

Attachment

What training will be available to CapTel handset users to support them to transition to another type of device or service? Will this support be ongoing post transition period?

The NRS helpdesk will provide support to CapTel handset users seeking to transition to alternative options to access the NRS.

The Department will develop training materials to assist CapTel handset users in transitioning to alternative options to access the NRS.

Can CapTel handset users expect to incur any financial costs in their transition to an alternative service?

CapTel handset users will already have adequate voice telephony and data connections in place for continued use of the NRS through a variety of service access options.

Users will not be required to acquire proprietary equipment to access the version of Captioned relay to be provided by Concentrix.

The CapTel handset can be used to make standard voice calls. The Department does not know whether return of the handset will be sought by the distributor; that is a matter for users to resolve directly with Accesscomm Pty Ltd.

Telstra's Disability Equipment Program continues to operate:

<https://www.telstra.com.au/aboutus/community-environment/community-programs/disability/disability-equipment-program>

How will all CapTel handset users be informed about alternative services available to them?

The Commonwealth has no direct relationship with CapTel handset users as the device has been distributed by a private company with no contractual arrangement with the Department.

The Department is seeking the cooperation of Accesscomm Pty Ltd in communicating with CapTel handset users.

What assurances are in place to guarantee that the NRS will continue to provide high quality service, with minimal disruption to end users (including additional wait times) over the transition period?

The Department is seeking to minimise disruption to NRS users during transition periods, through the cooperation of the incumbent provider and Concentrix meeting its contractual obligations to provide the NRS by no later than 1 February 2020.

The phased implementation of services by the new provider over a period of two months is specifically designed to minimise the possibility of any service interruptions.

How will the vital knowledge base and skill-set of current Relay Officers be retained or transitioned across to the new provider?

Concentrix will deliver the service from call centres based in Australia, including Brisbane, and has indicated to the Department it is interested in receiving applications for consideration from experienced relay officers.

Given that Concentrix is an international company, will their NRS call centre/s operate from Australia?

The Australian Government has contracted with a company based and registered in Australia and the NRS will be delivered from Australian based call centres, located in Brisbane and the regional centre of Ballarat.

Has Concentrix been contracted to provide any outreach activities?

Concentrix will provide NRS helpdesk support services to users, potential users and other interested parties. As previously advised, the Department intends to undertake focused initiatives utilizing funding now available from the Telecommunications Industry Levy under the new regulation which allows for such initiatives to include mainstream options as well.

How will the Department and Concentrix perform community engagement and consultation throughout the transition process and the duration of the new contract?

The Department expects Concentrix will provide opportunities for NRS users over the coming weeks and months to participate in testing processes for service options.

The Department also expects to be providing updates in the public domain as the transition period approaches.

Will Concentrix be contractually required to create and maintain an ongoing Consumer Consultation Forum?

No. The Department will manage and maintain ongoing engagement with community representatives.