



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

# National Relay Service Plan

2009–10



**An Australian Government Initiative**

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## Introduction

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 is an Australian Government initiative provided under contract with the Commonwealth and is funded by a levy on eligible telecommunications carriers. An Australia wide service established under Part 3 of the *Telecommunications (Consumer Protection and Service Standards) Act 1999* (TCPSS Act), the NRS comprises:

- The Relay Service (provided by Australian Communication Exchange (ACE)) which provides persons who are deaf, or who have a hearing and/or speech impairment with access to a standard telephone service; and
- The Outreach Service (provided by WestWood Spice (WWS)) which provides information regarding the NRS and support and training to users and potential users of the Relay Service, including a HelpDesk.

The NRS consists of a Call Centre where Relay Officers relay calls (from people who are deaf or have a hearing or speech impairment) to other people; and of an Outreach Service to provide activities which support awareness, training and usage of the NRS.

The NRS Relay Service Provider is also defined as an Emergency Call Person under the *Telecommunications (Emergency Call Person) Determination 1999*.

The NRS has a Customer Consultative Committee which provides feedback and advice to the NRS providers on quality of service, consumer benefits and consumer satisfaction related to the NRS.

## Service options

The following call relay options are provided 24 hours a day, every day of the year, in the English language. Appendix C contains the operational terms and conditions for use of the relay service.

| Inbound |                        |       | Call option      | Call Type                    | Outbound |       |
|---------|------------------------|-------|------------------|------------------------------|----------|-------|
| TTY     | TTY Imitation Software | Voice |                  |                              | TTY      | Voice |
|         |                        | ✓     | Type and read    | Voice-to-text relay          | ✓        |       |
| ✓       | ✓                      |       | Type and read    | Text-to-voice relay          |          | ✓     |
| ✓       |                        | ✓     | Type and listen  | Hearing carry over (HCO)*    |          | ✓     |
| ✓       |                        | ✓     | Speak and read   | Voice carry over (VCO)**     |          | ✓     |
| ✓       |                        | ✓     | Speak and read   | VCO to VCO                   | ✓        | ✓     |
|         |                        | ✓     | Speak and listen | Speech-to-speech relay (SSR) |          | ✓     |
| ✓       | ✓                      |       |                  | Text emergency service       |          | ✓     |
|         |                        |       |                  | Internet relay               | ✓        | ✓     |

\* 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.

\*\* 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.

## Privacy policy

The NRS complies with the *Privacy Act 1988*. Any information collected from users is used to provide a quality service. Appendix E contains the NRS privacy policy.

## Feedback Process

The Relay Service provider is committed to continually improving the Relay Service.

The NRS Outreach Service has a sustained commitment towards delivering the best NRS service possible. It encourages and welcomes suggestions, complaints and input from people who use the NRS.

The NRS Outreach Service has developed some particular policies so that it knows what NRS users are thinking and are concerned about.

Thus, the following mechanisms are important to the Outreach Service.

### What people think of the Outreach Service

The Outreach Service sponsors independent research annually to find out the views of users (and potential users) of the NRS. The results of this research are reported in

the annual Outreach Service performance report. Key findings will be reported on the website at [www.relayservice.com.au](http://www.relayservice.com.au).

### **What works best to help people with the NRS**

The Outreach Service will undertake market research activities during 2009/10. Some results of these activities will be reported in the quarterly reports as well as the final Outreach Service performance report. Key findings will be reported on the website at [www.relayservice.com.au](http://www.relayservice.com.au).

Appendix G contains information on the NRS complaint handling processes. Suggestions, complaints and comments are encouraged and welcomed.

### **Purpose of the National Relay Service Plan**

The National Relay Service Plan (NRSP) provides an overview of the service. It contains policies, key priorities and strategies for the year and the performance standards you can expect.

Under subsection 95(2) of the TCPSS Act, the NRSP must include timetables for the supply of the NRS and performance standards to be met by the provider. Under subsection 95(3), the Minister for Broadband Communications and the Digital Economy arranges for the NRSP to be published.

The NRSP can be obtained from the NRS website – [www.relayservice.com.au](http://www.relayservice.com.au).

Anyone is welcome to comment on the content of the NRSP and make suggestions

### **Access to the service**

The NRS provides a relay service which operates 24 hours a day, 365 days a year. 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 to local, long distance or mobile numbers once connected to the relay service. 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. Further details are given in Appendix D.

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

| <b>Service Type</b>   | <b>Number to Call</b>          |
|---|--------------------------------|
| Relay Service   | 133 677<br>(133 NRS)           |
| Relay Service toll free number <sup>1</sup>                             | 1800 555 677<br>(1800 555 NRS) |
| Relay Service from other countries <sup>2</sup>                         | +61 7 3815 7799                |
| Speak and Listen (Speech to Speech) Relay                               | 1300 555 727<br>(1300 555 S2S) |
| Speak and Listen (Speech to Speech) Relay toll free number <sup>3</sup> | 1800 555 727<br>(1800 555 S2S) |
| Speech to Speech Relay from other countries <sup>4</sup>                | +61 7 3815 8000                |
| Text Emergency Call Service <sup>3</sup>                                | 106                            |
| Reverse charge calls through the Relay Service                          | 1800 555 722<br>(1800 555 RCC) |
| Internet Relay  | www.relayservice.com.au        |

## Emergency services

The *Telecommunications (Emergency Call Persons) Determination 1999* specifies that the NRS provider is the national operator of emergency call services for calls to the emergency service number 106. The NRS provider will receive all calls to emergency service number 106, connect the caller to the requested emergency service organisation (Police, Fire or Ambulance) and relay the call during the emergency.

The 106 Text Emergency Service is a text/TTY based emergency call service for people who are deaf or have a hearing or speech impairment. This service operates using a TTY or a computer with modem and does not accept voice calls or SMS messages. It should be used in life threatening and time critical situations. It is not available to Speak and Listen (SSR) or Internet Relay users.

You can make emergency calls using Speak and Listen (SSR) Relay by calling 1800 555 727 (toll free) or 1300 555 727 and requesting Triple Zero. These calls cannot be identified as an emergency call and given priority until the call is connected to a Relay Officer. 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.

Internet Relay users do not have access to the Text Emergency Call Service. However, the Internet Relay Service can be used to relay a call to the standard Triple Zero service. These calls cannot be identified as an emergency call and given priority until the call is connected to a Relay Officer. 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.

<sup>1</sup> 1800 access numbers can only be used for calling other toll free numbers.

<sup>2</sup> Calls to and from other countries via the Relay Service are restricted to the English language and require a Pin number and account.

<sup>3</sup> Speech to Speech Relay callers in need of an emergency service may call Triple Zero via SSR.

## Feedback and complaints

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.

Complaints and feedback can be provided by:

- Contacting the Helpdesk by TTY on 1800 555 630
- Contacting the Helpdesk by telephone on 1800 555 660
- Contacting the Helpdesk by fax on 1800 555 690
- Contacting the Helpdesk by SMS on 0416 001 350
- Writing to the NRS at: 21A Elliott St Balmain NSW 2041
- Sending an email to [helpdesk@relayservice.com.au](mailto:helpdesk@relayservice.com.au)
- Sending your ideas via a feedback form found at [www.relayservice.com.au](http://www.relayservice.com.au)

NRS Billing Complaints can be directed to:

Billing Complaints Officer

Ph: 1300 300 551

TTY: 1300 300 551

Email: [billing@aceinfo.net.au](mailto:billing@aceinfo.net.au)

Mail: PO Box 473, Stones Corner QLD 4120

## Priorities for 2009–10

During 2009-10 the NRS is seeking to improve user satisfaction in several areas. In particular, this will cover the efficiency of NRS calls placed by callers who are deaf or have a hearing, speech or communication impairment, and the effectiveness of 'community' callers to the NRS in reaching their target markets.

## Relay Service priorities

We are planning to further enhance the Relay Service and build upon the strengths of the operations through the introduction of pro-active call monitoring for quality purposes. Call monitoring processes utilising limited call recording (with prior approval ahead of each recording from NRS users) will enable Team leaders to objectively and proactively work with Relay Officers to improve the way in which they relay calls

The increased focus on training for Relay Officers identified through call monitoring and user feedback is aimed at providing improved service levels and ensuring that you experience a high level of quality and consistency in your interactions with the Relay Service. Customer experience training offered last year has been effective in improving Relay Officer interactions and will be reinforced again this year.

## Key Strategies

We want to improve our service, and one of the best ways to do that is through the initial and ongoing training of our Relay Officers. Recording a small number of calls

(up to 3%) with user permission, for training purposes, is a common practice in modern call centres in Australia and overseas. This is recognised as the key plank in continuously improving our service.

Call recording will enable the proactive management and development of Relay Officers to deliver a high-quality service to NRS users. The recorded calls will become a key tool to help relay officers improve their communication and relationship skills.

Following a recorded call, a Relay Officer can listen to a playback of their call, then, together with the Team Leader or Training Officer, the Relay Officer can identify any aspects of their call handling that can be improved to enhance the experience for NRS users.

Quality teams will be introduced to capture improvement ideas from Relay Officers to ensure processes within calls match and exceed expectations of NRS users.

## **Outreach Service priorities**

The overarching design of the NRS Outreach Service is for all users and potential users of the NRS to be aware of it, know how it works and be able to use it effectively. More specifically, the NRS Outreach design is intended to:

1. Improve awareness of the NRS;
2. Create confidence and knowledge about the NRS; and
3. Support acceptance of the NRS among key target groups.

During July 2009 – June 2010, the Outreach Service has objectives of:

### **1. Improving the product**

We know there are problems a new user has becoming engaged with the NRS. We also know that there are problems with hardware; on top of that we are uncertain as to how effective our training is because we have difficulty tracking the NRS usage of customers that we train.

NRS Outreach will be undertaking a specific process to enhance new NRS users' experience by increasing feedback around the period of initial training. We will also be undertaking a follow-up process of new users to identify [1] any further service we can provide to consolidate their NRS usage and [2] factors which either drive or restrain usage [these latter findings being valuable in continuous improvement of our training and materials].

### **2. Systematically work through our intermediary groups.**

NRS Outreach will make systematic contact with key intermediary groups to maintain NRS awareness with them. We are also planning to offer an NRS information/training module to some relevant professions. This module would be endorsed by the profession and result in 'continuing professional development points' for participants.

### **3. Create consistency of messaging**

Finally, we need to carry through our new 'Stay in Touch' messaging across our communications. The Stay in Touch message will be incorporated in all new and



revised materials and may form the focus of a series of regional events – ‘staying in touch with people in your community’.

Target audiences remain:

- People with a hearing impairment
- People with a speech or communication impairment
- People who are deaf
- People who have a combination of impairments which result in their speech, communication or hearing being affected
- People who act as intermediaries for the above groups
- Members of the public including the business community

Key features of the 2009/10 Outreach activities are:

- Reviewing the range of user experience and then designing a means of assessing the effectiveness of the user experience
- Making sure all the players are pulling in the same direction
- Ensuring our conversion rate from training is as good as it can get
- Getting the ball rolling for improved hardware
- A clear emphasis on performance monitoring which will work towards longer term behavioural objectives<sup>4</sup> evidenced at the Relay Service interface while recognising intermediate objectives related to inputs and throughputs.

Continuation of the three campaigns:

- internet relay campaign targeted at current and potential NRS users stressing the benefits of internet relay portability and easy access
- campaign targeted at older Australians with acquired hearing loss
- business and government campaign

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<sup>4</sup> E.G increased call numbers to the relay service by new NRS users; increased call numbers to relay service by businesses and community members seeking to talk with people who are deaf or have a hearing or speech impairment

# Performance

## Performance standards

Section 95(2) of the *Telecommunications (Consumer Protection and Service Standards) Act 1999* requires that the NRS Plan includes performance standards to be met by the NRS providers.

The relay service and outreach performance standards for 2009–10 are listed in Appendix B.

## Relay Service Performance Standards

These Performance Standards are the target performance levels against which the Relay Service will be delivered.

## Outreach Service Performance Indicators

The contract for the provision of Outreach Service requires provision of services linked to performance measures and to funding levels provided for in the contract. The strategies used to achieve results (and the related performance indicators) are subject to annual review.

The Outreach Service links its performance to improving awareness, confidence and knowledge, and acceptance of the NRS among key groups; and offering information, support and training for any person with an interest in the NRS. During each of the preceding three years, the Outreach Service established additional baseline data (inputs, throughputs, outputs and outcomes) on some key measures. This has allowed targets to be set in subsequent years.

## Results Based Accountability

Outreach now has three years of reliable historical data. We will continue to track data in the previous format but also want to present a more wholistic picture of performance. There is a growing body of support for the work of Dr Mark Friedman focussing on Results Based Accountability<sup>5</sup>. In particular, we feel that the key questions of Results Based Accountability [see below] align with our foundation of social marketing and will help us give due attention to the question 'Is anyone better off?'

Results Based Accountability (RBA) is now used by many state governments, government departments, communities and non-government agencies around the world – including in Australia - to improve the performance of their programs and agencies. It makes clear the difference between population and performance accountability i.e. it focuses on the well-being of the customer populations of specific services and programs as distinct from whole population groupings.

The RBA approach has the advantage of a simple plain language approach to performance measurement embedded in a larger continuous quality improvement framework along with a focus on results or outcomes (rather than an analysis of program operations).

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<sup>5</sup> Friedman M, *Trying Hard is not Good Enough*, Trafford Publishing, British Columbia, 2005

RBA asks three basic performance measurement questions.

- How much did we do?
- How well did we do it?
- Is anyone better off?

Figure 1 depicts the framework used by RBA to map these questions against the tasks of performance measurement. Table 1 then lists the current NRS Outreach KPIs which are able to add weight to that performance item.

**Figure 1: Performance Measurement Categories**

|        | QUANTITY              | QUALITY                |
|--------|-----------------------|------------------------|
| EFFORT | How much did we do?   | How well did we do it? |
| EFFECT | Is anyone better off? |                        |
|        | #                     | %                      |

**Table 1: Results Based Accountability Items for NRS Outreach**

|                        |     |  |
|------------------------|-----|--|
| How much did we do?    | 1.1 | # of information sessions  |
|                        | 1.2 | # of training sessions   |
|                        | 1.3 | # of conferences/ expos  |
|                        | 2.1 | # participants at information sessions   |
|                        | 2.3 | # conference participant packs with NRS info   |
|                        | 2.3 | # direct contacts at conferences   |
|                        | 2.3 | # requests for follow-up at conferences  |
|                        | 2.4 | # website visits   |
|                        | 2.5 | # Helpdesk requests for action   |
|                        | 2.5 | # Helpdesk general enquiries   |
|                        | 3.1 | # print products distributed   |
|                        | 3.1 | # other products distributed   |
|                        | 4.1 | Track respondent data to omnibus survey for 2 <sup>nd</sup> year [# people aware of NRS] |
|                        | 4.1 | # indigenous people who participate in NRS activity                                      |
| How well did we do it? | 1.1 | Information sessions by metro and non-metro locations                                    |
|                        | 1.1 | Information sessions by target audience  |
|                        | 1.2 | Training sessions by metro and non-metro areas   |
|                        | 1.2 | Trainings session by call type   |
|                        | 1.3 | Conference/ expos against audience type  |
|                        | 1.4 | Participant rating of information sessions   |
|                        | 1.4 | Participant rating of training sessions  |
|                        | 2.2 | # of participants at training sessions   |
|                        | 2.4 | Website clip access by DVD clip  |
|                        | 2.5 | Timeliness of complaints resolution  |
| Is anyone better off?  | 4.2 | Change in # people who know that internet relay is available                             |
|                        | 4.2 | Change in # people who know the full range of NRS offerings                              |
|                        | 4.3 | Track # people who start using NRS ['new unique users' from Relay data]                  |
|                        | 4.3 | Track new NRS 'voice' users [subset of 'new unique users' from Relay data]               |
|                        | 4.4 | Shift in business/ government understanding/ promotion of NRS                            |

## **Appendix A – Contact information**

### **NRS relay service provider (Australian Communication Exchange)**

General enquiries: +61 7 3815 7600

Account payments: 1300 300 551 (voice and TTY)

Open 9.00am to 5.00pm AEST, weekdays. Closed on public holidays.

Fax: +61 7 3815 7601

Website: [www.relayservice.com.au](http://www.relayservice.com.au)

Mail: 295 Logan Road (PO Box 473)  
Stones Corner QLD 4120

### **NRS outreach service provider (WestWood Spice)**

Telephone: 1800 555 660

TTY: 1800 555 630

Fax: 1800 555 690

SMS: 0416 001 350

The Helpdesk is open from 9am to 5pm, Monday to Friday (Sydney time). Callers can leave a message outside those hours.

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

Website: [www.relayservice.com.au](http://www.relayservice.com.au)

Mail: 21A Elliott St  
Balmain NSW 2041

## **Appendix B – Performance standards**

### **NRS Relay Service provider**

#### **Text Emergency Calls and Speak and Listen (SSR) Calls**

- No more than 0.5 per cent of combined text emergency calls and Speak and Listen (SSR) calls into the Relay Service will receive a busy signal on any day, and
- At least 99 per cent of text emergency calls and Speak and Listen (SSR) calls are answered by a Relay Officer within ten seconds. The ten seconds starts when a call is released by the IVR and placed into a queue. The ten seconds does not include the time taken for initial automoding and protocol negotiation between the customer equipment and the Relay Service or the automated message to the caller or the caller's response.

#### **Standard Relay Service Calls**

Performance standards for receiving standard Relay Service calls are based on an abandonment rate.

- No more than 5 calls per 100 into the Relay Service will be abandoned on any one day, and
- No more than 2 calls per 100 into the Relay Service will be abandoned in any quarter.

A call will be deemed to be abandoned when:

- a. If there is an overload queuing system, the call is still queued after 60 seconds; or
- b. If there is no overload queuing system, the caller receives a busy signal.

Whilst the Relay Service has the ability to turn queuing on or off the queue is always on.

## **NRS Outreach Service provider**

### **PERFORMANCE INDICATORS FOR 2009/10**

The table below provides additional detail about the indicators presented in Performance Standards section of the NRSP. The table which follows here links each KPI to either a performance target or to data tracking where there is no target. Some new KPIs are introduced in 2009/10 and thus some new baseline measures will be set.

The targets have been set based on past experience, forward plans and some assumptions about other factors like timely approval of key products to allow their full impact in the reporting period e.g. approval of the YouTube video clip.

For some KPIs, there are 2 or 3 data sources to create a more rounded picture of performance against the particular KPI.

- Some targets have a significant increase when compared with to 2008/09 [e.g. indicators 1.1, 1.3 and 2.1]
- Some targets have been reduced when compared to 2008/09 [e.g. 1.2]
- Some targets now have a known baseline [e.g. aspects of 4.1]
- Some indicators are new [e.g. Indicator 4.3]; and some new data streams are included [e.g. in Indicator 4.1]
- Some indicators have better granulation of data [e.g. Indicator 1.1 has more meaningful identification of session audiences]

| <b>Strategy 1: Inputs by Targets</b> |   | <b>Performance Target</b>   |
|--------------------------------------|---|---|
| <b>Indicator 1.1</b>                 | Number of information sessions (by target audiences by geographic location) | 350 sessions [225 metro: 125 non-metro]   |
|                                      |   | Track audience x sector [target 50% hearing impaired: 5% Deaf: 15% complex needs; 30% business/ government] |
| <b>Indicator 1.2</b>                 | Number of training sessions (by target group by geographic location)        | 225 sessions [170 metro: 55 non-metro]  |
|                                      |   | Track target group x sector [hearing impaired: Deaf: complex needs]   |
| <b>Indicator 1.3</b>                 | Number of conferences expo/ exhibitions (by target audiences)               | 8 major events [track audience group against % hearing impaired; % speech impaired; % deaf]                 |
|                                      |   | 30 regional expos/ exhibitions  |
| <b>Indicator 1.4</b>                 | Participant rating of information sessions and training sessions            | 90% of info session participants rate session as 'helpful' or 'extremely helpful'                           |
|                                      |   | 90% of training session participants rate session as 'helpful' or 'extremely helpful'                       |



| <b>Strategy 2: Throughputs</b> |   | <b>Performance Target</b>  |
|--------------------------------|---|--|
| <b>Indicator 2.1</b>           | Number of participants at information sessions (by geographic location) | 3000 participants [1700 metro: 1300 non-metro]   |
| <b>Indicator 2.2</b>           | Number of participants at training sessions                             | 50% of sessions have more than 1 participant   |
| <b>Indicator 2.3</b>           | Number of conf/expo/exhibition exposures                                | # conf participant packs with NRS info [track data]  |
|                                |   | 1500 direct contacts without request for follow-up   |
|                                |   | # requests for follow-up at conference/expo/exhibition [track data]  |
| <b>Indicator 2.4</b>           | Number of website visits  | Track data by general visits [no target]<br>Track traffic across 10 most popular DVD clips [no target]   |
| <b>Indicator 2.5</b>           | Helpdesk activity   | Track data [no target] for (1) complaints and (2) other calls related to Outreach, Relay and general NRS matters.<br>This includes timeliness of complaints resolution |

| <b>Strategy 3: Outputs</b> |  | <b>Performance Target</b>                     |
|----------------------------|--|---|
| <b>Indicator 3.1</b>       | Number of print products (distributed x product) | Track data [no target] for print products     |
| <b>Indicator 3.2</b>       | Numbers of other products                        | Track data [no target] for non-print products |

| <b>Strategy 4: Awareness</b> |  | <b>Performance Target</b>   |
|------------------------------|--|---|
| <b>Indicator 4.1</b>         | Change in number of people that have heard of the NRS                                | Track respondent data to omnibus survey   |
|                              |  | # Indigenous people who participate in NRS activity   |
| <b>Indicator 4.2</b>         | Change in number of people who know the full range of NRS offerings                  | 62% of respondents to Relay provider user survey know that internet relay is available  |
|                              |  | 75% of Type and Read respondents to Relay provider user survey know that internet relay is available                                  |
|                              |  | 40% of participants at Information Sessions increased their awareness of the full range of NRS offerings when averaged across 5 items |
|                              |  | 75% of participants at Information Sessions increased their awareness of internet relay   |
| <b>Indicator 4.3</b>         | Change in number of people that use the NRS  | # people who start using NRS  |
|                              |  | # 'voice' users who start using NRS   |
| <b>Indicator 4.4</b>         | Change in number of businesses that appropriately reference NRS for customer access. | Positive shift towards phone accessibility  |

# Appendix C – Terms and conditions

## National Relay Service (Relay Service)

### Terms and conditions of use

These Terms and Conditions apply to the use of the National Relay Service (NRS) Relay Service. The NRS Relay Service is provided by the Australian Communication Exchange under a contract with the Australian Government. By using the NRS Relay Service, you agree to these Terms and Conditions.

1. 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.
2. We reserve the right, acting reasonably and subject to our obligations as the emergency call person for 106 under the *Telecommunications (Emergency Call Services) Determination 2002*, to interrupt, block or disconnect any relay call that is not a genuine relay call.
3. You must not use, or allow any other person to use, the NRS for any unlawful purpose.
4. You must not use the NRS in a manner that we reasonably consider would adversely affect the provision of the NRS to other NRS users. This may lead to your access to the NRS being restricted or blocked.
5. While we will do everything within our reasonable control and capability to ensure that the NRS is available 24 hours a day, 7 days a week, we do not warrant that the NRS will be uninterrupted, continuous or error free or that you will be able to use the NRS for your intended purpose.
6. You must have an NRS account and Personal Identification Number (PIN) from us to call international, premium rate, and certain other numbers that we may notify to you. 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.
7. You are responsible, at your own cost, for providing, maintaining and configuring any equipment necessary to access the NRS, including TTYs/TDDs, modems, computers, telephone or other and for costs associated with telephone and or internet service providers for connection to the NRS.
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 will be published on the NRS website [www.relayservice.com.au](http://www.relayservice.com.au).
9. To the maximum extent permitted by law, we exclude all liability to you (whether in contract, tort, including negligence, or otherwise) in respect of any loss (whether direct, indirect, consequential or otherwise) arising out of or in connection with use of the NRS, and these Terms and Conditions.
10. The Trade Practices Act 1974 (Cth) and the State fair trading laws imply warranties and conditions into contracts for the supply of goods or services. Where any law implies a condition or warranty which may not be lawfully excluded (Non-excludable Condition), then to the maximum extent permitted by law, our liability for breach of the Non-Excludable Condition (except a Non-Excludable Condition referred to in the clause directly below), is limited, at our option, to either resupply of the services or the refund to you of the amount actually paid for the defective service.
11. If you are a consumer (as defined under the Trade Practices Act 1974 (Cth)), we do not exclude or limit our liability to you for breach of any Non-excludable Condition in respect of goods or services of a kind ordinarily acquired for personal, domestic or household use or consumption.
12. These Terms and Conditions are governed by the law of the Australian State or Territory in which you ordinarily reside and you and we agree to submit to the jurisdiction of the courts of that State or Territory.

These Terms and Conditions are the entire agreement between you and us and supersede all previous agreements and understandings, whether oral or in writing, in relation to the NRS Relay Service.

## **National Relay Service (Outreach Service)**

### **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, rehabilitation therapists and medical professionals) as well as businesses, community organisations and government.

### **NRS Outreach Services**

NRS Outreach services are provided through three main service streams - primarily in English with a range of targeted communication and marketing activities designed to meet the communication styles, information channels and key message drivers of particular target groups.

#### **1. Education, Information and Training**

- An Education and Information Officer is based in the capital city of each state, and is available to travel to rural and regional areas. Education and Information staff provide:
- Information sessions for potential NRS customers and intermediaries
- Training for new users (over the phone and in person if necessary)
- Presentations, demonstrations and displays for key target groups
- Point-of-contact in each state for customers, potential customers and intermediaries

#### **2. Customer Service**

A national Helpdesk operates as the key point of a broader customer service function. It operates during Eastern Standard Time (NSW business hours) and provides free contact by phone, direct TTY, fax, SMS, email or internet. Customer Service meets the following functions:

- Responding to requests for information and support about the NRS from customers, potential customers and intermediaries
- Providing assistance for users (typically via phone or email) in relation to NRS access - includes information about accessing appropriate equipment and guidance about problem-solving interface issues<sup>6</sup>
- Acting as a first point of contact for requests for information sessions, feedback, complaints and compliments about the NRS
- Providing complaints resolution (in consultation with the Relay provider where appropriate)

#### **3. Marketing**

A marketing team works to deliver an agreed marketing and communication strategy which is informed by the outcomes of a continuous research and engagement strategy. The marketing team oversees the following functions:

- Market research
- Development and implementation of major marketing campaigns as well as targeted marketing projects

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<sup>6</sup> Note, that NRS users are responsible for purchase and maintenance of any necessary equipment including TTYs/TDDs, modems, computers, telephones; and that other entities are responsible for telephone and internet service provision

- Development of products to assist awareness, understanding, confidence and usage of the NRS e.g. brochures, posters, fact sheets, DVD, radio ads to customers, potential customers, intermediaries, businesses, community organisations and government.
- Implementation of a marketing presence including at conferences and expos
- Management of the NRS website [www.relayservice.com.au](http://www.relayservice.com.au)

### **Cost of NRS Outreach Services**

Customers do not pay for NRS Outreach Services.

### **Availability of NRS Outreach Services**

NRS Outreach Services are available to all current and potential users of the NRS. Note, however, 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, telecommunication carrier arrangements, phone system configurations.)

NRS Outreach has contractual arrangements with the Commonwealth which identify priority target groups and activities and guide the delivery of fair and equitable service provision (including in metropolitan, regional and rural areas; and through an agreed balance of face-to-face, phone, mail, fax and email contact).

### **Hours of service**

The Helpdesk is open 9am to 5pm Eastern Standard Time on NSW business days. At other times, customers may leave a message by email, voice, TTY answering machines or SMS. They will be contacted during the next business day.

Education and Information Officers in NSW, Victoria, Queensland and Western Australia are available 9am to 5pm on business days in their state's capital city, and according to the standard time of their state. Education Officers in South Australia and Tasmania are employed part-time. Education and Information Officers may be available outside regular hours by prior arrangement.

## Appendix D – Cost of using the NRS

### 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 | nil  |
| Any mobile number in Australia   | approximately the cost of a local call | nil  |
| Any overseas number (needs a <a href="#">National Relay Service account</a> )  | approximately the cost of a local call | the cost of the overseas call from Australia |
| Any premium rate information service (eg. 1900 numbers) in Australia (needs a <a href="#">National Relay Service account</a> ) | 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 dialing 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 or through internet relay

| To ...  | Phone company charges   | NRS charges                                  |
|---|---|--|
| Local or long distance numbers in Australia                                   | your internet connection costs (if any), or time charged by your mobile phone company | nil  |
| Any mobile number in Australia  | your internet connection costs (if any), or time charged by your mobile phone company | nil  |
| Any overseas number (needs a <a href="#">National Relay Service account</a> ) | your internet connection costs (if any), or time charged by your mobile               | the cost of the overseas call from Australia |

|  |   |                                   |
|--|---|-----------------------------------|
|  | phone company   |                                   |
| Any premium rate information service (eg. 1900 numbers) in Australia (needs a <a href="#">National Relay Service account</a> ) | your internet connection costs (if any), or time charged by your mobile phone company | the cost of the premium rate call |
| Any 1800 number in Australia   | your internet connection costs (if any), or time charged by your mobile phone company | 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 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 (eg. 1900 numbers) in Australia | not available                      | not available |
| Any 1800 number in Australia   | time charged by your phone company | nil           |

Customers do not pay for NRS Outreach Services.

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

### **NRS relay service provider**

#### **Policy Applies To**

This policy only applies to Relay Service users who open an account to make chargeable calls, currently international numbers, premium rate services, and reverse charged calls.

#### **Introduction**

Most calls made through the Relay Service are billed through your telecommunications service provider (see Charges in Appendix C). The Relay Service Provider only charges you for calls made to international destinations or premium rate services. You are required to establish an account with the Relay Service Provider in order to make these types of calls and to make or receive reverse charged 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 showing details of time of calls made, the numbers called, the length of the calls and the amounts charged. The total amount payable and the due date are also shown.

You can make payments by cheque, money order or credit card (Mastercard, Visa or Bankcard) 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 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 – Privacy policies

## NRS Relay Service Provider

### Collection of Personal Information

We only collect information from you that we need to provide the Relay Service to you. This information might include your name, address, telephone, fax and email address when you open an account with us. ACE complies with the National 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
- 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.

Conversations made through the Relay Service may be recorded for quality and training purposes at the discretion of the user and as required or permitted by law. Calls made through the 106 Text Emergency Service are recorded.

### 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, the nature of your disability 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; your preferences in using the relay service; and any training or support which helps you use the relay service more easily. The relay service may collect additional information in some circumstances, like your NRS account or your PIN number.

### **National Privacy Principles**

The Relay Service and the Outreach Service must adhere to the Australian Government's National 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.

The Relay Service 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).

#### **Using your personal information**

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

- Provide you with a better relay service
- Provide you with the outreach service activities that you have requested such as training about your telecommunications equipment
- Respond to your enquiries or send you information about the NRS
- Investigate any complaints you have about the NRS
- Improve our customer service to you
- Gain your feedback on the service we have provided to you
- Bill you for chargeable services that you use (including overseas telephone calls, and special information services)
- 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 a third party without your permission, unless required by law to do so.

## **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 (see details at end of this policy). You can also ask us to check and correct any of your personal information. No fee will be charged for these purposes.

## **Recording telephone / TTY contact with the NRS**

When contacting the outreach service by phone, the conversation will not be recorded in any way.

If you contact the outreach service by TTY, the conversation may be recorded via a TTY printer. If the contents of the conversation are to be recorded for a message or kept on file, they will be handwritten as would be the case in a voice conversation and the printout will be discarded.

## **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 a third party while in transit.

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

If you believe that the NRS Outreach Service 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 answer your concerns is to tell us honestly, completely and accurately about what has happened. Tell us quickly about your concerns – do not sit on your problems.

TTY: 1800 555 630

Telephone: 1800 555 660

Fax: 1800 555 690

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

Mail: 21A Elliott St Balmain NSW 2041

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. 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 Privacy Commissioner:

TTY: 1800 620 241

Telephone: 1300 363 992

Fax: 02 9284 9666

Email: [privacy@privacy.gov.au](mailto:privacy@privacy.gov.au)

Mail: GPO Box 5218, Sydney NSW 2001

## Appendix G – 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
- 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

### **How can you make a complaint?**

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

*By TTY:*

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

*By phone:*

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

*By fax:*

1800 555 690 to lodge your complaint by fax

*In writing:*

You should direct your complaint to:

NRS Complaints Coordinator  
21A Elliott St  
Balmain NSW 2041

*By email:*

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

*Via the online complaints form on our website:*

[www.relayservice.com.au](http://www.relayservice.com.au)

*In person:*

You can make a complaint directly to any staff person in the NRS; or you may want to ask the Helpdesk to make a time for you to meet with the NRS Complaints Coordinator.

### **What happens to your complaint?**

We will give careful attention to your complaint. We have a Complaints Coordinator who takes responsibility for seeing that your complaint is sorted out.

The main steps of our complaints policy are as shown.

### Step 1:

Our Complaints Coordinator writes to you within five working days to tell you they have received your complaint. This letter or email tells you the name of the person who will be handling your complaint. It also tells you how we will go about looking at your complaint and how long it is likely to take to get it sorted out.

### Step 2

We investigate your complaint. We keep you informed about progress, contacting you every ten working days.

### Step 3

We report to you about the complaint.

We aim to resolve most complaints within 25 working days – early resolution may be possible simply by clarifying misunderstandings. If a complaint is complicated, it may take longer to sort out.

We will:

- Provide an explanation as to why the problem arose
- Propose action to fix the problem
- Apologise to you

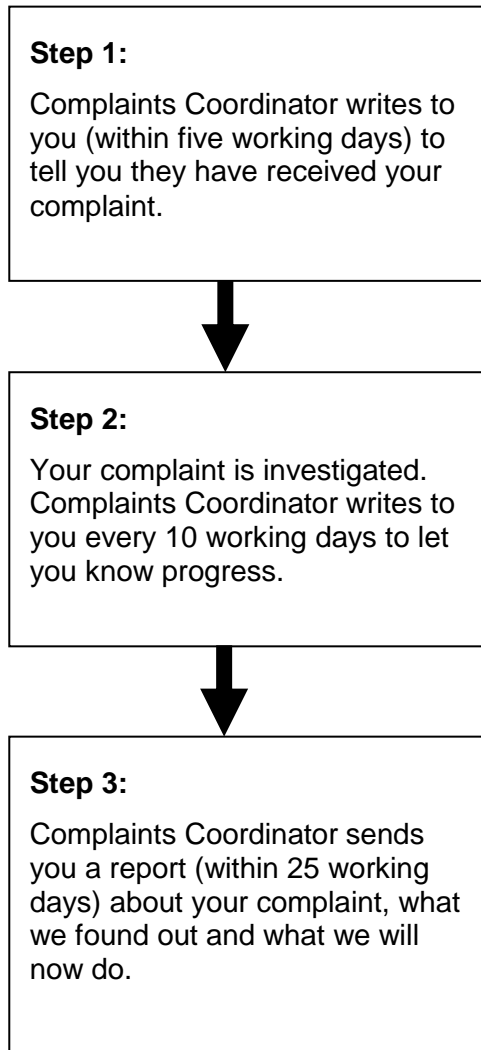
### What if you aren't happy with the outcome of the complaint?

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 our Complaints Coordinator. The complaint may be managed by other senior staff like the Manager of Outreach for the National Relay Service.

If your complaint is about the **Relay Service** 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 about the **Outreach Service**, you can contact the Australian Consumer and Competition Commission (ACCC) or the Office of Fair Trading. 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 their State or Territories.

**Details for contacting the ACCC:**

Phone 1300 302 502 (local call costs)

Postal Address: Level 7, 123 Pitt St, NSW, 2000

**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.caba.nt.gov.au">www.caba.nt.gov.au</a>                 |
| ACT   | 02 6207 0400             | <a href="http://www.fairtrading.act.gov.au">www.fairtrading.act.gov.au</a> |
| QLD   | 13 13 04                 | <a href="http://www.fairtrading.qld.gov.au">www.fairtrading.qld.gov.au</a> |
| SA    | 08 8204 9777             | <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.docep.wa.gov.au">www.docep.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 ACE.

ACE acknowledges its role in assisting the Outreach provider with complaints relating to the operation of the "NRS Call Centre component" that are within ACE's reasonable control in accordance with an agreed procedure entitled "NRS complaints process – Relay Service complaints"

Contact - NRS Billing Complaints:

Billing Complaints Officer:

Ph: 1300 300 551

TTY: 1300 300 551

Email: [billing@aceinfo.net.au](mailto:billing@aceinfo.net.au)

Mail: PO Box 473, Stones Corner QLD 4120