses from the other person, typed by the relay officer, also on their phone. The relay officer speaks the NRS user's SMS messages to the other party.</p>
Video relay	<p>If an NRS user wants to make a call using Auslan to someone who speaks English and uses an ordinary phone, this is the call option to use.</p> <p>Video relay allows culturally deaf people to use their own language – Auslan (Australian Sign Language) – to make a call to a hearing person. The Auslan interpreter uses an ordinary phone to relay the words to the other party.</p> <p>As the hours of operation for video relay are limited, there is a process in place for the completion of call before the closure of the service:</p> <ul style="list-style-type: none"> <li>• Five minutes before closure both parties are informed that the service is due to close.</li> <li>• One minute before closure a gentle reminder is given to both parties that there is one minute until closure of the service.</li> </ul> <p>However, if the call is of a sensitive nature, it is at the discretion of the interpreter that the call would be completed.</p>
Internet relay	<p>Internet relay calls are ideal for people that are deaf, can't hear well or have difficulty using their voice. They just need a computer, smart-phone or tablet with an internet connection.</p> <p>Calls can be made using the NRS website or the NRS App. The NRS user types their side of the conversation and the relay officer uses an ordinary phone to relay the words to the other party. The relay officer types the response from the other person back to the NRS user to read.</p>
Speak and Read	<p>If an NRS user can speak but not hear, then Speak and Read is the best call option.</p> <p>This type of relay call is best if the NRS user prefers to use their own voice. They speak directly to the other person—no typing! The NRS user then reads the other party's responses, typed by the relay officer, on their textphone/TTY.</p>

Type and Read	<p>If an NRS user is deaf or can't hear well and has difficulty speaking or communicating, this is the most useful call option.</p> <p>The NRS user types their side of the conversation and the relay officer uses an ordinary phone to relay (or speak) their words to the other party. The relay officer types the response from the other person back to the NRS user to read on their textphone/TTY. Type and Read users may find using the NRS App beneficial as there are extra functions available to help the call go smoothly (See NRS App, above)</p>
Type and Listen	<p>This option is useful if the NRS user has difficulty speaking or communicating but can hear adequately.</p> <p>The NRS user types their side of the conversation into their TTY and the relay officer reads it aloud to the other person. The NRS user can then listen to the other person's reply directly on their phone.</p> <p>Type and Listen users may find using the NRS App beneficial as there are extra functions available to help the call go smoothly (See NRS App, above)</p>
Speak and Listen	<p>The NRS user can use their own voice or voice output device but may be hard to understand on the phone.</p> <p>The NRS user talks directly to the other person, and can listen directly to what the other person is saying.</p> <p>If there is any misunderstanding, the relay officer can re-speak all or part of what the NRS user says. Relay officers are experienced at listening to people with speech impairments.</p> <p>Speak and Listen users may find using the NRS App beneficial as there are extra functions available to help the call go smoothly (See NRS App, above)</p>
Calling an NRS user	<p>It is easy to make a call through the NRS to someone who is deaf or has a hearing or speech impairment.</p> <p>If someone's hearing and speech are fine but they would like to call someone who is deaf, hearing-impaired or speech-impaired, they can make a call to them through the NRS. They might have a friend or family member who uses the NRS, or someone might have left a message and asked them to ring back through the NRS.</p>
Calls to emergency services	<p>If an NRS user finds themselves in an emergency which is either life-threatening or where time is critical, they can contact fire services, police or ambulance:</p> <ul style="list-style-type: none"> <li>• by using the NRS App – enter Triple Zero (000)</li> <li>• by TTY – dial <b>106</b>;</li> <li>• by internet relay – ask for Triple Zero (000);</li> <li>• by captioned relay – dial Triple Zero (000) or go to <a href="http://www.nrscall.gov.au/captioned-relay/">http://www.nrscall.gov.au/captioned-relay/</a> and ask for Triple Zero;</li> <li>• by SMS relay – text 0423 677 767 and ask for Triple Zero;</li> <li>• by video relay – login to Skype and contact one of the NRS contact names and request them to call Triple Zero (000); or</li> <li>• by ordinary phone for Speak and Listen users – dial <b>1800 555 727</b> and ask for <b>Triple Zero (000)</b>.</li> </ul> <p>It should be noted that video relay has limited operating hours and NRS users are encouraged to use other service options in the first instance.</p>

**Appendix B** contains the NRS terms and conditions of use of the relay service.

Most calls made to the NRS are billed through the user’s telecommunications service provider. Data costs for some call options like internet relay or video relay are billed through the user’s internet service provider. The relay service provider only charges NRS users for calls made to international destinations or premium rate services. Charges for using the NRS are detailed in **Appendix C**.

The call options and types for both inbound and outbound are represented in the tables below:

**NRS App – 24/7/365 days per year**

Inbound			Call Option	Call Type	Outbound		
TDD	Modem/ Data-Text	Voice			TDD	Modem/ Data-text	Voice
✓	✓	✓	Type and Read Speak and Read Speak and Listen Auslan Solution SMS Relay	Internet Relay Text to voice Relay Speak and Listen Relay Video Relay SMS to voice Relay Voice to SMS Relay Captioned Relay		✓	✓

**Teletypewriter (TTY) services – 24/7/365 days per year**

Inbound			Call Option	Call Type	Outbound		
TDD <sup>1</sup>	Modem/ Data-Text	Voice			TDD	Modem/ Data-text	Voice
		✓	TTY – Type and Read	Voice to Text relay	✓	✓	
✓	✓		TTY – Type and Read	Text to Voice relay			✓
✓		✓	TTY – Type and Listen	Hearing Carry Over (HCO) <sup>2</sup>			✓
✓		✓	TTY – Speak and Read	Voice Carry Over (VCO) <sup>3</sup>			✓
✓		✓	TTY – Speak and Read	VCO to VCO	✓		✓
✓	✓		TTY – Emergency	Text Emergency Service 106			✓

<sup>1</sup> Telecommunications device for the deaf (e.g. TTY or captioned telephony device)

<sup>2</sup> Enables a user with a speech impairment to receive communication directly from the other party and to type their side of the conversation on a TTY, while a Relay officer uses voice to communicate to the other party.

<sup>3</sup> Enables a user with hearing impairment to communicate directly with another party using natural speech and receive communication from the other party via text through a Relay officer.

**Captioned relay services – 24/7/365 days per year**

Inbound			Call Option	Call Type	Outbound		
TDD	Modem/ Data-Text	Voice			TDD	Modem/ Data-text	Voice
✓	✓	✓	Speak and Read	Captioned relay			✓

**Internet relay services – 24/7/365 days per year**

Inbound			Call Option	Call Type	Outbound		
TDD	Modem/ Data-Text	Voice			TDD	Modem/ Data-text	Voice
	✓		Type and Read	Internet relay Text to Voice relay			✓
		✓	Type and Read	Internet relay Voice to Text relay		✓	

**Speak and Listen (Speech to speech) services – 24/7/365 days per year**

Inbound			Call Option	Call Type	Outbound		
TDD	Modem/ Data-Text	Voice			TDD	Modem/ Data-text	Voice
		✓	Speak and Listen (SSR)	Speak and Listen relay (SSR)			✓

**SMS relay service – 24/7/365 days per year**

Inbound			Call Option	Call Type	Outbound		
TDD	Modem/ Data-Text	Voice			TDD	Modem/ Data-text	Voice
	✓		SMS relay	SMS to Voice relay			✓
		✓	SMS relay	Voice to SMS relay		✓	

**Video relay service – 7:00 am – 6:00 pm EST (Monday to Friday, excluding public holidays)**

Inbound			Call Option	Call Type	Outbound		
TDD	Modem/ Data-Text	Voice			TDD	Modem/ Data-text	Voice
	✓	✓	Auslan solution	Video relay		✓	✓

## **Privacy policy**

The NRS complies with the Australian Government *Privacy Act 1988*. The relay service provider only collects information from users in order to provide a quality service. Refer to **Appendix D** for the NRS privacy policy.

## **Feedback and complaints**

The NRS encourages and welcomes suggestions, complaints and feedback. Information about how people can provide feedback or lodge a complaint in a number of different ways can be found in **Appendix F**.

## Access to the service

NRS users can make as many calls as they wish. There is no limit on the length of calls or the number of follow-on calls NRS users can make to local, long distance or mobile numbers once connected to the relay service.

NRS users are required to set up an account to make calls to international or premium rate numbers as there are charging arrangements for these types of calls. Alternatively, NRS users can dial overseas numbers by using a pre-purchased Tele-card bought within Australia. Refer to **Appendix C** (Cost of using the NRS) and **Appendix E** (NRS Credit Management Policy) for further details.

For information, instructions or training in the use of the relay service, visit the NRS website [www.relayservice.gov.au](http://www.relayservice.gov.au) or contact the outreach service. Contact details are provided in **Appendix A**.

The NRS provides a range of services, most of which can be accessed 24 hours a day, 365 days a year.

Service Type	Numbers to use (NRS User)	Numbers to use (Voice Party)	Availability
NRS App.	To make and receive calls using the NRS App (Internet Relay, Speak and Listen, Captioned Relay or Video Relay)	1300 553 567	24/7/365
Relay service	133 677 (133 NRS)	133 677 (133 NRS)	24/7/365
Relay service toll-free number <sup>4</sup>	1800 555 677 (1800 555 NRS)	n/a	24/7/365
Relay service from other countries <sup>5</sup>	+61 7 3815 7799	n/a	24/7/365
Speak and Listen (S&L) relay	1300 555 727 (1300 555 S2S) or use the NRS App.	1300 555 727 (1300 555 S2S)	24/7/365
Speak and Listen (S&L) relay toll-free number <sup>6</sup>	1800 555 727 (1800 555 S2S)	n/a	24/7/365
Speak and Listen (S&L) relay from other countries <sup>7</sup>	+61 7 3815 8000	+61 7 3815 8000	24/7/365

<sup>4</sup> 1800 access numbers can only be used for calling other toll free numbers.

<sup>5</sup> Calls to and from other countries via the relay service are restricted to the English language and require a PIN number and account or the use of a calling card purchased in Australia.

<sup>6</sup> Speak and Listen (SSR) relay callers in need of an emergency service may call Triple Zero via Speak and Listen (SSR).

<sup>7</sup> Calls to and from other countries via the relay service are restricted to the English language and require a PIN number and account.

Service Type	Numbers to use (NRS User)	Numbers to use (Voice Party)	Availability
Teletypewriter (TTY) Emergency Call Service <sup>8</sup>	106	n/a	24/7/365
Reverse charge or telecard calls through the relay service <sup>9</sup>	1800 555 722 (1800 555 RCC)	n/a	24/7/365
Internet relay	Make and receive calls through the NRS website go to: <a href="https://internet-relay.nrscall.gov.au/">https://internet-relay.nrscall.gov.au/</a> or use the NRS App.	1300 553 467	24/7/365
Captioned relay	Make calls through the NRS website go to: <a href="http://www.nrscall.gov.au/captioned-relay/">http://www.nrscall.gov.au/captioned-relay/</a> or use the NRS App.	1300 318 850 and enter the number (including area code) and press #	24/7/365
SMS relay	0423 677 767	133 677 / (133 NRS)	24/7/365
Video relay	Make calls through Skype by adding: <b>nrs.videorelay 1 - 6</b> and <b>nrs.videorelay call-back</b> or use the NRS App.	1300 149 715 and request Skype contact name	Mon – Fri (EST) 7:00 am-6:00 pm Excluding public holidays

## Emergency services

The *Telecommunications (Emergency Call Persons) Determination 1999* specifies that the NRS provider is the national operator of emergency call services for text-based calls to the emergency service number 106 via a Teletypewriter (TTY).

## Distinction between TTY emergency calls and calls made on other services

The relay service provider only acts as the Emergency Call Person when emergency calls are received through the TTY to the emergency service number 106. In this situation, the relay service provider is acting to dispatch the requested service (police, fire or ambulance) to the NRS user using the location identified by the fixed-line telephone number. In all other relay services, the user's call cannot be identified and prioritised as an emergency call as it does not have the comparable telecommunication network priority or reliability of a 106 emergency service call.

<sup>8</sup> Speak and Listen (SSR) relay callers in need of an emergency service may call Triple Zero via Speak and Listen (SSR).

<sup>9</sup> Australian-purchased telecard services will allow for international calls to be made without the need for a PIN number or account.

Service	Description of emergency call process	Relay response	Availability
<b>TTY</b> including: Type & Read; Speak & Read; Type & Listen.	TTY User contacts the relay service by dialling 106	<ul style="list-style-type: none"> <li>• Call is received with priority routing.</li> <li>• Relay acts as Emergency Call Person and is acting to dispatch the requested service (police, fire or ambulance) to the NRS user.</li> <li>• Location of user is visible to relay service provider.</li> <li>• The caller is connected to the requested emergency service organisation (police, fire or ambulance) and the emergency call is relayed.</li> <li>• Relay officer or emergency service organisation can call the user back if the connection is lost.</li> </ul>	24/7/365

Other NRS users, who do not have access to the above Text Emergency Call Service, can still request emergency assistance by placing a call via the NRS to the standard Triple Zero (000) service. The location and type of emergency service required are not automatically provided with the call. A relay officer must ask the caller to provide this information.

Service	Description of emergency call process	Relay response	Availability
<b>TTY</b> including: Type & Read; Speak & Read; Type & Listen.	TTY User requests 000 through the relay IVR	<ul style="list-style-type: none"> <li>• Call is prioritised in call queue to ensure call is connected to next available relay officer.</li> <li>• Relay will dial call to Triple Zero and relay the emergency.</li> <li>• Location of user is visible to relay service provider.</li> <li>• The caller is connected to the requested emergency service organisation (police, fire or ambulance) and the emergency call is relayed.</li> <li>• Relay officer or Emergency Service Organisation can call the user back if the connection is lost.</li> </ul>	24/7/365
<b>NRS App</b>	User requests Triple Zero	<ul style="list-style-type: none"> <li>• The NRS App provides access to a number of types of relay calls: <ul style="list-style-type: none"> <li>- Internet Relay</li> <li>-Speak and listen</li> <li>- Video Relay</li> <li>- Captioned Relay</li> </ul> </li> <li>• Internet relay and Speak and Listen calls to Triple Zero made through the NRS app can provide GPS location information to the relay officer.</li> </ul>	24/7/365

Service	Description of emergency call process	Relay response	Availability
<b>Captioned Relay</b>	User dials 000	<p>Web browser:</p> <ul style="list-style-type: none"> <li>• Call is prioritised in call queue to ensure call is connected to next available relay officer.</li> <li>• The caller's number is inserted into the outbound call allowing Triple Zero to obtain their CLI and trace the location via IPND.</li> <li>• If a Triple Zero (000) call drops out and the relay officer believes that the call has incorrectly disconnected there is a process to attempt to retrieve the call.</li> </ul> <p>Handset:</p> <ul style="list-style-type: none"> <li>• Call is prioritised in call queue to ensure call is connected to next available relay officer.</li> <li>• Callers are dialling on the PSTN to connect to Triple Zero. Triple Zero and the Emergency Service Organisation will have the CLI and will be able trace the location via IPND.</li> <li>• The relay service does not have any call-back facility if the call drops out.</li> </ul>	24/7/365
<b>Internet Relay</b>	User requests 106 or 000 through Internet Relay channels	<ul style="list-style-type: none"> <li>• Call is prioritised in call queue to ensure call is connected to next available relay officer.</li> <li>• Relay will dial call to Triple Zero and relay the emergency.</li> <li>• Location of user <u>is not</u> visible to the relay service provider. The relay officer will ask the caller to provide location information.</li> <li>• Relay officer <u>is not</u> able to call the user back if the connection is lost.</li> <li>• However, if a registered user is logged in and if the IP address being used is still valid a connection may be able to be re-established.</li> </ul>	24/7/365
<b>Speak &amp; Listen</b>	User calls 1800 555 727 (toll-free) or 1300 555 727 and requests Triple Zero	<ul style="list-style-type: none"> <li>• Call is prioritised in call queue to ensure call is connected to next available relay officer.</li> <li>• Relay will dial call to Triple Zero and relay the emergency.</li> <li>• Location of user is visible to relay service provider.</li> <li>• The caller is connected to the requested emergency service organisation (police, fire or ambulance) and the emergency call is relayed.</li> <li>• Relay officer or emergency service organisation can call the user back if the connection is lost.</li> </ul>	24/7/365

Service	Description of emergency call process	Relay response	Availability
<b>SMS</b>	User will SMS 0423 677 767 and can enter trigger words such as Triple Zero, 000, 106, emergency, police, fire, ambulance.	<ul style="list-style-type: none"> <li>• Once a user's SMS is received with trigger word, the call is prioritised in call queue to ensure call is connected to next available relay officer.</li> <li>• Relay will dial call to Triple Zero and relay the emergency.</li> <li>• Location of user <u>is not</u> visible to the relay service provider. The relay officer will ask the caller to provide location information.</li> <li>• Relay officer or emergency service organisation can SMS the user back if the connection is lost.</li> </ul>	24/7/365
<b>Video Relay</b>	User can sign or instant message the need to dial Triple Zero	<ul style="list-style-type: none"> <li>• Relay will dial call to Triple Zero and relay the emergency.</li> <li>• Location of user <u>is not</u> visible to the relay service provider. The relay officer will ask the caller to provide location information.</li> <li>• Relay officer can Skype the user back if the connection is lost.</li> </ul>	Mon – Fri (EST) 7:00 am-6:00 pm excluding public holidays

## **NRS Outreach service customers**

The primary customers of the NRS Outreach service are people who are deaf, or have a hearing or speech impairment. Other customers include the friends, family, colleagues and carers of the primary customers, 'intermediaries' who work closely with primary customers (such as audiologists, speech therapists, teachers, aged care staff) as well as businesses, community organisations and government.

## **NRS Outreach services and availability**

NRS Outreach services are available to all current and potential users of the NRS, with the NRS Outreach contract with the Commonwealth identifying priority target groups. NRS Outreach prepares an annual plan for delivering strategies and activities based on fair and equitable service provision including in metropolitan, regional and rural areas; and through an agreed balance of one-to-one, group, face-to-face, telecommunications-based and online activities.

NRS Outreach services are provided through four main activity streams, primarily in English, with a range of targeted activities designed to meet the communication needs, information channels, key message drivers and learning styles of particular target groups. In practice, all four activity streams are interrelated.

### **1. Promotion and awareness-raising**

The promotion and awareness-raising strategy is informed by the outcomes of a continuous performance and service development framework. The marketing team oversees the following functions:

- design and development of ongoing marketing campaigns for all target groups, as well as targeted marketing projects;
- development of hard and soft copy products to assist awareness, understanding, confidence and usage of the NRS, for example brochures, posters, fact sheets, videos, community service announcements and radio ads targeted to customers, potential customers, intermediaries, businesses, community organisations and government;
- development and coordination of advertising, unpaid media, editorials; and
- management of the NRS social media presence (Facebook, Twitter, YouTube, other social media as determined) and the NRS website [www.relayservice.gov.au](http://www.relayservice.gov.au).

The NRS field staff across all states promote the NRS and raise awareness through:

- holding introductory or in-depth NRS awareness sessions; and
- participation in conferences and key events, primarily as trade exhibitors but sometimes on the conference program.

### **2. Training**

Training is a single point in a chain of events for any new NRS user. NRS field staff across all states engage with new NRS users and any support circles before, during and after training. Training occurs through a tailored plan to meet the needs of the user and the NRS service option and device they will be using.

Training:

- is often undertaken face-to-face with the NRS user in their home or workplace. This usually involves a non-NRS primary user as well – family, friend, carer, workmate – in order to strengthen background support for the new NRS user. However, training may be conducted remotely, for example using video links, webinars or phone support.
- may be conducted one-on-one or as a group – the latter being particularly common when a demonstration of the NRS is required.
- may require more than one training session.
- often includes the trainee undertaking preparatory activities (viewing NRS call animations or experiencing a simulated call<sup>10</sup>) as well as follow-up activities particularly practice phone calls.
- uses a selection of tools and NRS products according to the person’s learning style and needs.

### 3. Consumer liaison

NRS Outreach operates a national Helpdesk from Monday to Friday, between 8:00 am and 6:00 pm Eastern Standard Time. The Helpdesk is contactable by phone, direct TTY, fax, SMS, email, mail or website contact form. There is no service charge for using the Helpdesk.

The Helpdesk team:

- responds to NRS users, potential users, intermediaries and the general public – covering requests for verbal information, emailed information and resources, hard copy resources or enquiries about training or awareness sessions;
- provides assistance for users in relation to NRS access – accessing appropriate equipment,<sup>11</sup> technical support<sup>12</sup> and other matters impacting on NRS service connectivity; and
- provides complaints resolution within an agreed framework including Provider-to-Provider activities where needed and/or escalation to the Telecommunications Industry Ombudsman.

### 4. Stakeholder engagement

Stakeholder engagement underpins NRS outreach work. NRS outreach uses the IAP2 Spectrum of Public Participation framework and strategies (Inform, Consult, Involve, Collaborate, and Empower) to create planned engagement with different stakeholder groups using a variety of tools.

## Priorities for 2015-16

### Relay service priorities for 2015-16

The relay service provider is committed to ensuring continuous improvement with regard to the following key priorities for the year ahead:

- Deliver a world class relay service consolidating and focusing on efficiencies in the delivery of the existing access channels
- Identify and develop internal process efficiencies and establish best practice

<sup>10</sup> The simulated call experience is to be built in 2016

<sup>11</sup> Note, that NRS users are responsible for purchase or hire and related maintenance of any necessary equipment which may include TTYs, computers, telephones, smartphones, tablets; and that other entities are responsible for telephone and internet service provision

<sup>12</sup> Note that NRS Outreach is not responsible for assisting customers who request assistance with matters that lie outside the terms of the NRS Outreach Service Contract – such matters include equipment supply; device configuration; operating system software; telecommunication carrier arrangements

- In partnership with the Commonwealth and the outreach provider, identify evidence-based continuous improvement opportunities for recent relay enhancements (SMS relay, video relay, captioned relay and enhanced internet relay).
- In partnership with the Commonwealth and the outreach provider, conduct regular reviews of the NRS customer experience with existing and enhanced services.
- Sustain and build on NRS relay officer professional development opportunities.

### **Regular reviews of the NRS customer experience**

The outreach and relay service providers meet monthly to discuss opportunities for continuous improvements to the NRS user experience and to review processes and procedures. The service providers also meet with Commonwealth representatives to plan and monitor service improvements and review service feedback from NRS users and stakeholders.

### **Relay officer professional development and accreditation**

The relay service provider will implement specific training modules to further enhance the relay officers' awareness of NRS user needs. Consumer awareness training will be rolled out annually. Training modules will provide relay officers with a heightened level of understanding regarding the diversity of needs for deaf, hearing and speech impaired and people with complex communication needs. This training will improve call facilitation and build consistency in service delivery.

The relay service provider is committed to further enhancing relay officer professional development by introducing National Emergency Services training. This will be delivered to all relay officers in line with Government Skills Australia. This training will heighten relay officer competency and awareness to provide best practice service in emergency communications facilitation.

## **NRS Outreach service priorities for 2015-16**

### **Approach and features**

The overall approach to NRS Outreach during 2015-16 is built on enduring principles which have delivered success during the period from 2006 to 2015.

In summary they are:

- A social marketing framework that:
  - emphasises qualitative research;
  - tests messages and products during the course of their development;
  - maintains existing NRS users while introducing new users;
  - reaches potential NRS users through intermediaries;
  - uses social media to develop ongoing relationships; and
  - uses a 'moments of truth' auditing model.
- Maximising opportunities for information about the NRS to be highlighted or included in major Australian Government policy initiatives and service delivery activities (e.g. National Broadband Network, Aged Care Reforms, National Disability Insurance Scheme, Telehealth, Australian Census)
- Using the challenges and opportunities emerging in the NRS operating environment, including growth of mainstream technical developments and communication options.

## Key priorities

There are three key priorities for 2015-16. They are collectively designed to raise awareness, build confidence and reduce barriers to NRS usage.

### Priority 1: Build NRS thinking in to the business contact centre environment.

'Building NRS in' was a priority in previous years, though the nature of its execution and specific targets for attention have varied in response to the NRS operating environment.

- Build NRS awareness into business processes through matters like:
  - The rollout of the Relay Service Friendly Program (RSFP).
  - The specific Hearing Awareness Week (HAW 2015) campaign.
  - Partnership with organisations re specific opportunities so that people 'bump into' NRS information as they go about their work.
- Target high-volume contact centre owners - and their sub-contracted suppliers where relevant.

### Priority 2: Strengthen NRS positioning and online presence/experience

Many new NRS call types are now live. It is timely to help people understand a new, modern NRS via new branding, a new NRS website, targeted social media and expanded interactive experiences.

- New NRS branding in order to
  - Differentiate the 'new' NRS with its expanded call channels from the 'old' NRS
  - Create new interest in the NRS – fresh look, new things happening
- A new NRS website with a focus on
  - Revised and simplified web architecture
  - A shift of website content more towards visuals including a new set of 'How-To' videos
  - A clearer portal to better meet online learning needs
- Revision of other collateral to reflect new branding
- More diverse, user-friendly online engagement and learning opportunities through
  - Expanded online learning opportunities that are more interactive and will include a simulated call experience. They will be more diverse and easier to compile with more structure for some audiences, more self-direction for others
  - A video development strategy which supports both general understanding of the NRS as well as specific education about NRS choices
- Strengthened social media
- More direct engagement with some key audiences including an E-newsletter for the NRS Stakeholder Reference Panel [NRS-SRP]

### Priority 3: Educate NRS users and potential users about NRS choices

The range and advantages of the new NRS call types are not yet well-known to some groups.

- Build NRS action into day-to-day behaviour by making it simple for people to find out more or take the next step to tell someone about the NRS. Have NRS messages appear where people go and be linked to what they are already doing.
- Support people to better understand and adapt to new technologies including:
  - Research to identify effective messaging in user transition and adaptation processes

- Support for TTY users [particularly people who are culturally Deaf] to try web-based NRS call options and understand their choices in an NBN environment
- Support for people with complex communication needs to fully explore web-based NRS call options
- Redevelopment/ finalisation of a series of *'Myths and Misconceptions'* videos
- Understand the experience of NRS app users including:
  - Research with NRS app users
  - More tailored promotion of the NRS app based on the research findings
- Consider tighter segmentation of NRS audiences – segmentation by archetype and lifestage (school, work and retirement)

## Service levels

### NRS relay service provider

#### Service levels

Service	Activity	Service Level
Relay service (Relay Core Services and Relay Additional Services)	Answering calls	<p><b>Service Level 1 – Call Answer Time</b></p> <p>For each month:</p> <ul style="list-style-type: none"> <li>a. at least 85 per cent of calls are answered by a call taker within 5 seconds of reaching the relevant answering point for the call; and</li> <li>b. 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.</li> </ul>
Relay service (Relay Core Services and Relay Additional Services)	Answering calls	<p><b>Service Level 2 – Calls Abandoned</b></p> <p>No more than 2 per cent of calls abandoned after leaving the Interactive Voice Response (IVR) or being presented to the call routing queue (monthly average).</p>
Relay service (Relay Core Services and Relay Additional Services excluding video relay calls)	Message relay	<p><b>Service Level 3 – Raw Accuracy</b></p> <p>For each month, no less than 95 per cent raw accuracy of words. Raw accuracy is to be measured through monthly staff assessments of relay officers.</p>

## NRS outreach service provider

### Background to NRS Outreach Performance Framework

The contract for the provision of Outreach Service requires achievement of particular Service Levels related to Consumer Liaison and development of other Key Performance Indicators (KPIs). A small number of specific strategies linked to 2015-16 priorities will each have Key Activity Measures (KAMs).

The overarching intent of the NRS Outreach Service is to deliver a national service so that all users and potential users of the NRS are aware of it, know how it works and can use it effectively.

WestWood Spice reports quarterly to the Commonwealth on planned activity plus actual activity (awareness, training, liaison, engagement) and thus WestWood Spice believes that performance measurement should not be quantitative only. NRS Outreach activity is also developmental. During any annual period, opportunities may arise which would best meet the annual priorities but have not been foreshadowed in the annual OSP.

### Customer service framework

NRS Outreach has developed a customer service framework with three simple principles:

Each premise is linked to staff competencies for different roles and they are also used to guide decisions where there are competing demands for time, effort or investment.



## Service levels

Service	Activity	Service Level
Help Desk	Answering of telephone, website and email enquiries (other than complaints) from NRS users, potential NRS users or persons representing them in relation to the National Relay Service ( <b>Help Desk users</b> )	<ol style="list-style-type: none"> <li data-bbox="769 333 1412 741">1. For each month, the Service Contractor personnel must answer greater than 85 per cent of all telephone calls from Help Desk users during the hours of operation of the Help Desk within 90 seconds. Any call that is ended by the user hanging up within 5 seconds from the first ring tone of the call is excluded from the measurement of compliance with this Service Level. 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.</li> <li data-bbox="769 741 1412 1032">2. For each month, the Service Contractor personnel must acknowledge receipt of greater than 85 per cent of all enquiries received through public NRS email addresses or forms from the NRS website or from Help Desk users within 4 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.</li> <li data-bbox="769 1032 1412 1281">3. For each month, the Service Contractor personnel must resolve greater than 85 per cent of all enquiries received from Help Desk 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 2 business days.</li> </ol>
Complaints management	Resolve complaints received from users of the National Relay Service ( <b>Complaints</b> )	<ol style="list-style-type: none"> <li data-bbox="769 1303 1412 1496">4. For each month, the Service Contractor personnel must resolve greater than 85 per cent of all complaints received during that month within the timeframes required under the Agreement (including the complaints handling policy) for the type of complaint.</li> </ol>

## NRS Outreach Performance Measures

There are five Performance Objectives where Key Performance Indicators (KPIs) are required. These are noted below (left column) along with KPI targets and Service Levels.

### Key Performance Indicators and Service Levels

KEY PERFORMANCE INDICATORS	KPIs and service levels	KPI annual TARGET
1. Awareness of users and potential users of the NRS	KPI 1.1 # participants at Awareness Sessions	1,500 <sup>13</sup>
	KPI 1.2 # promotion/ events by type where national	National: 8
2. Effective provision of training services to NRS users	KPI 2.1 # Training Sessions	380
3. Effective provision of customer liaison and stakeholder engagement functions	Service Level 1	See Page 21
	Service Level 2	See Page 21
	Service Level 3	See Page 21
	Service Level 4	See Page 21
	KPI 3.1 # organisations commencing RSFP	70
	KPI 3.2 # organisations completing the training step of RSFP	23
	KPI 3.3 # organisations completing RSFP	15
	KPI 3.4 # contact centres involved in HAW 2015	250
	KPI 3.5 # contact centre agents involved in HAW 2015	30,000
4. Effective targeting of users with special needs	As reported quarterly in Table 7	
5. Effective and appropriate coverage across geographic areas	As reported quarterly in Table 7	

<sup>13</sup> Target was 2,800 in 2014-15 with 2,808 achieved. Reduced target for 2015-16 is based on strategy that will see a shift to awareness-raising via online activities rather than at 'Sessions'

2015-16 Priorities, Strategies and Key Activity Measures (KAMs)

Priorities 2015-16	Strategies 2015-16	Deliverable					Key Activity Measures 2015-16
		1	2	3	4	5	
Build NRS thinking in to the business contact centre environment	Build NRS awareness into organisations most likely to receive calls through the NRS		✓		✓		KAM 1.1: # organisations with contact centre operations for the eleven phone numbers most frequently called through the NRS <sup>14</sup> that are engaged with the Relay Service Friendly Program = 5
Strengthen NRS positioning and online presence/ experience	Build simulated NRS call and usage	✓	✓		✓	✓	KAM 2.1 # simulated NRS call journeys completed between 1 January 2016- 30 June 2016.= 250
	Reposition the NRS as new, modern and expanded	✓				✓	KAM 2.2 New NRS branding and related guidelines completed by 28 February 2016
		✓				✓	KAM 2.3 Build of new NRS website is finalised by 30 June 2016
	Grow use of social media to drive awareness of call simulation	✓			✓		KAM 2.4: # clickthroughs from Australia to simulated call portal = 2,000
Educate NRS users and potential users about NRS choices	Grow the experience of people with complex communication needs about mobile NRS calls including through the NRS app		✓				KAM 3.1 # participants in Training Sessions relevant to people with complex communication needs which cover mobile NRS calls including through the NRS app = 40
		✓					KAM 3.2 # participants in Awareness Sessions relevant to people with complex communication needs which cover mobile NRS calls including through the NRS app = 100
	Expose TTY users to mobile NRS calls including through the NRS app	✓	✓		✓	✓	KAM 3.3 # TTY users introduced to mobile NRS calls including through the NRS app = 115

<sup>14</sup> In the 12 months prior to the commencement of the relevant OSP year

Priorities 2015-16	Strategies 2015-16	Deliverable					Key Activity Measures 2015-16
		1	2	3	4	5	
Build NRS thinking in to the business contact centre environment	Build NRS awareness into organisations most likely to receive calls through the NRS		✓		✓		KAM 1.1: # organisations with contact centre operations for the eleven phone numbers most frequently called through the NRS <sup>15</sup> that are engaged with the Relay Service Friendly Program = 5
Strengthen NRS positioning and online presence/ experience	Build simulated NRS call and usage	✓	✓		✓	✓	KAM 2.1 # simulated NRS call journeys completed between 1 January 2016- 30 June 2016.= 250
	Reposition the NRS as new, modern and expanded	✓				✓	KAM 2.2 New NRS branding and related guidelines completed by 28 February 2016
		✓				✓	KAM 2.3 Build of new NRS website is finalised by 30 June 2016
	Grow use of social media to drive awareness of call simulation	✓			✓		KAM 2.4: # clickthroughs from Australia to simulated call portal = 2,000
Educate NRS users and potential users about NRS choices	Grow the experience of people with complex communication needs about mobile NRS calls including through the NRS app		✓				KAM 3.1 # participants in Training Sessions relevant to people with complex communication needs which cover mobile NRS calls including through the NRS app = 40
		✓					KAM 3.2 # participants in Awareness Sessions relevant to people with complex communication needs which cover mobile NRS calls including through the NRS app = 100
	Expose TTY users to mobile NRS calls including through the NRS app	✓	✓		✓	✓	KAM 3.3 # TTY users introduced to mobile NRS calls including through the NRS app = 115

<sup>15</sup> In the 12 months prior to the commencement of the relevant OSP year

Other Reporting Measures

KEY PERFORMANCE INDICATORS required	OTHER REPORTING MEASURES	other reporting
1. Awareness of users and potential users of the NRS	Number of new and reprinted promo products [physical and online]	As reported quarterly and annually
	Number of website visits from Australia	As reported quarterly and annually
	Number of video views from Australia	As reported quarterly and annually
	New free print and non-print media	As reported quarterly and annually
	New paid media items	As reported quarterly and annually
	Number of new likes on NRS Facebook page	As reported quarterly and annually
	Number of new followers [Twitter]	As reported quarterly and annually
	% audience knowledge of key NRS characteristics in Awareness Sessions [3-month sample] against 9 questions <ul style="list-style-type: none"> <li>• Heard of NRS?</li> <li>• Know NRS is for Deaf?</li> <li>• Know NRS is for hearing impaired?</li> <li>• Know NRS is for speech impaired?</li> <li>• Know of Internet Relay?</li> <li>• Know of Captioned Telephony?</li> <li>• Know of SMS Relay?</li> <li>• Know of Video Relay?</li> <li>• Know of NRS app?</li> </ul>	As reported in quarter four
2. Effective provision of training services to NRS users	Training Sessions by primary call type	As reported quarterly and annually
3. Effective provision of customer liaison and stakeholder engagement functions	Helpdesk Enquiries by type	As reported quarterly and annually
	Complaints by source	As reported quarterly and annually
	Complaints by call type	As reported quarterly and annually
4. Effective targeting of users with special needs	Awareness Sessions by NRS user target audience	As reported quarterly and annually
	Training Sessions by audience type and Aboriginality	As reported quarterly and annually
5. Effective and appropriate coverage across geographic areas	Participants in Awareness Sessions by metro/ non-metro	As reported quarterly and annually
	Training Sessions by metro/ non-metro	As reported quarterly and annually

## Appendix A – NRS Contact information

There are many ways to contact the National Relay Service:

- Phone the NRS Helpdesk on 1800 555 660
- Email the NRS at [helpdesk@relayservice.com.au](mailto:helpdesk@relayservice.com.au)
- Fax the NRS Helpdesk on 1800 555 690
- Send an SMS to the NRS Helpdesk on 0416 001 350
- Contact the NRS Helpdesk directly by TTY on 1800 555 630
- Write to the NRS at:
  - Level 2,
  - 10 Mallett Street
  - Camperdown, NSW 2050
- Social media:
  - Facebook: <https://www.facebook.com/nationalrelayservice>
  - Twitter <https://twitter.com/relayservice>
  - YouTube
- Contact the NRS through the NRS website: [www.relayservice.gov.au/contact/](http://www.relayservice.gov.au/contact/)
  - using the online 'Send us a message' form
  - using the online 'Complaints' form
  - using the online 'Feedback' form
  - ordering free products by using the online Order form.

## Appendix B – Terms and conditions of use of the NRS

By using the services provided by the NRS you are agreeing to these terms and conditions

### 1. About these terms and conditions

- 1.1 These terms and conditions ("**Terms and Conditions**") are an agreement between a user (referred to in these Terms and Conditions as "**you**", with "**your**" having a corresponding meaning) of the National Relay Service ("**NRS**") and the provider of the NRS, Australian Communication Exchange Limited (ACN 003 044 899) (the "**Relay Service Provider**", also referred to in these Terms and Conditions as "**we**", with "**us**" and "**our**" having corresponding meanings).
- 1.2 These Terms and Conditions govern your use of the NRS and our provision of the NRS.
- 1.3 These Terms and Conditions, among other things, permit us to interrupt, block, restrict or cancel your access to the NRS if you do not comply with certain Terms and Conditions. Such action will safeguard the National Relay Service brand and the provision of service to other NRS users.
- 1.4 These Terms and Conditions form the entire agreement between you and us relating to your use and our provision of the NRS and supersede all previous agreements and understandings, whether oral or in writing, in relation to the NRS.
- 1.5 These Terms and Conditions are governed by the law of the Australian state or territory in which you ordinarily reside. You and we agree to submit to the jurisdiction of the courts of that state or territory.

### 2. General Terms and Conditions of Use

- 2.1 We will provide the NRS to you in accordance with these Terms and Conditions. The NRS includes the new services described in clause 3.1 below ("**New Services**"), and any other new services that may from time to time be added to the NRS.
- 2.2 While we will do everything within our reasonable control and capability to ensure that the NRS (other than the Video Relay service) is available 24 hours a day, 7 days a week and that the Video Relay service is available between the hours of 7am and 6pm Australian Eastern Standard Time, Monday to Friday inclusive (excluding national public holidays), we do not warrant that the NRS will be uninterrupted, continuous or error free. We do not accept any liability to you if there is an interruption to or fault in the NRS caused by any third party equipment or service that we do not provide or is not under our control, for example, telecommunications equipment, networks and services.
- 2.3 The NRS may only be used to make calls to or from persons who are deaf, or who have a hearing and/or speech impairment. Such a call constitutes a genuine relay call ("**Genuine Relay Call**").

- 2.4 You must not:
- 2.4.1 use, or allow any other person to use, the NRS for any unlawful purpose;
  - 2.4.2 use the NRS in a manner that we reasonably consider may adversely affect the provision of the NRS to other NRS users;
  - 2.4.3 use the NRS to make "unwelcome communications". Unwelcome communications are unsolicited communications that, by virtue of their content, frequency or timing, are offensive or tend to menace or harass the recipient.
- 2.5 We may, acting reasonably and subject to our obligations as the emergency call person for 106 under the *Telecommunications (Emergency Call Services) Determination 2009* to:
- 2.5.1 interrupt, block or disconnect any relay call that is not a Genuine Relay Call;
  - 2.5.2 interrupt, block, disconnect or otherwise restrict your access to the NRS if you do not comply with your obligations under clause 2.4.
- 2.6 To call international, premium rate, and certain other numbers that we may notify to you, you must have an NRS account and Personal Identification Number (PIN) from us, or utilise a telecard purchased for the Australian telephone network. If you do not pay any invoices related to the NRS within the required timeframe your access to such services via the NRS may be cancelled or restricted.
- 2.7 You are responsible at your own cost for providing any equipment necessary to access the NRS, including TTYs/TDDs, modems, computers, telephone and other equipment and for all costs and charges associated with telephone and internet services, including connection, call and data costs and charges.
- 2.8 With the agreement of the Commonwealth, changes may be made to the NRS or the manner in which the NRS is accessed or used. Notice of such changes and any changes to these Terms and Conditions will be published on the NRS website.
- 2.9 Life threatening or time critical emergency calls made through the NRS by dialling 106 will be subject to monitoring and call recording as required by law. This is to ensure that calls relayed to an Emergency Services Organisation ("**ESO**"), such as the police, or fire, or ambulance services, may be recovered by the relevant ESO subject to strict compliance with the relevant legislation. The monitoring and recording of such calls is not for the purposes of coaching and training, but for the purposes of ensuring that access to critical information is available.
- 2.10 We and other NRS service providers must protect the security of any such information in accordance with our legal obligations, including under applicable legislation. All recorded or retained communications will be stored and protected as required by law, and will remain confidential in accordance with our legal obligations. We may disclose information and communications recorded or held by us in response to lawful disclosure requests from authorised state, territory and Commonwealth government agencies.
- 2.11 Each time you make a call through the NRS, other than by dialling 106, your call may be recorded for coaching and training purposes, subject to your acknowledgement. We respect your privacy and will treat all calls with confidentiality. Robust information security protocols are applied in accordance with applicable legal obligations. We will comply with the privacy provisions of all applicable legislation, including the *Australian Privacy Principles* set out in the *Privacy Act 1988 (Cth)*.

- 2.12 To the maximum extent permitted by law, you exclude, and release us from, all liability to you (whether direct, indirect, consequential or otherwise) arising out of or in connection with your use of the NRS, unless such liability arises as a result of our negligence or any breach by us of our obligations under these Terms and Conditions or any applicable law.
- 2.13 Please note if you seek access to ESOs using web- and internet-based devices and/or connections or a mobile network connection (including through a new service), that access:
- 2.13.1 may not be as reliable as directly dialling 106 with a TTY/TDD;
  - 2.13.2 may not always be available depending on a number of issues such as internet connectivity and device coverage; and
  - 2.13.3 may not enable the emergency operator to identify your phone number or your location.

### **3. New service-specific Terms and Conditions**

- 3.1 In addition to clauses 1 and 2 of these Terms and Conditions, this clause 3 applies specifically to the following new services: the Video Relay service ("**Video Relay Service**"), the Web based captioned telephony service ("**Web Based Service**"), and the SMS Relay service ("**SMS Service**").
- 3.2 We may require you to register prior to use of the Web Based Service. It is your choice to opt in or out of use of the Web Based Service at any time. If you elect to opt out of the registration process, you will still be able to make a call through the Web Based Service, but may not be able to receive a call through that Service. In collecting or using information obtained through the registration process, we will comply with the privacy provisions of all applicable legislation, including the *Australian Privacy Principles* set out in the *Privacy Act 1988 (Cth)*.
- 3.3 Please note that the Video Relay Service is only available between the hours of 7am to 6pm Australian Eastern Standard Time, Monday to Friday inclusive (excluding national public holidays).

## Appendix C – Cost of using the NRS

The tables below show the charges that apply to different call types depending on the phone you make the call from.

### NRS outreach services

Customers do not pay for NRS outreach services.

### Calling from within Australia

#### Calling from a fixed-line telephone or TTY (home or work), a public phone or TTY payphone

To...	Phone company charges	NRS charges
Local or long distance numbers in Australia	Approximately the cost of a local call or the cost of each SMS	Nil
Any mobile number in Australia	Approximately the cost of a local call or the cost of each SMS	Nil
Any overseas number via the use of a pre-purchased telecard bought in Australia	Cost of the pre-purchased telecard	Nil* if utilising any 1800 number in Australia
Any overseas number (using a National Relay Service account if IDD via the NRS)	Approximately the cost of a local call	The cost of the overseas call from Australia (See table below for call charge rates)
Any premium rate information service (e.g. 1900 numbers) in Australia (needs a National Relay Service account)	Approximately the cost of a local call	The cost of the premium rate call
Any 1800 number in Australia	Nil*	Nil
TTY emergency service – 106	Nil	Nil
Speak and Listen emergency service – 1800 555 727	Nil	Nil

\* no charge for TTY callers who call through the NRS by first dialling 1800 555 677 then requesting the particular 1800 number they want. Speak and Listen callers should dial 1800 55 727 then ask for the required 1800 number.

**Calling from a mobile phone, internet relay, SMS relay, browser captioned relay, video relay or NRS App.**

To...	Phone company charges	NRS charges
Local or long distance numbers in Australia	<ul style="list-style-type: none"> <li>• Time charged by your mobile phone company</li> <li style="text-align: center;">or</li> <li>• Your internet connection costs (if any)</li> <li style="text-align: center;">or</li> <li>• Per SMS charges</li> </ul>	Nil
Any mobile number in Australia	<ul style="list-style-type: none"> <li>• Time charged by your mobile phone company</li> <li style="text-align: center;">or</li> <li>• Your internet connection costs (if any)</li> <li style="text-align: center;">or</li> <li>• Per SMS charges</li> </ul>	Nil
Any overseas number via the use of a pre-purchased telecard bought in Australia	<ul style="list-style-type: none"> <li>• Cost of the pre-purchased telecard</li> <li style="text-align: center;">+</li> <li>• Your internet connection costs (if any)</li> <li style="text-align: center;">Or</li> <li>• Per SMS charges</li> </ul>	Nil
Any overseas number (using a National Relay Service account)	<ul style="list-style-type: none"> <li>• Time charged by your mobile phone company</li> <li style="text-align: center;">or</li> <li>• Your internet connection costs (if any)</li> <li style="text-align: center;">or</li> <li>• Per-SMS charges</li> </ul>	The cost of the overseas call from Australia (See table below for call charge rates)
Any premium rate information service (e.g. 1900 numbers) in Australia (needs a National Relay Service account)	<ul style="list-style-type: none"> <li>• Time charged by your mobile phone company</li> <li style="text-align: center;">or</li> <li>• Your internet connection costs (if any)</li> <li style="text-align: center;">or</li> <li>• Per-SMS charges</li> </ul>	The cost of the premium rate call
Any 1800 number in Australia	<ul style="list-style-type: none"> <li>• Time charged by your mobile phone company</li> <li style="text-align: center;">or</li> <li>• Your internet connection costs (if any)</li> <li style="text-align: center;">or</li> <li>• Per-SMS charges</li> </ul>	Nil
TTY emergency service - 106	Not available	Not available
Speak and Listen emergency service - 1800 555 727	Time charged by your mobile phone company	Nil

Note: calls from a mobile phone can be either voice calls or internet relay calls if the phone is internet-connected and compatible with internet relay.

## Calling from a captioned telephone device

To ...	Phone company charges	NRS charges
Local or long distance numbers in Australia	<ul style="list-style-type: none"> <li>• Call charges from your phone company for connection to the other party</li> <li>+</li> <li>• Your internet connection costs (if any)</li> </ul>	Nil
Any mobile number in Australia	<ul style="list-style-type: none"> <li>• Call charges from your phone company for connection to the other party</li> <li>+</li> <li>• Your internet connection costs (if any)</li> </ul>	Nil
Any overseas number via the use of a pre-purchased telecard bought in Australia	<ul style="list-style-type: none"> <li>• Cost charged by your phone company to initiate the call (Note: not all telecards are toll-free)</li> <li>+</li> <li>• Cost of the pre-purchased telecard</li> <li>+</li> <li>• Your internet connection costs (if any)</li> </ul>	Nil
Any overseas number via IDD	<ul style="list-style-type: none"> <li>• Call charges from your phone company for connection to the other party</li> <li>+</li> <li>• Your internet connection costs (if any)</li> </ul>	Nil
Any premium rate information service (e.g. 1900 numbers) in Australia	<ul style="list-style-type: none"> <li>• Call charges from your phone company for connection to the premium service</li> <li>+</li> <li>• Your internet connection costs (if any)</li> </ul>	Nil
Any 1800 number in Australia	<ul style="list-style-type: none"> <li>• Your internet connection costs (if any)</li> </ul>	Nil
Emergency service – 000	<ul style="list-style-type: none"> <li>• Your internet connection costs (if any)</li> </ul>	Nil

## Calling to/from outside Australia

### Calling from outside Australia

National Relay Service call type	Phone company charge	NRS charge
Local or long distance numbers in Australia	Time charged by your phone company	Nil
Any mobile number in Australia	Time charged by your phone company	Nil
Any overseas number	Not available	Not available
Any premium rate Information service (e.g. 1900 numbers) in Australia	Not available	Not available
Any 1800 number in Australia	Time charged by your phone company	Nil

## Making overseas calls

If you use an NRS account to make overseas calls, these are the rates you will be charged:

Country	\$A per minute inc. GST	Country	\$A per minute inc. GST
Afghanistan	1.875	Libya	1.013
Albania	0.713	Liechtenstein	0.375
Algeria	0.750	Lithuania	0.638
Andorra	0.375	Liechtenstein	0.375
Angola	1.088	Lithuania	0.638
Anguilla	0.938	Luxembourg	0.375
Antarctica	1.163	Macau	0.900
Antigua	0.833	Macedonia	0.638
Argentina	0.713	Madagascar	1.200
Armenia	0.938	Malawi	0.938
Aruba	0.833	Malaysia	0.150
Ascension	0.983	Maldives Islands	1.088
Austria	0.300	Mali	1.200
Azerbaijan	0.863	Malta	0.563
Bahamas	0.563	Mariana Islands/Saipan	0.750
Bahrain	0.863	Marshall Islands	1.088
Bangladesh	0.750	Martinique	0.900
Barbados	0.900	Mauritania	1.200
Belarus	0.713	Mauritius	0.900
Belgium	0.300	Mayotte	0.855
Belize	0.855	Mexico	0.638
Benin	1.125	Micronesia (FS)	1.125
Bermuda	0.638	Monaco	0.375
Bhutan	1.125	Mongolia	1.200
Bolivia	0.938	Montserrat	0.983

Country	\$A per minute inc. GST	Country	\$A per minute inc. GST
Bosnia Herzegovina	0.563	Morocco	1.125
Botswana	1.088	Mozambique	0.938
Brazil	0.713	Myanmar	1.125
Brunei	0.638	Nakhodka	1.875
Bulgaria	0.713	Namibia	0.638
Burkina Faso	1.088	Nauru	1.088
Burundi	1.200	Nepal	1.350
Cambodia	1.425	Netherlands Antilles	0.713
Cameroon	1.200	Netherlands	0.225
Canada	0.075	New Caledonia	0.675
Cape Verde	1.088	New Zealand	0.045
Cayman Islands	0.900	Nicaragua	1.013
Central African Rep	1.275	Niger	1.125
Chad	1.200	Nigeria	0.833
Chile	0.525	NIS & Baltics	0.750
China	0.150	Niue Islands	1.238
Colombia	0.750	Norfolk Islands	0.638
Comoro Island	0.915	Norway	0.300
Congo Rep	1.200	Oman	0.795
Cook Islands	1.275	Pakistan	1.088
Costa Rica	0.713	Palestinian Autonomous Areas	0.675
Croatia	0.375	Palau	1.200
Cuba	0.900	Panama	0.900
Cyprus	0.525	Papua New Guinea	0.450
Czech Republic	0.525	Paraguay	0.900
Denmark	0.300	Peru	0.900
Diego-Garcia	2.850	Philippines	0.225

Country	\$A per minute inc. GST	Country	\$A per minute inc. GST
Djibouti	1.200	Poland	0.375
Dominica	0.750	Portugal	0.713
Dominican Rep	0.563	Puerto Rico	0.488
East Timor	2.700	Qatar	1.088
Ecuador	0.900	Moldova	0.900
Egypt	0.750	Reunion	0.983
El Salvador	0.900	Romania	0.900
Equatorial Guinea	1.200	Russia	0.713
Eritrea	1.200	Rwanda	1.088
Estonia	0.638	Sakhalin	2.025
Ethiopia	1.200	San Marino	0.375
Faeroe Islands	0.773	Sao Tome & Principe	2.250
Falkand Islands	0.855	Saudi Arabia	1.013
Fiji	0.638	Senegal	1.200
Finland	0.375	Seychelles	1.988
France	0.225	Serbia & Montenegro	0.638
French Guiana	0.900	Sierra Leone	1.200
French Polynesia	0.750	Singapore	0.045
Gabon	1.088	Slovak Republic	0.375
Gambia	1.088	Slovenia	0.563
Georgia	0.900	Solomon Islands	1.275
Germany	0.150	Somalia	1.365
Ghana	0.938	South Africa	0.225
Gibraltar	0.713	Spain	0.300
Greece	0.300	Sri Lanka	0.675
Greenland	0.713	St Helena	0.975
Grenada	0.855	St Kitts & Nevis	0.863

Country	\$A per minute inc. GST	Country	\$A per minute inc. GST
Guadeloupe	0.713	St Lucia	1.575
Guam	0.458	St Pierre/Miquelon	0.863
Guantanamo	1.013	St Vincent	1.275
Guatemala	0.855	Sudan	0.863
Guinea Bissau	2.175	Suriname	0.938
Guinea Rep	1.200	Swaziland	0.900
Guyana	0.915	Sweden	0.300
Haiti	1.088	Switzerland	0.300
Honduras	0.900	Syria	1.200
Hong Kong	0.075	Taiwan	0.150
Hungary	0.375	Tajikistan	0.900
Iceland	0.563	Tanzania	1.088
India	0.675	Thailand	0.225
Indonesia	0.450	Togo	1.088
Iran	1.050	Tokelau	1.350
Iraq	1.200	Tonga	0.713
Ireland	0.075	Trinidad & Tobago	0.750
Israel	0.300	Tunisia	0.713
Italy	0.225	Turkey	0.458
Ivory Coast	1.200	Turkmenistan	0.900
Jamaica	0.900	Turks & Caicos Islands	1.013
Japan	0.075	Tuvalu	1.088
Jordan	0.825	Uganda	0.983
Kazakhstan	1.013	Ukraine	0.713
Kenya	0.900	UAE	0.750
Kiribati	1.088	UK	0.045
Korea PDR	2.213	USA	0.045

Country	\$A per minute inc. GST	Country	\$A per minute inc. GST
Korea	0.150	Uruguay	0.863
Kuwait	0.855	Uzbekistan	0.900
Kyrgyzstan	1.013	Vanuatu	0.750
Laos	1.005	Vatican City	0.375
Latvia	0.713	Venezuela	0.563
Lebanon	0.713	Vietnam	1.013
Lesotho	0.833	Virgin Islands (British)	0.983
Liberia	1.088	US Samoa	0.555
Libya	1.013	US Virgin Islands	0.458
Liechtenstein	0.375	Wallis & Futuna Islands	1.500
Lithuania	0.638	West Samoa	0.555
Luxembourg	0.375	Yemen	1.125
Lebanon	0.713	Zaire	1.125
Lesotho	0.833	Zambia	1.088
Liberia	1.088	Zimbabwe	0.563

## **Appendix D – Privacy policies**

### **NRS relay service provider**

#### **Collection of personal information**

We only collect information from you that we need in order to provide you with the relay service. This information might include your name, address, telephone, fax and email address when you open an account with us. The NRS relay service provider complies with the Australian Privacy Principles (*Privacy Act 1988*).

#### **Use and disclosure of information**

We only use your personal information or disclose it to third parties in the following circumstances:

- to provide the relay service to you;
- with your permission;
- when the disclosure is required or permitted by law;
- in relation to legal proceedings or the orders of a Court or Tribunal; and/or
- for account management and credit management.

#### **Security of information**

We take reasonable steps to ensure that all information we collect is stored in a secure environment and accessed only by authorised persons. We do not retain any information for any longer than required except to fulfil our legal obligations.

#### **Access and update of Information**

*The Privacy Act 1988* allows individuals to request access to records containing their personal information. You may request that information about you be corrected. Please contact us if you wish to make a request for access to your information (refer Appendix A).

#### **Confidentiality of relay conversations**

Confidentiality is one of the most important features of the relay service. We are committed to respecting your personal privacy and the confidentiality of calls at all times. We will not disclose your identity or the content of conversations relayed through the service, unless required or permitted by law.

Calls made through the NRS will be subject to monitoring and call recording to ensure that in the event of a life threatening or time critical emergency call that is relayed to the emergency services organisation, police, fire, ambulance or Triple Zero, these calls may be recovered by the police subject to strict compliance to relevant telecommunications legislation.

#### **Changes to this privacy policy**

This privacy policy may be amended from time to time to reflect any changes to privacy laws.

## **NRS outreach service provider**

### **What information do we collect about you?**

In order to provide you with services, the outreach service asks you to give us certain personal information including your name, address and your contact details including TTY, phone and fax numbers and your email address. We may also collect other information like the type of equipment you use; the nature of your disability; your preferences in using the NRS; and any training or support which helps you use the relay service more easily.

The NRS may collect additional information in some circumstances, like your NRS account or your PIN number.

### **Australian Privacy Principles**

The NRS must adhere to the Australian Government's *Australian Privacy Principles* which are set out in the *Privacy Act 1988 (Cth)*. The Privacy Principles control the way in which we may collect, store, use and disclose your personal information.

In addition, the NRS must also comply with confidentiality and privacy matters set out in Part 13 of the *Telecommunications Act 1997*.

## **How do we protect your privacy and personal information?**

### **Collecting your personal information**

We only collect your personal information when it is needed for us to provide a good service to you. We only collect this information by lawful and fair means — generally, we will only collect personal information from you directly, and not from a third party. We keep your personal information either in hard copy form or electronically (on our computer network).

### **Using your personal information**

We may use the personal information we collect from you to:

- provide you with a better National Relay Service and improve our customer service to you;
- provide you with the outreach service activities that you have requested such as training about your equipment to access the NRS;
- respond to your enquiries or send you information about the NRS;
- gain your feedback on the service we have provided to you;
- investigate any complaints you have about the NRS;
- bill you for chargeable services that you use (including overseas telephone calls, and special information services); or
- enable us to prepare internal reports and statistical data on the services we provide to NRS users.

We take all reasonable steps to protect your personal information from misuse and loss, and from unauthorised access, modification or disclosure.

## **Storing your personal information**

We keep all personal information in safe storage. Hard copy notes, forms and files containing personal information are kept in locked filing cabinets and can only be accessed by NRS employees. All computer generated correspondence and emails are created and stored on password-protected computers, ensuring that no unauthorised access can occur.

## **Disclosing your personal information**

We will not pass your personal information to anyone else without your permission, unless required by law to do so (such as calls to emergency services).

## **Access to your personal information**

The NRS takes all reasonable steps to ensure that the personal information we collect about you is accurate, complete and up-to-date. You have the right (with some exceptions) to access the personal information that we hold about you. Access to your information can be arranged by contacting our Helpdesk (refer Attachment A). You can also ask us to check and correct any of your personal information. No fee will be charged for these purposes.

## **Recording contact with the NRS**

When contacting the outreach service, the conversation will not be recorded without your permission. Usually we ask to note the information or action you require. If you contact the outreach service by TTY, the conversation may initially be recorded via a TTY printer but the TTY printout will be discarded.

When making calls through the NRS, no records are kept of any NRS conversations, except for training purposes with the caller's consent, or where it is legally required, such as calls to emergency services.

## **Internet security**

If you are submitting personal information to us over the Internet that you wish to remain private, you should be aware that there is the possibility that the information you submit could be observed by someone else while in transit.

## **Do you believe that the NRS has breached your privacy?**

If you believe that the NRS may have breached your privacy, you should contact our Helpdesk to discuss your issues or concerns and we will try to resolve them in consultation with you. The best way to help us respond to your concerns is to tell us completely and accurately about what has happened. Tell us quickly about your concerns—do not sit on your problems.

Please contact us:

TTY: 1800 555 630

Telephone: 1800 555 660

Fax: 1800 555 690

SMS: 0416 001 350

Email: [helpdesk@relayservice.com.au](mailto:helpdesk@relayservice.com.au)

Mail: Level 2, 10 Mallett Street, Camperdown, NSW 2050

Via the online complaints form on the NRS website: [www.relayservice.com.au/contact/complaint](http://www.relayservice.com.au/contact/complaint)

The NRS has a complaints policy (see Appendix F), which seeks to ensure a fair and effective response where anyone has a concern or complaint about the NRS. If you remain dissatisfied with our response to your concerns about privacy at the NRS, you have a right to complain in writing to the Australian Information Commissioner:

TTY:	1800 620 241
Telephone:	1300 363 992
Fax:	02 9284 9666
Email:	<a href="mailto:enquiries@oaic.gov.au">enquiries@oaic.gov.au</a>
Mail:	GPO Box 5218, Sydney, NSW 2001

## **Appendix E – Credit management policy**

### **Policy applies to**

This policy only applies to NRS users who open an account to make chargeable calls to international numbers or premium rate services and reverse-charge calls.

### **Introduction**

Most calls made through the relay service are billed through your telecommunications service provider (see **Appendix C**). The relay service provider only charges you for calls made to international destinations or premium rate services. Unless you choose to use an international call telecard, you will be required to establish an account with the relay service provider in order to make these types of calls and to make or receive reverse-charge calls through the relay service.

### **Credit control**

When establishing new accounts or reactivating existing accounts, the relay service provider may request prepayment and deposits where appropriate. Under certain circumstances, access may be restricted to just the standard relay service, without access to international calls or calls to premium rate services.

### **Credit management**

The relay service provider sends out monthly relay service bills detailing when calls are made, the numbers called, the length of the calls and the amounts charged for each call. The total amount payable and the due date for each bill are also shown. Where the total bill amount for any month is deemed by the relay service provider to be not material, the relay service provider may at its discretion elect to not issue a bill for that month.

You can make payments by cheque, money order or credit card (MasterCard or Visa) by mailing us or using a 'pay by phone' service with your credit card.

If you fail to make a payment by the due date, the relay service provider will send you a reminder notice after which the account may be disconnected on the extended due date if payment is still not received. You will have to pay the outstanding amount before your account can be reconnected. The disconnection of your account only restricts your access to chargeable calls. You can continue to access the relay service for emergency, free and local rate calls.

The relay service provider will take necessary steps to collect any outstanding debts and may refer you to a credit rating agency to be default listed.

If there are any disputes about outstanding amounts, we will endeavour to resolve these in a fair and timely manner.

### **Fairness, equity and hardship**

The relay service provider ensures that credit and related debts are managed fairly and equitably. This policy maintains that parties who incur debts do so in full expectation of meeting the repayment terms prescribed.

We acknowledge that your circumstances can change. If you have problems paying a bill by the due date, you must promptly contact us.

## **Appendix F – Complaint handling procedure**

### **Have you got a problem or complaint about the NRS?**

The NRS has a complaints policy which seeks to ensure a fair and effective response where anyone has a concern or complaint about the NRS. The policy also helps us to listen to customers, learn from customers and improve our service to you.

Anyone can make a complaint about the NRS. A complaint is an expression of dissatisfaction, concern or frustration with NRS services. You might have a complaint about the quality of NRS services; about the behaviour of an NRS staff member; about NRS policies and procedures that may impact adversely on you; or concerns about privacy or other matters.

There are no charges for making a complaint to the NRS.

If you have a problem or complaint, the NRS will make every effort to sort it out. We will:

- treat you with respect;
- tell you what will happen while your complaint is being looked at, and keep you informed of progress;
- tell you who will deal with the complaint;
- be fair and open in the way your complaint is handled;
- deal with your complaint in a timely manner and give you reasons for the decision we make about your complaint; and
- protect your privacy.

### **We are keen to hear any concerns you have as this helps us to improve our services to you.**

The best way to help us give you a better service, and to answer your concerns, is by:

- telling us honestly, completely and accurately about what has happened.
- telling us quickly about your concerns. Don't sit on your problems.
- treating our staff with courtesy.

### **The NRS may contact you about irregular calls through the NRS**

NRS Outreach may contact you if there appear to be irregular, harassing or unwanted calls arising from your phone number. Please be aware that you must abide by the terms and conditions of use of the NRS (see [www.relayservice.com.au/about/terms-and-conditions](http://www.relayservice.com.au/about/terms-and-conditions))

In summary:

- This means you must comply with the type of requirements that other phone users have when they use a phone service
- If the NRS believes someone is generating unwanted, harassing or illegal calls from your number, NRS may contact you to check this and discuss further action.

## How can you make a complaint?

You can lodge a concern or complaint in a number of different ways:

**TTY:** 1800 555 630 - our Helpdesk can take your TTY call and note details of your concern or complaint.

**Phone:** 1800 555 660 – speak to our Helpdesk who will take details of your concern or complaint.

**Fax:** 1800 555 690 to lodge your complaint by fax

**SMS:** 0416 001 350 to lodge your complaint

**In writing:** You should direct your complaint to:

NRS Complaints Coordinator  
Level 2  
10 Mallett Street  
Camperdown NSW 2050

**Email:** You should direct your feedback or complaint to [feedback@relayservice.com.au](mailto:feedback@relayservice.com.au)

**Via the online complaints form on our website:** <http://www.relayservice.com.au/contact/complaint>

**In person:** You can make a complaint directly to any staff member in the NRS; or you may want to ask the Helpdesk who can direct your complaint, ensuring the best possible outcome.

## What happens to your complaint?

We will give careful attention to your complaint. We will allocate a Helpdesk Customer Service Officer to take responsibility for seeing that your complaint is resolved.

The main steps of our complaints policy are set out below:

**Step 1:** An NRS Helpdesk (HD) Customer Service Officer (CSO) writes to you within two Business Days of receipt of your complaint. They will confirm with you that they have received your complaint. The responding CSO will remain the complainant's primary contact throughout the process (unless NRS management is required to respond).

**Step 2:** We investigate your complaint. We keep you informed about progress, contacting you within ten business days after acknowledging the original complaint.

**Step 3:** We report to you about the complaint. We aim to resolve most complaints within 20 business days of when you lodged the complaint. Early resolution may be possible simply by clarifying misunderstandings; however, if a complaint is complicated, it may take longer to resolve. If resolution of the problem is not possible (due to technical or NRS service limitations) then a clear explanation will be provided. This report/email should be non-technical language.

## What if you aren't happy with the outcome of the complaint?

Sometimes it is not possible to sort out a complaint completely. If so, our Complaints Coordinator will work with you to look at other ways to address your concerns.

If you are not happy with the outcome of your complaint, you can do a number of things:

- You can ask us to check our decision about your complaint, or the way we handled it. This request should be in writing to your Complaints Coordinator. The complaint may be managed by other senior staff like the Customer Service Manager of NRS Outreach.
- If your complaint is about telecommunications issues or how your complaint has been handled by the NRS you can contact the Telecommunications Industry Ombudsman (TIO). The TIO provides a free and independent service to consumers with complaints about their telephone or internet service.

### Details for contacting the TIO:

Freecall: 1800 062 058  
Freefax: 1800 630 614  
TTY: 1800 675 692  
Email: [tio@tio.com.au](mailto:tio@tio.com.au)  
Web: [www.tio.com.au](http://www.tio.com.au)  
Postal address: PO Box 276 Collins Street West, Melbourne Vic 8007

- If your complaint is not covered by the responsibilities of the TIO, you can contact the Australian Consumer and Competition Commission [ACCC] or the Office of Fair Trading in your State or Territory. The ACCC can provide advice to consumers and businesses about their rights and obligations under the Trade Practices Act 1974; and can assist in resolving a dispute by directing parties to appropriate complaints resolution options. The consumer protection work of the ACCC complements that of the State and Territory Offices of Fair Trading which administer similar legislation within each state or territory.

### Details for contacting the ACCC:

Phone 1300 302 502 (local call costs)  
Postal Address: GPO Box 3648, Sydney NSW 2001

### Details for contacting the Offices of Fair Trading:

There is an Office of Fair Trading in each State and Territory.

State	Phone	Website
NSW	13 32 20 or 02 9895 0111	<a href="http://www.fairtrading.nsw.gov.au">www.fairtrading.nsw.gov.au</a>
NT	1800 019 319	<a href="http://www.consumeraffairs.nt.gov.au">www.consumeraffairs.nt.gov.au</a>
ACT	02 6207 3000	<a href="http://www.accesscanberra.act.gov.au">www.accesscanberra.act.gov.au</a>
Qld.	13 74 68	<a href="http://www.fairtrading.qld.gov.au">www.fairtrading.qld.gov.au</a>
SA	13 18 83	<a href="http://www.ocba.sa.gov.au">www.ocba.sa.gov.au</a>
Tas.	1300 654 499	<a href="http://www.consumer.tas.gov.au">www.consumer.tas.gov.au</a>
Vic.	1300 558 181	<a href="http://www.consumer.vic.gov.au">www.consumer.vic.gov.au</a>
WA	1300 304 054	<a href="http://www.commerce.wa.gov.au">www.commerce.wa.gov.au</a>

## Who handles your complaint?

The outreach service provider is responsible for handling all NRS complaints with the only exception being billing complaints which are handled directly by the relay service provider.

The relay service provider has adopted Complaint Handling Procedures in accordance with the complaint handling chapter of the Telecommunications Consumer Protections Code C628:2007, as the basis of receiving and resolving complaints.

The relay service provider acknowledges its role in assisting the outreach service provider with complaints relating to the operations of the 'relay service' that are within the relay service provider's reasonable control in accordance with an agreed procedure entitled '*NRS Complaints Handling Policy*'.

The NRS complaints handling policy can be found at <http://www.relayservice.com.au/resources/complaints-policy>.

## NRS billing complaints:

Relay service users can express their concerns by contacting the Finance division by phone, in writing or by email.

By phone: 133677 and ask for 1300 300 551 (TTY)  
1300 300 551 (Voice)

In writing: Attention: Accountant – NRS Billing  
Finance Division  
PO Box 473  
Stones Corner QLD 4120

Fax: (07) 3815 7670.

By email: 'Attn: Billing Payments' in the subject line and sent to [info@aceinfo.net.au](mailto:info@aceinfo.net.au)

In person: Complaints can also be made directly by speaking to the Accountant – NRS Billing to arrange a time to meet.

## NRS – Non-billing complaints

Relay users making contact via the NRS will be relayed through to the NRS Helpdesk as per standard relaying procedures. The relay officer will utilise the following standard scripting upon receiving a complaint/enquiry (see below):

*"The most appropriate area to assist you further regarding the matter is our Customer Service Helpdesk I can put you through now. If they are not available you can leave a message and they will call you back. Or you can call them at another time on (TTY) 1800 555 630 or (voice) 1800 555 660 during business hours for further assistance. Which would you prefer?"*

# Appendix G – Voluntary Registration for Relay Service – Captioned Relay, Internet Relay and NRS App

The registration process is a standard internet process that allows users to ‘self-service’ in gaining access to receive calls through the web browser Captioned Relay and Internet Relay service access options.

In order to receive calls through the NRS App you will also need to register as the services use the internet to deliver the captions or text. There needs to be a process of identifying the user with your internet connection so that we can contact you with the person ringing you. Minimum information is required in order to receive calls through the web browser version of Captioned Relay and Internet Relay and still provide a ‘self-service’ option. The information required is:

- first name
- last name
- a 10 digit telephone number (the telephone number will be the user name)
- User name (email address)
- Password

The registration process will also include:

- your answer to a secret question, whereby the user selects from a multiple choice list and then provides the answer; and
- Inclusion of a check box so that the user can opt in to receive communications from Outreach.

The table below shows the system actions in response to the customer actions:

ACTION	SYSTEM REACTION
User setup account for the first time. Verification email sent to the user who confirms the setup and therefore becomes a registered ‘live’ user	Trigger email sent to Outreach to indicate user has registered and activated their account
User changes an attribute in their registration details ( after activating their account)	Trigger email to Outreach and to user to note the change in registration details
User’s attempts to log in are unsuccessful	User can use ‘forgot my password’ to retrieve their password (but only their password; they can’t do this if they have forgotten their email address or 10 digit number)

The trigger emails to outreach will contain the relevant registration information so that outreach systems can automate the import process into their CRM. The ‘self-service’ process allows users to change passwords or retrieve passwords at any time of the day.

## Appendix H – Glossary

<b>ACCC</b>	Australian Competition and Consumer Commission
<b>Business Day</b>	A day that is not a Saturday, Sunday, public holiday or bank holiday in Australian Capital Territory
<b>CIM</b>	Continuous Improvement Meeting
<b>CLI</b>	Calling Line Identification
<b>Complaint</b>	An expression of dissatisfaction, concern or frustration with NRS services
<b>COB</b>	Close of Business
<b>CSA</b>	Community Service Announcement
<b>CSO</b>	Customer Service Officer
<b>DoCA</b>	Department of Communications and the Arts
<b>EFT</b>	Equivalent Full Time
<b>HAW</b>	Hearing Awareness Week
<b>HCO</b>	Hearing Carry Over – international term for Type and Listen call option
<b>HD</b>	Helpdesk
<b>Helpdesk User</b>	A person who contacts the Helpdesk and is neither an employee, nor a sub-contractor of the Outreach of the Relay Provider
<b>IDD</b>	International Direct Dial
<b>IPND</b>	Integrated Public Number Database
<b>IVR</b>	Interactive Voice Response
<b>KAM</b>	Key Activity Measures
<b>KPI</b>	Key Performance Indicator
<b>MVA</b>	Motor Vehicle Allowance
<b>NAC</b>	NRS National Advisory Committee
<b>NBN</b>	National Broadband Network
<b>NRS</b>	National Relay Service
<b>NRSP</b>	National Relay Service Plan
<b>NRS – SRP</b>	NRS Stakeholder Reference Panel
<b>PHN</b>	Primary Health Networks
<b>PSTN</b>	Public Switched Telephone Network
<b>Resolution</b>	The point in investigation and joint understanding of an issue where a solution, information, explanation, decision or settlement of a problem is reached.
<b>RSFP</b>	Relay Service Friendly Program
<b>SF</b>	Salesforce

<b>SL</b>	Service Level
<b>SSR</b>	Speech to Speech relay – international term for Speak and Listen call option
<b>SMS</b>	Short Message Service – text communication option available via mobile devices
<b>TDD</b>	Telecommunications Device for the Deaf (e.g. TTY or captioned telephony device)
<b>TIO</b>	Telecommunications Industry Ombudsman
<b>TTY</b>	Teletypewriter, a type of TDD
<b>VCO</b>	Voice Carry Over – international term for Speak and Read call option
<b>YTD</b>	Year to Date