



# NRS User Experience Survey Results

Wave 4 - June 2023



An Australian Government Initiative

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**National**  
**Relay**  
**Service**

A phone solution for people who are deaf or hard of hearing or have a speech communication difficulty.

provided by **CONCENTRIX**  
CATALYST

# Background & Objective

National Relay Service (NRS) users have provided feedback on how the NRS can improve the user experience and continue to meet the changing needs of the community. During this fourth survey, feedback was collected between 1 May and 31 May 2023.

The survey helps us understand user sentiment and provides us with feedback on the challenges NRS users experience. It also provides us with suggestions about opportunities for service improvements.

This report also includes feedback obtained through the Helpdesk Feedback Form, in addition to the survey results.

To access the Auslan translation of the User Experience Research Learning, click [here](#)

# Survey Approach Overview

## What we did differently:

Removed specific questions to gather feedback on recent NRS Chat and Captions enhancements from previous survey round.

Reminders were sent after 4 days instead of 5

## Survey Responses:

- 728 responses received
- 712 responses were received via E-mail and 16 responses were received via Post

# Survey Responses Overview



Length of registration	Received
Less than 3 months	28 (3.8%)
3-6 months	32 (3.2%)
6-9 months	26 (3.6%)
More than 9 months	624 (86.9%)
Unknown (Responses received where post code in user profile is not from Australia, or responses received via post)	18 (2.5%)

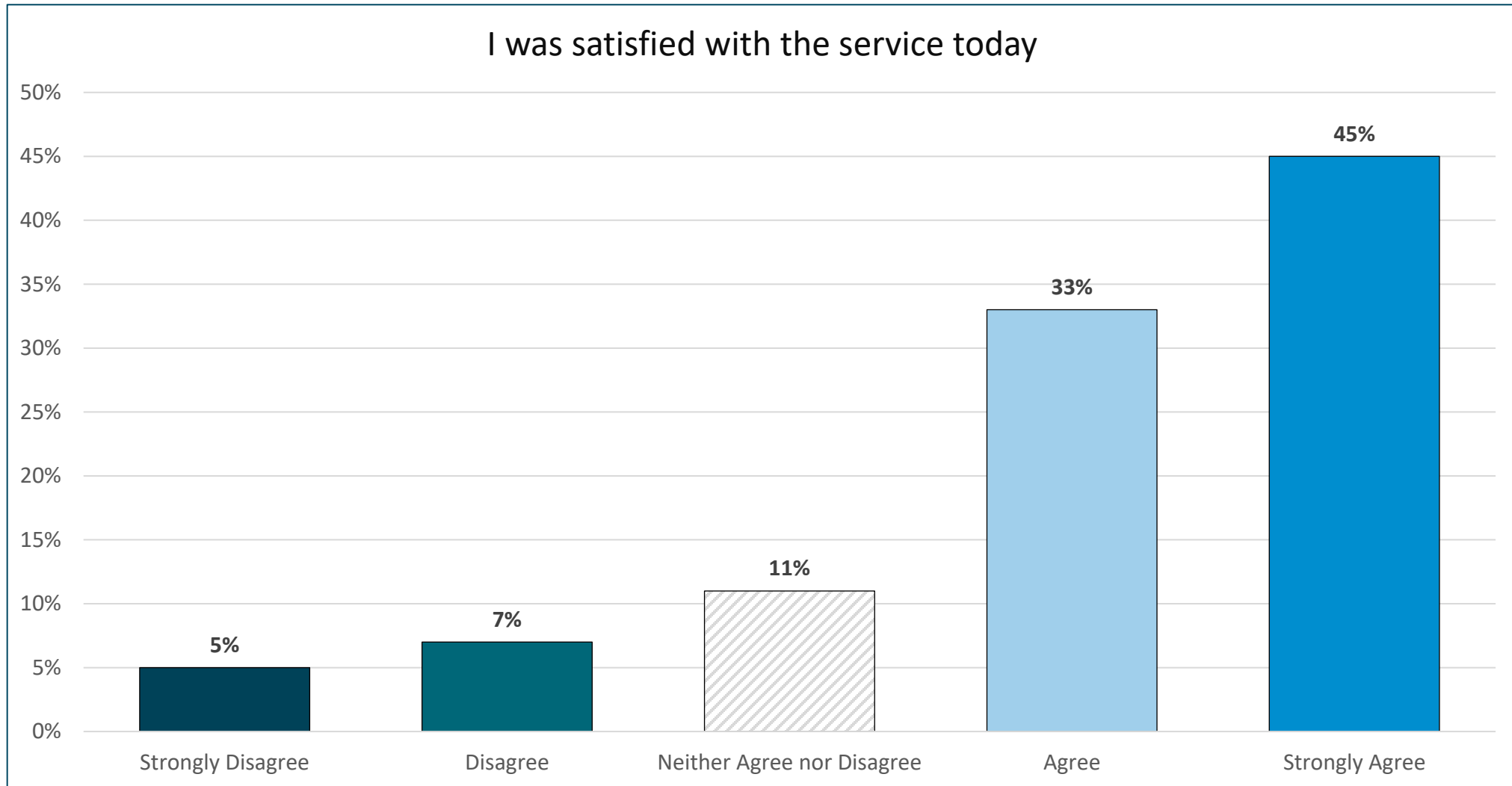
States and Territories	Received
New South Wales	256
Victoria	195
Queensland	147
Western Australia	56
South Australia	41
Unknown (Responses received where post code in user profile is not from Australia, or responses received via post)	15
Tasmania	14
Northern Territory	4

Source: NRS Online and Postal Surveys, 01 May'23 – 31<sup>st</sup> May'23

# Overall Surveys' Response

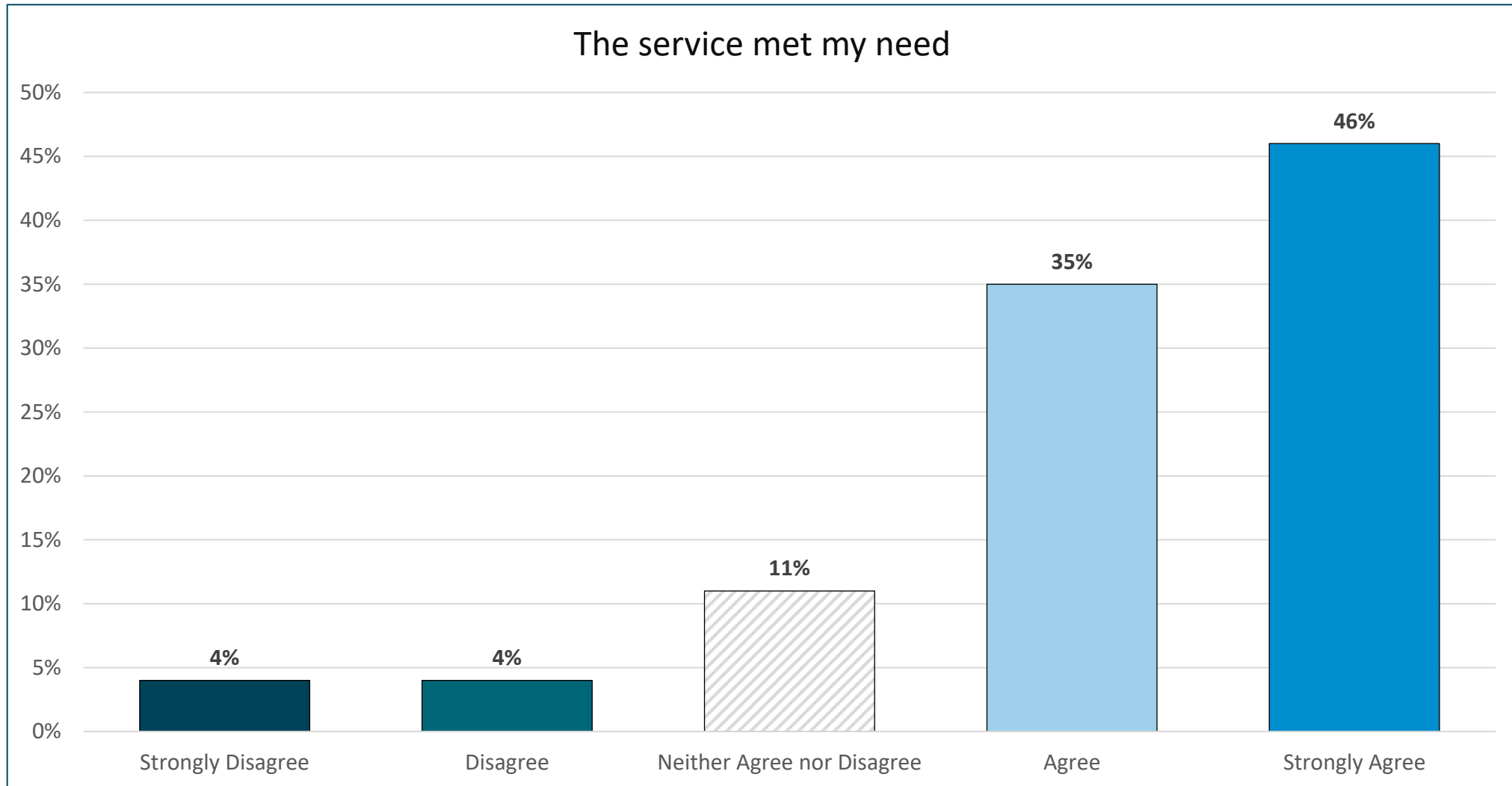
Please rate your experience across the following attributes:	Round 1 Sample Size: 133 29 January to 14 February 2021	Round 2 Sample Size: 593 31 January to 27 February 2022	Round 3 Sample Size: 893 24 October to 20 November 2022	Round 4 (Current) Sample Size: 716 1 May to 31 May 2023
I was satisfied with the service	71%	79%	82%	77%
The service met my need	76%	82%	85%	81%
I felt comfortable and confident using the service	75%	80%	85%	80%
The service was easy to use	-	80%	86%	81%

# NRS User Survey Experience Ratings



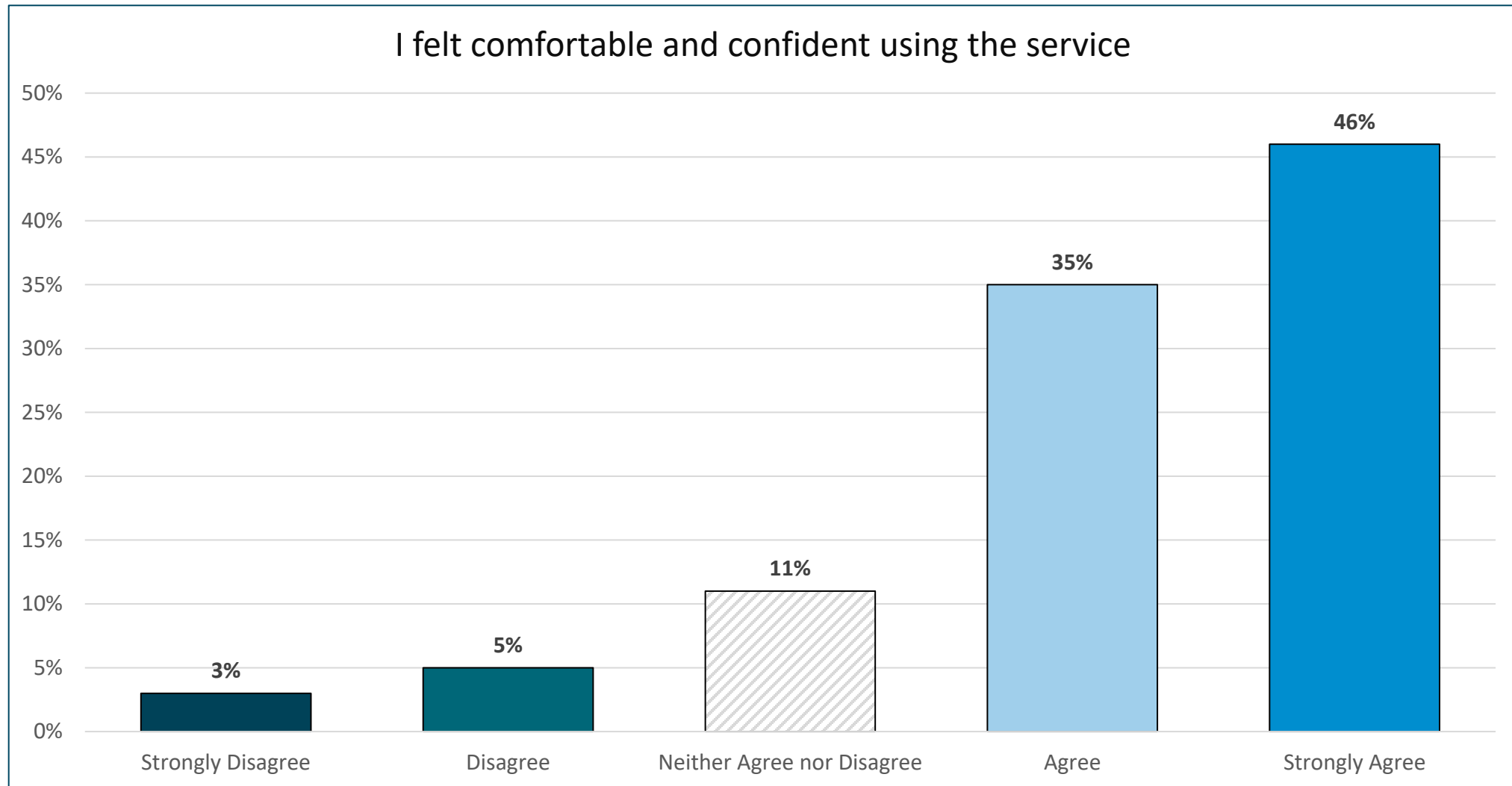
Surveys conducted 1<sup>st</sup> May to 31<sup>st</sup> May '23, n=716

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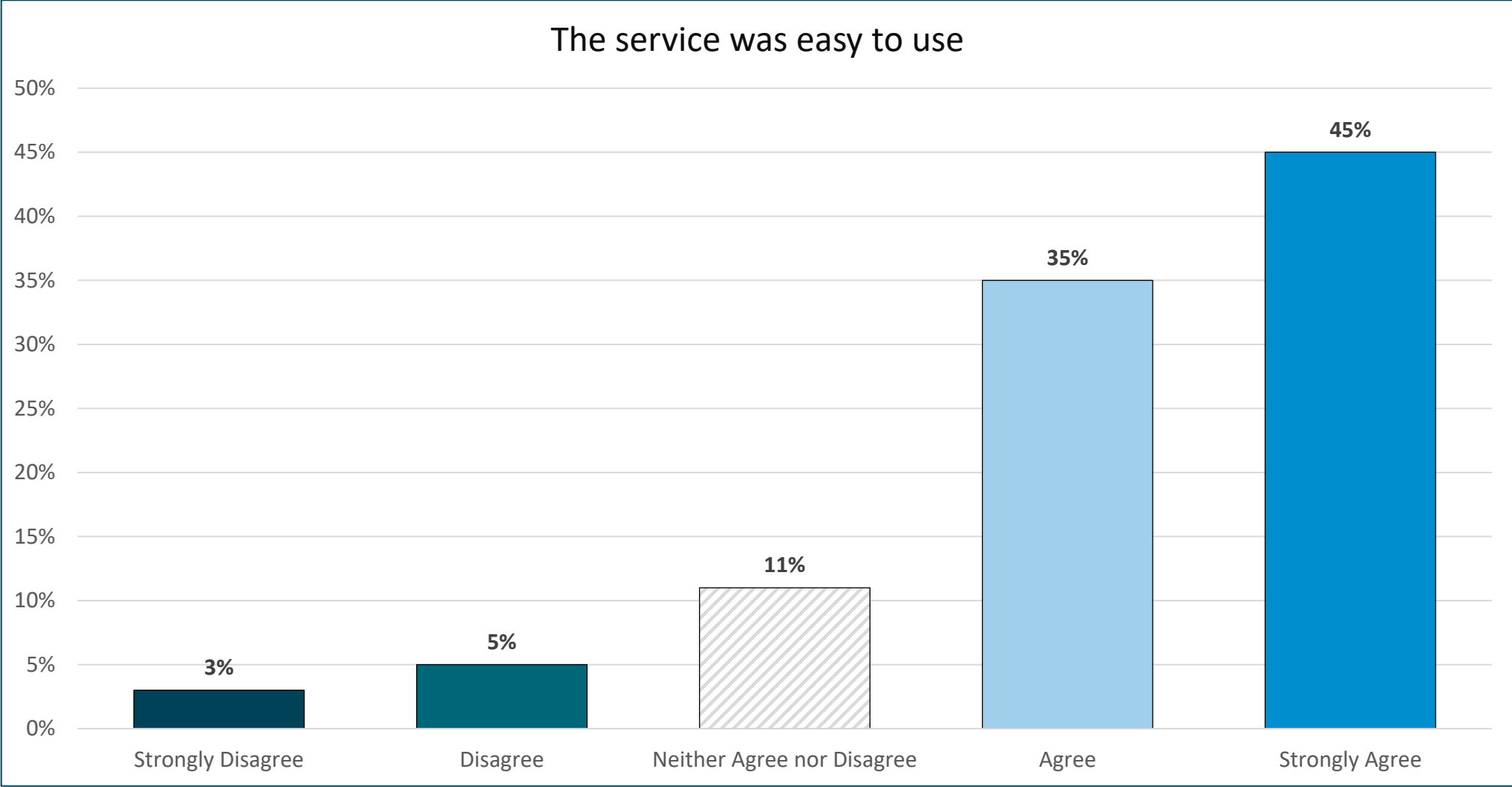
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# Key Takeaways

1. NRS users continue to have a positive experience with the service on par with second round of surveys
2. Opportunities exist to engage with larger organisations regularly contacted by NRS users to improve call taking process
3. Options for improvements to user features.
4. Considerations for further improvements to Relay Officer processes and training.