



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

National Relay Service Plan

2010–11



An Australian Government Initiative

Contents

CONTENTS	2
INTRODUCTION	1
THE NATIONAL RELAY SERVICE PLAN	1
Service options	2
Privacy policy.....	2
Feedback Process	2
Purpose of the National Relay Service Plan.....	3
ACCESS TO THE SERVICE	3
EMERGENCY SERVICES	4
Feedback and complaints	5
PRIORITIES FOR 2010–11	5
Relay Service priorities	5
Key Strategies	5
Outreach Service Priorities.....	6
Key Strategies	7
PERFORMANCE	9
Performance standards	9
Relay Service Performance Standards.....	9
Outreach Service Performance Indicators.....	9
APPENDIX A – CONTACT INFORMATION	13
NRS relay service provider (Australian Communication Exchange).....	13
NRS outreach service provider (WestWood Spice)	13
APPENDIX B – PERFORMANCE STANDARDS	14
NRS Relay Service provider	14
NRS Outreach Service provider	15
APPENDIX C – TERMS AND CONDITIONS	18
National Relay Service (Relay Service).....	18
National Relay Service (Outreach Service).....	19
APPENDIX D – COST OF USING THE NRS	21
Calling from within Australia.....	21

Calling from outside Australia	22
APPENDIX E – CREDIT MANAGEMENT POLICY.....	23
NRS relay service provider	23
APPENDIX F – PRIVACY POLICIES	24
NRS Relay Service Provider	24
NRS Outreach Service Provider.....	25
How do we protect your privacy and personal information?	25
APPENDIX G – COMPLAINT HANDLING PROCEDURE.....	28

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.

The National Relay Service Plan

The National Relay Service Plan (NRSP) is a document that describes the NRS services, provides information about priorities and strategies for the relevant year and identifies Performance Standards including key performance indicators.

Under subsections 95[2] and 95[3] of the *Telecommunications [Consumer Protection and Service Standards] Act 1999*, the NRSP must include timetables for the supply of the NRS and performance standards to be met by the NRS providers. The Minister for Broadband, Communications and the Digital Economy arranges for the NRSP to be published.

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	Modem	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 F 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.

What works best to help people with the NRS

The Outreach Service will undertake market research activities during 2010-11. 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.

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.

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 or contact the outreach service. Contact details are given in Appendix A.

Service Type	Number to Call
Relay Service	133 677 (133 NRS)
Relay Service toll free number ¹	1800 555 677 (1800 555 NRS)
Relay Service from other countries ²	+61 7 3815 7799
Speak and Listen (Speech to Speech) Relay	1300 555 727 (1300 555 S2S)
Speak and Listen (Speech to Speech) Relay - toll free number ³	1800 555 727 (1800 555 S2S)
Speech to Speech Relay from other countries ³	+61 7 3815 8000
Text Emergency Call Service	106
Reverse charge calls through the Relay Service	1800 555 722 (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 (000). These calls are given priority access to a Relay Officer, but 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 (000) 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.

¹ 1800 access numbers can only be used for calling other toll free numbers.

² Calls to and from other countries via the NRS are restricted to the English language and require a PIN number and account.

³ Speak and Listen (Speech-to-Speech) relay callers in need of an emergency service should request to be connected to Triple Zero (000).

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 Elliot St Balmain NSW 2041
- Sending an email to helpdesk@relayservice.com.au
- Sending in your ideas via a feedback form found at 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
Mail: PO Box 473, Stones Corner QLD 4120

Priorities for 2010–11

During 2010-11 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

- Improve the consistency and quality in the relaying of all call types.
- Improve the efficiency and effectiveness of the call process for an enhanced user experience.
- Further enhance the relay officer's focus on the user and community awareness.
- Improve access for Internet Relay users who are restricted by corporate firewalls.

Key Strategies

- Quality teams continue to be utilised as part of the NRS commitment to continuous improvement. These will capture improvement ideas from Relay Officers to ensure processes within calls match and exceed user expectations. Relay Officers will have real time opportunities to provide feedback for continuous Improvement via an Intranet website. This feedback will be collated centrally and a Quality Team will be developed to focus on the scope for improvement. The role of the Quality team will be to PDCA ("Plan-Do-Check-Act"). This is a four-step problem-solving process typically used in continual improvement. It is a continuous and never-ending cycle to ensure that the delivery of service meets customer expectations. To further support this and measure

effectiveness, Relay Team Leaders will deliver a greater level of effective quality monitoring of all relay officers with a focus on effective feedback and positively reinforce expectations.

- The Relay Service Provider is continuously reviewing and modifying, where appropriate, the Relay Officer performance metrics and compliance to process. This will be achieved through setting targets with a view to deliver a level of service that meets user expectations. Measures relating to Individual Time Management, Punctuality, Accuracy in relaying, Call facilitation skills and Customer Satisfaction will all be measured objectively. Performance reviews will be conducted in a consultative approach with Relay Officers and will be evidence based.
- The Relay Service Provider will implement specific training modules to further enhance the Relay Officers' awareness of NRS Users. Customer Awareness training will be rolled out on a yearly basis. Training modules will provide each Relay Officer with a heightened level of understanding regarding the diversity of Deaf, Hearing Impaired and people with Complex Communication needs with a view to improve call facilitation, and build consistency in service delivery.
- To enhance Internet Relay accessibility, the NRS has developed and will implement a solution to deal with organisations being unwilling to open the required Internet Relay ports in their corporate firewalls, thereby restricting access for users/employees behind these corporate firewalls. Many network administrators deny access to an organisation's network with a firewall or proxy server. The NRS has developed an alternate web site address for Internet Relay that can operate through normal Web Proxy servers without the need for the organisation to open up specific TCP/UDP ports for direct access. Internet Relay users who have experienced difficulties accessing Internet Relay will be able to obtain a specific web site address from the NRS Help Desk which may solve their access issues.

Outreach Service Priorities

During 2010-11, the Outreach Service will focus on a theme of "Reducing the Barriers".

Areas of effort will be to:

- Improve the user experience
- Contextualise awareness and acceptance of the NRS
- Simplify (getting) help when you need it

Key Strategies

Improve the user experience

NRS Outreach will act on a number of areas:

- Improve the “do-it-yourself” information and self-diagnostic interactive modules on the NRS web site, with the aim of making it easier for users and potential users to address problems.
- This will range from technical problem self-diagnostics in line with new Technical Support Plan to advice for intermediaries on how to arrange for a client to be introduced to the NRS; to
- Educate NRS users about technical constraints currently involved in using MSN access to internet relay. This has been a frustration for some users; in the face of insurmountable technical barriers to resolution, NRS needs to better explain and suggest alternatives to these frustrations.
- Revise NRS processes that impact on the “new user” experience, based on the findings of qualitative research.

Contextualise awareness and acceptance

NRS work over the coming year will focus on:

- Reducing call refusals. This will involve continuing effort to encourage health service, financial organisations and government agencies to become “Relay Service Friendly” with both their communications and their call centre practices. This work will build on successful effort over the past year.
- Piloting communications aimed at indigenous communities. In 2009-2010 NRS Outreach invested in research and the identification of channels for engagement with potential NRS users. 2010-2011 will see 2nd stage research and the roll-out of targeted communications activity.
- Linking with Government Agencies in relation to time-limited events:
 - Australian Census: NRS Outreach is working with the 2011 Census to integrate the NRS into Census marketing and communications. This will serve to both improve participation in the Census and to promote the NRS to all Australians.
 - Australian Electoral Commission: NRS Outreach will work to create effective and accurate promotion of NRS where phone access is relevant
 - Australian Tax Office: NRS Outreach will work to create effective and accurate promotion of NRS where phone access is relevant
- “Embedding” the NRS within relevant organisations and structures. This will involve working more closely with key service-provider organisations such as Uniting Care, Catholic Community Health Care, regional Divisions of General Practice, and having NRS team members form a close working relationship with them, developing tailored resources, and training their staff to use those resources. The objective is to integrate the NRS into their client relationship work.
- Taking training to where the people are. This will involve integrating training in using the NRS into job-seeker and other programs aimed at people who are Deaf or who a hearing impairment.
- Incorporating the NRS into undergraduate and other professional education activities of key groups: audiologists, speech therapists and community support workers.

- The Outreach service will also be running a small, targeted campaign through the Men's Sheds organisation. The campaign will be aimed at older men with an acquired hearing impairment.

Simplify getting [help] when you need it

The two areas of focus here will be:

- Emergency services. This will involve developing a video around using the telephone to access emergency services, new printed resources and the like.
- Implementing our upgraded technical support plan for the benefit of NRS users.

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 2010–11 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 years since 2006-07, the Outreach Service not only noted performance against target indicators but also established baseline data or tracked key measures. In many cases, this has allowed targets to be set in subsequent years.

Since the new NRS Outreach Service contract with WestWood Spice in July 2006, performance indicators have had a strong focus on NRS Training Sessions and Information Sessions. NRS Outreach has also undertaken a highly targeted strategy to provide NRS presence at key national conferences plus a strong presence at local Expos. During the last 12 months, NRS Outreach has commenced a series of 'continuing professional development' modules for audiologists which provide intense practice in making NRS calls so that they can better inform their clients about the NRS. 2009-10 also strengthened the pattern of strategic activities with businesses and government which helped them become 'Relay Service Friendly'.

These directions will continue during 2010-11 while new activities are incorporated to address the three priorities noted on page 6. The performance measures for 2010/11 are presented overleaf where they can be seen as either KPI targets or other reportable performance measures; they are presented in more detail in Appendix B.

Strategy 1: Inputs by targets	KPI Target Measure	Reportable Measure
Number of information sessions held in metro areas	✓	
Number of information sessions held in non-metro areas	✓	
Number of information sessions by target audience		✓
Number of training sessions held in metro areas	✓	
Number of training sessions held in non-metro areas	✓	
Number of intense practice sessions held in metro areas	✓	
Number of intense practice sessions held in non-metro areas	✓	
Number of training sessions by target group		✓
Number of major conference/expo/exhibitions	✓	
Number of metro expos/ exhibitions	✓	
Number of non-metro expos/ exhibitions	✓	
Number of conference/ expos/ exhibitions by target audience		✓
Participant rating of information sessions	✓	
Participant rating of training sessions	✓	

Strategy 2: Throughputs	KPI Target Measure	Reportable Measure
Number of participants at information sessions in metro areas	✓	
Number of participants at information sessions in non-metro areas	✓	
Number of participants at training sessions	✓	
Number of direct contacts at conference s/ expos/ exhibition [not requesting specific follow-up]	✓	
Number of requests for follow-up at conferences/ expos/ exhibitions	✓	
Number of inserts in conference participant packs		✓
Number of website visits	✓	
Website traffic viewing DVD clips	✓	
Requests for Outreach action received via the Helpdesk	✓	
Customer Service activity		✓

Strategy 3: Outputs	KPI Target Measure	Reportable Measure
Number of print products distributed [by product]		✓
Number of other products distributed [by product]		✓

Strategy 4: Awareness	KPI Target Measure	Reportable Measure
Level of awareness of the availability of internet relay by respondents to the Relay provider user survey	✓	
Level of awareness of the availability of internet relay by <i>Type and Read</i> respondents to the Relay provider user survey	✓	
Increased awareness of Information Session participants of the full range of NRS offerings when averaged across 5 items	✓	
Increased awareness of Information Session participants of the availability of internet relay	✓	
Change in the number of particular target groups that use NRS		✓
Change in number of businesses that increase internal NRS awareness to support NRS customer access.		✓

Appendix A – Contact information

NRS relay service provider (Australian Communication Exchange)

General enquiries: +61 7 3815 7600

Account payments: 1300 300 551 (TTY), 1300 107 546 (voice)

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

Fax: +61 7 3815 7601

Website: 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

Website: www.relayservice.com.au

Mail: 21A Elliot 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 automodring 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 2010-11

The following tables link each KPI measure to either a target measure (called KPI target) or to data tracking where there is no target (called reportable performance measures). 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.

Table 1: KPI Targets

		Minimum Performance Target 2010/11	Aspirational Target 2010/11
Indicator 1.1.1	Number of information sessions held in metro areas	225 sessions	247 sessions
Indicator 1.1.2	Number of information sessions held in non-metro areas	45 sessions	50 sessions
Indicator 1.2.1	Number of training sessions held in metro areas	215 sessions	235 sessions
Indicator 1.2.2	Number of training sessions held in non-metro areas	90 sessions	99 sessions
Indicator 1.2.3	Number of Intense practice sessions held in metro areas	8 Intense practice sessions	9 Intense practice sessions
Indicator 1.2.4	Number of Intense practice sessions held in non-metro areas	2 Intense practice sessions	3 Intense practice sessions
Indicator 1.3.1	Number of major metro conference/ expo/ exhibitions	8 major events	9 major events
Indicator 1.3.2	Number of metro expos/exhibitions	23 metro expos/ exhibitions	25 metro expos/ exhibitions
Indicator 1.3.3	Number of non-metro expos/ exhibitions	8 non-metro expos/ exhibitions	9 non-metro expos/ exhibitions
Indicator 1.4.1	Participant rating of information sessions	90% of info session participants rate session as 'helpful' or 'extremely helpful'	98% of info session participants rate session as 'helpful' or 'extremely helpful'
Indicator 1.4.2	Participant rating of training sessions	90% of training session participants rate session as 'helpful' or 'extremely helpful'	98% of training session participants rate session as 'helpful' or 'extremely helpful'
Indicator 2.1.1	Number of participants at information sessions in metro areas	2020 metro participants	2220 metro participants

		Minimum Performance Target 2010/11	Aspirational Target 2010/11
Indicator 2.1.2	Number of participants at information sessions in non-metro areas	405 non-metro-participants	445 non-metro participants
Indicator 2.2	Number of participants at training sessions	50% of sessions have more than 1 participant (average > 1.5 people)	80% of sessions have more than 1 participant (average > 1.8)
Indicator 2.3.1	Number of direct contacts at conferences/expos/exhibitions (not requesting specific follow up)	1,500 direct contact exposures [without request for follow-up]	1,700 direct contact exposures (without request for follow up)
Indicator 2.3.2	Number of requests for follow-up at conferences/expos/exhibition	175 requests	192 requests
Indicator 2.4.1	Number of website visits	268,726 website visits	295,000 website visits
Indicator 2.4.2	Website traffic viewing DVD clips	7110 views of the 10 most popular DVD clips on the website	7,465 views
Indicator 2.5	Requests for Outreach action received via the Helpdesk	1900 requests for action	2090 requests for action
Indicator 4.1.1	Level of awareness of the availability of internet relay by respondents to the Relay provider user survey	65% of relay Provider survey respondents know that internet relay is available	70% of relay Provider survey respondents know that internet relay is available
Indicator 4.1.2	Level of awareness of the availability of internet relay by <i>Type and Read</i> respondents to the Relay provider user survey	80% of <i>Type and Read</i> relay Provider survey respondents know about internet relay	85% of <i>Type and Read</i> relay Provider survey respondents know about internet relay
Indicator 4.1.3	Increased awareness of Information Session participants of the full range of NRS offerings when averaged across 5 items	55% of participants at Information Sessions increased their awareness of the full range of NRS offerings when averaged across 5 items	60% of participants at Information Sessions increased their awareness of the full range of NRS offerings when averaged across 5 items
Indicator 4.1.4	Increased awareness of Information Session participants of the availability of internet relay	60% of participants at Information Sessions increased their awareness of internet relay	65% of participants at Information Sessions increased their awareness of internet relay

Table 1: Reportable performance measures

Indicator 1.1.3	Number of information sessions by target audience	Audience x sector target
Indicator 1.2.5	Number of training sessions by target group	Participant x disability [using a proxy of call type]
Indicator 1.3.4	Number of conference/expo/exhibitions by target audiences	Major conference audience by sector
Indicator 2.3.3	Number of inserts in conference participant packs	# NRS inserts in conference participant packs
Indicator 2.5.2	Customer Service activity	# trigger tasks x different Helpdesk call types # cases x complaints, compliments, feedback # cases related to Outreach, Relay, general # cases related to internet relay Timeliness of complaints resolution
Indicator 3.1	Number of print products distributed [by product]	# x product name
Indicator 3.2	Number of other products distributed [by product]	# x product name
Indicator 4.2.1	Change in the number of particular target groups that use NRS	# new speak and read users # new voice users # new speak and listen # indigenous users Change in NRS awareness of intermediaries for indigenous users
Indicator 4.2.2	Change in number of businesses that increase internal NRS awareness to support NRS customer access.	# call centres and contact staff who are exposed to NRS during Hearing Awareness Week

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 2009*, 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. If you do, we reserve the right, acting reasonably, to interrupt, block, disconnect or otherwise restrict your access to the NRS.
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. If you do, we reserve the right, acting reasonably, to interrupt, block, disconnect or otherwise restrict your access to the NRS.
5. You must not 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. If you use the NRS to make an unwelcome communication, we reserve the right, acting reasonably, to interrupt, block, disconnect or otherwise restrict your access to the NRS.
6. 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.
7. 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.
8. You are responsible, at your own cost, for providing 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.
9. 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
10. 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.
11. The Commonwealth *Trade Practices Act 1974* 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.

12. If you are a consumer (as defined under the Commonwealth *Trade Practices Act 1974*), 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.
13. 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. In practice, the first two are managed as a single education and customer service team with considerable cross-skilling occurring.

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 including at local expos and larger conferences
- Point-of-contact in each state for customers, potential customers and intermediaries
- Other activities related to state implementation of national campaigns

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 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 issues⁴
- 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
- 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.
- Management of the NRS website 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 NRS⁵. 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 (Sydney Time) on NSW business days. At other times, customers may leave a message by fax, 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.

⁴ Note, that NRS users are responsible for purchase or hire and related maintenance of any necessary equipment including TTYs/TDDs, modems, computers, telephones; and that other entities are responsible for telephone and internet service provision

Appendix D – 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.

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 National Relay Service account)	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 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 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 National Relay Service account)	your internet connection costs (if any), or time charged by your mobile phone company	the cost of the overseas call from Australia
Any premium rate information service (eg. 1900 numbers) in Australia (needs a National Relay Service account)	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 Appendix D – Cost of using the NRS). 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 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.

National Privacy Principles

The NRS 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 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).

Using your personal information

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

- Provide you with a better 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
- Investigate any complaints you have about the NRS
- 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 (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 (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 are seeking a response, we will ask you for some contact details which we note, with your agreement.

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; the TTY printout will be discarded. 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 a third party 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 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

Mail: 21A Elliot 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 Office of the Federal Privacy Commissioner:

TTY: 1800 620 241

Telephone: 1300 363 992

Fax: 02 9284 9666

Email: 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 Elliot St
Balmain NSW 2041

By email:

You should direct your feedback or complaint to feedback@relayservice.com.au

Via the online complaints form on our website:

Go to: 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.

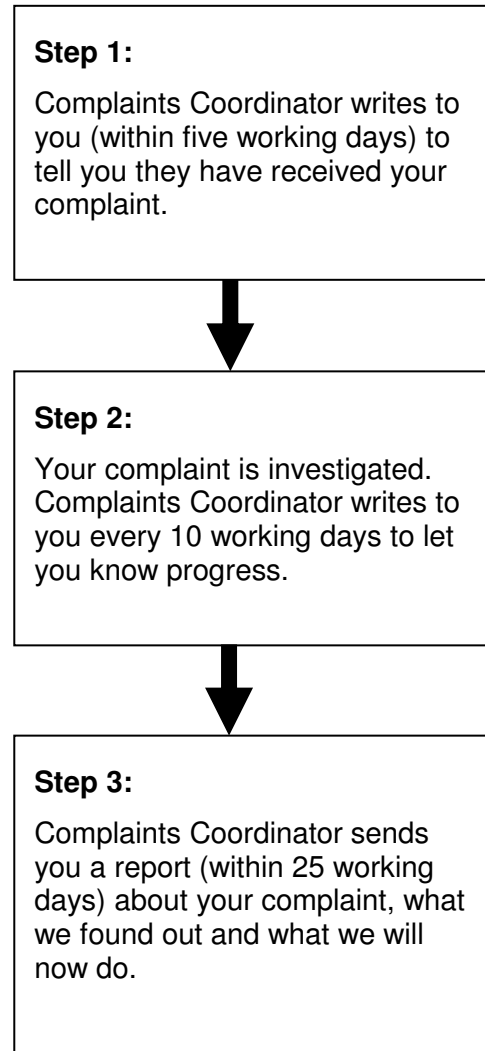
Step 3

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

Web : 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	www.fairtrading.nsw.gov.au
NT	1800 019 319	www.consumeraffairs.nt.gov.au
ACT	02 6207 0400	www.ors.act.gov.au
QLD	13 13 04	www.fairtrading.qld.gov.au
SA	08 8204 9777	www.ocba.sa.gov.au
TAS	1300 135 513	www.consumer.tas.gov.au
VIC	1300 558 181	www.consumer.vic.gov.au
WA	1300 304 054	www.docep.wa.gov.au

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's Complaints Handling Process is consistent with the timeframes contained in the NRS Complaints Handling Policy and the complaints handling chapter of the Telecommunications Consumer Protections Code.

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 Handling Policy".

The NRS Complaints Handling Policy can be found at:

www.relayservice.com.au/topics/2786.html

Overview of ACE's - NRS Complaints Handling Process

Complaints received by ACE are categorised into "NRS billing" and "NRS non-billing" complaints. NRS Billing complaints are handled directly by the ACE, whereas all NRS non-billing complaints are to be handled by the NRS Outreach Provider.

NRS Billing complaints:

Relay Service users express their concerns by contacting the Corporate Services department by phone, in writing or by email.

By phone: 1300 300 551(TTY) or 1300 107 546 (TTY)

In writing: For complaints in writing, correspondence can be directed to:
Accountant – NRS Billing
Corporate Services
PO Box 473
Stones Corner QLD 4120
The complaint can also be faxed to (07) 3815 7670.

By email: Complaints can be sent by email, with 'Attn: Billing Payments' in the subject line and sent to 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.

Contact via NRS: Relay Users making contact via the NRS will be transferred to the Corporate Services department.

Handling of Billing Complaints

All Billing complaints are channelled to the Accountant – NRS Billing of the Corporate Services department who will process the complaints.

Step 1: Response: In most cases when a formal billing complaint is made at initial contact, Corporate Services department will be able to resolve the matter promptly. If the issue cannot be satisfactorily resolved immediately, or the complaint is received in writing, the Accountant – NRS Billing will write to the complainant within five working days of the formal complaint being lodged by the complainant to acknowledge receipt and to inform the complainant of who will be handling the complaint. The letter will also explain how the complaint will be investigated and how long it is likely to take.

Step 2: Investigation: Corporate Services department will proceed with the investigation and where appropriate inform the complainant on the progress of the investigation if resolution is not achieved within 30 business days.

Step 3: Resolution: Most complaints should be resolved within 30 working days, although complicated issues may take longer to resolve. The Corporate Services department will:

Provide an explanation as to why the problem arose

Propose action to fix the problem and improve the service in the future, where appropriate

Apologise to the complainant, if necessary

Escalation of Complaints:

If the complainant is not satisfied with the outcome or believes he or she has not received a fair hearing, the NRS will undertake a further review of the matter and may make another attempt to reach a resolution.

If the complainant still not satisfied with the result achieved, the complainant also has the right to refer the matter to the Telecommunications Industry Ombudsman (TIO). The TIO provides a free and independent service to consumers with complaints about their telephone or internet service.

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

ACE keeps a record of all NRS billing complaints (Outreach keeps records of NRS non-billing complaints). To protect the confidentiality of ACE employees and NRS users, certain fields will be access / security protected.

Recorded complaints are classified and analysed each quarter and a report provided to management to ensure effective complaint handling compliance.

Complaint data gathered by the NRS Outreach Service provider Complaints Coordinator is provided to ACE's management on a quarterly basis and includes key summary information on complaints.

Systemic trends and recurring problems are identified and feedback provided to the relevant areas to rectify and eliminate the underlying causes of the complaints and improve current processes.

Relay's complaint handling processes and systems are reviewed annually to ensure optimum effectiveness and highlight any need for improvement.

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) 1800555630 or (voice) 1800555660 during business hours for further assistance. Which would you prefer?"