

# National relay service performance report for 2004-05

**The National Relay Service provider, Australian Communication Exchange (ACE), met three of the four performance standards in each quarter of 2004-05, according to ACMA's National Relay Service Performance Report.**

ACE's performance was assessed under four performance standards and against 10 Community Outreach Program performance indicators.

The three standards met related to call blockage (no more than five per cent of calls receive a busy signal); complaints as a ratio of successful calls (less than two per cent of total successful calls) and text emergency call answer time (99 per cent of calls answered within 10 seconds).

ACE failed to meet to meet the performance standard for call blockage for the text emergency service in the first three quarters of 2004-05. The standard is no more than five calls in 1000 are to receive a busy signal (0.5 per cent). A blockage rate of 0.81 per cent was recorded for the September 2004 quarter, 0.53 per cent for the December 2004 quarter and 0.52 per cent for the March 2005 quarter. ACE achieved a blockage rate of 0.37 per cent in the June 2005 quarter.

ACE fully complied with nine of the 10 Community Outreach performance indicators during the year and partially complied with the remaining one. In 2003-04, eight of the 10 performance indicators were fully met.

## NATIONAL RELAY SERVICE

The National Relay Service allows people who are deaf or have a hearing or speech impairment to use the telephone service, usually with a text terminal device. The service is national and available to everyone at no additional cost.

Essentially the service operates as a communications bridge for deaf, hearing impaired or speech impaired people in the community when using the standard telephone service. It offers several types of relay services, including a text emergency service and a relay officer who can assist to convey a telephone call. ACMA monitors the service provider's performance against the National Relay Service contract and plan.

**The National Relay Service Performance Report is on the ACMA website, [www.acma.gov.au](http://www.acma.gov.au). (Go to Consumer > Disability Services > National Relay Service.)**

## Change to the process for renewing community broadcasting licences

ACMA has modified the procedure for renewing community broadcasting licences and renewal applications will now be placed on the ACMA website for at least two months.

The new procedure applies retrospectively to all community broadcasting renewal applications received since 1 June 2005.

This change brings the community licence renewal process into line with the initial licence allocation process, which already requires that applications for community licences be made publicly available. It will make the community broadcasting

licence renewal process more transparent and accountable to the public.

Allowing for greater public scrutiny of applications will make Australia's community broadcasting services even more accessible to the community that they serve.

## CHANGE TO COMMUNITY INTEREST REPRESENTED

On renewal, ACMA may also consider a change to the community interest the licensee is required to represent. Community broadcasters allocated licences since the introduction of the Broadcasting Services Act must have a clearly stated community interest.

Community broadcasters allocated licences before the introduction of the Act will now be required to state the community interest that they represent.

## RENEWAL INQUIRY

ACMA may conduct a renewal inquiry if there is a real suggestion that a licence should not be renewed and/or that ACMA should consider a change to the community interest represented by the licensee.

**Applications are available for viewing on ACMA's website at: [www.acma.gov.au](http://www.acma.gov.au), and go to Licences > Broadcasting > Types of Licence > Community.**

## CHILDREN'S AND PRESCHOOL PROGRAMS

### PROGRAMS GRANTED CLASSIFICATION, NOVEMBER 2005

PROGRAM TITLE	SERIES	EPISODE NUMBERS	PROGRAM STYLE	PROGRAM TYPE	COUNTRY OF ORIGIN	NEW/RENEWAL	CLASS	DECISION DATE	APPLICANT
<i>Mighty Good Kids</i>	1	1-90	Live action	Light entertainment - magazine	Australia	New	C	8 Nov	Mighty Good Productions Pty Ltd
<i>Mortified</i>	1	14-19	Live action	Drama - series	Australia	New	CD	8 Nov	Australian Children's Television Foundation
<i>Parallax: Stormworld</i>	2	1-26	Live action	Drama - series	Australia	New	PRC	24 Nov	Great Western Entertainment Pty Ltd
<i>Penrose Street</i>	1	1-13	Live action	Drama - series	Australia	New	PRC	11 Nov	Endemol Southern Star
<i>The Real Macaw</i>	N/A	1	Live action	Drama - telemovie (TV)	Australia	Renewal	C	21 Nov	Nine Network Australia Pty Ltd
<i>Sumo Mouse</i>	1	1-52	Animation	Drama - series	Australia	New	PRC	23 Nov	Moody Street Kids Pty Ltd

C - children's program, P - preschool, CD - C drama, PRC - provisional C, Class - classification