



NRS User Experience Survey

Wave 6 - May 2024



An Australian Government Initiative



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

concentrix
provided by **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 sixth survey, feedback was collected between 1 May and 31 May 2024.

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:

Added questions to gather feedback on recent NRS User Portal, Chat and Captions enhancements released in February 2024.

Survey Responses:

- 576 responses received
- 568 responses were received via E-mail and 8 responses were received via Post

Survey Responses Overview



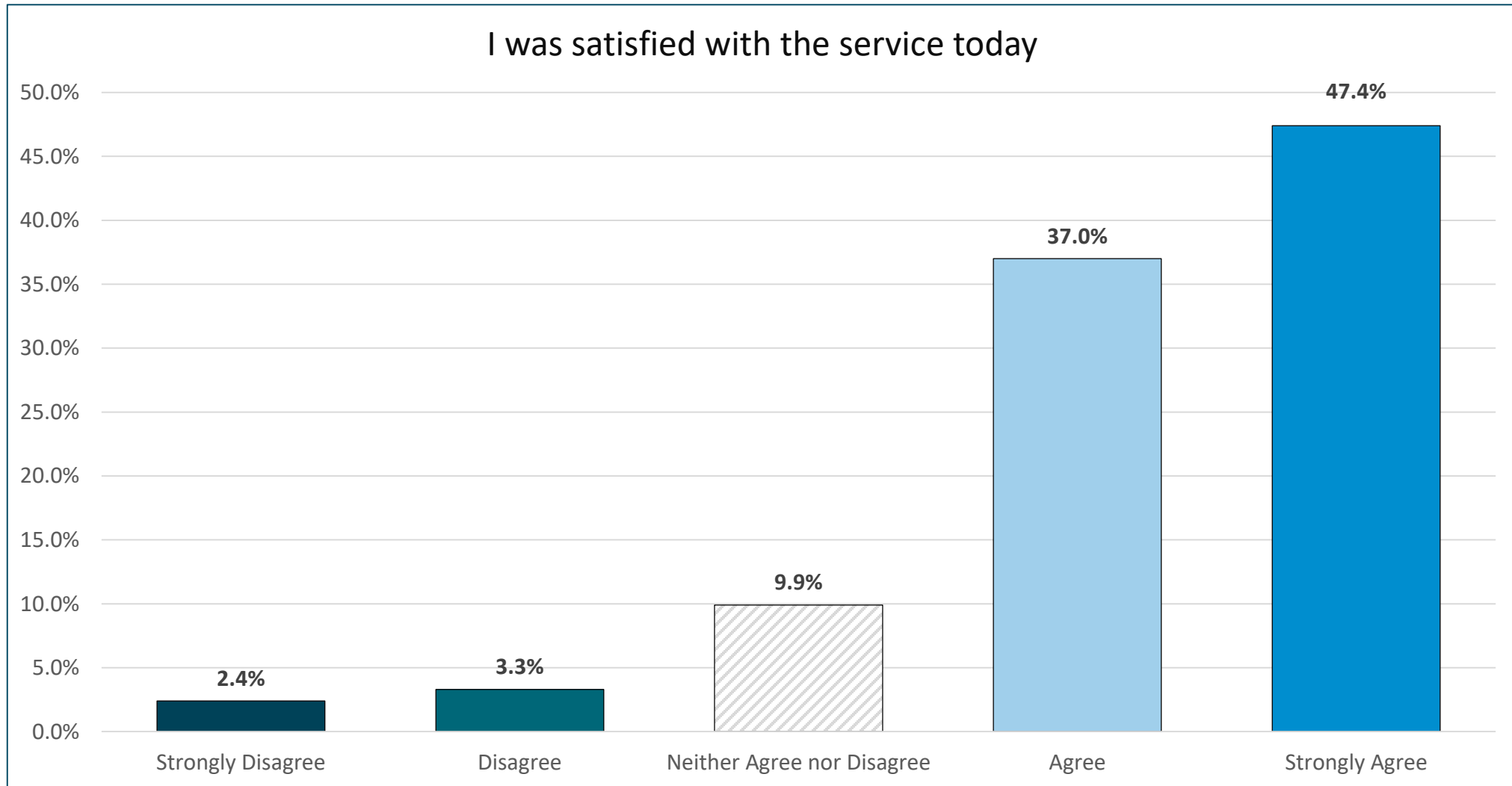
Length of Registration	Received
Less than 3 months	15 (2.6%)
3-6 months	6 (1.1%)
6-9 months	7 1.2%)
More than 9 months	529 (91.8%)
Unknown (Responses received where post code in user profile is not from Australia, or responses received via post)	19 (3.3%)

States and Territories	Received
New South Wales	185
Victoria	139
Queensland	135
Western Australia	51
South Australia	36
Unknown (Responses received where post code in user profile is not from Australia, or responses received via post)	18
Tasmania	8
Northern Territory	4

Overall Surveys' Response

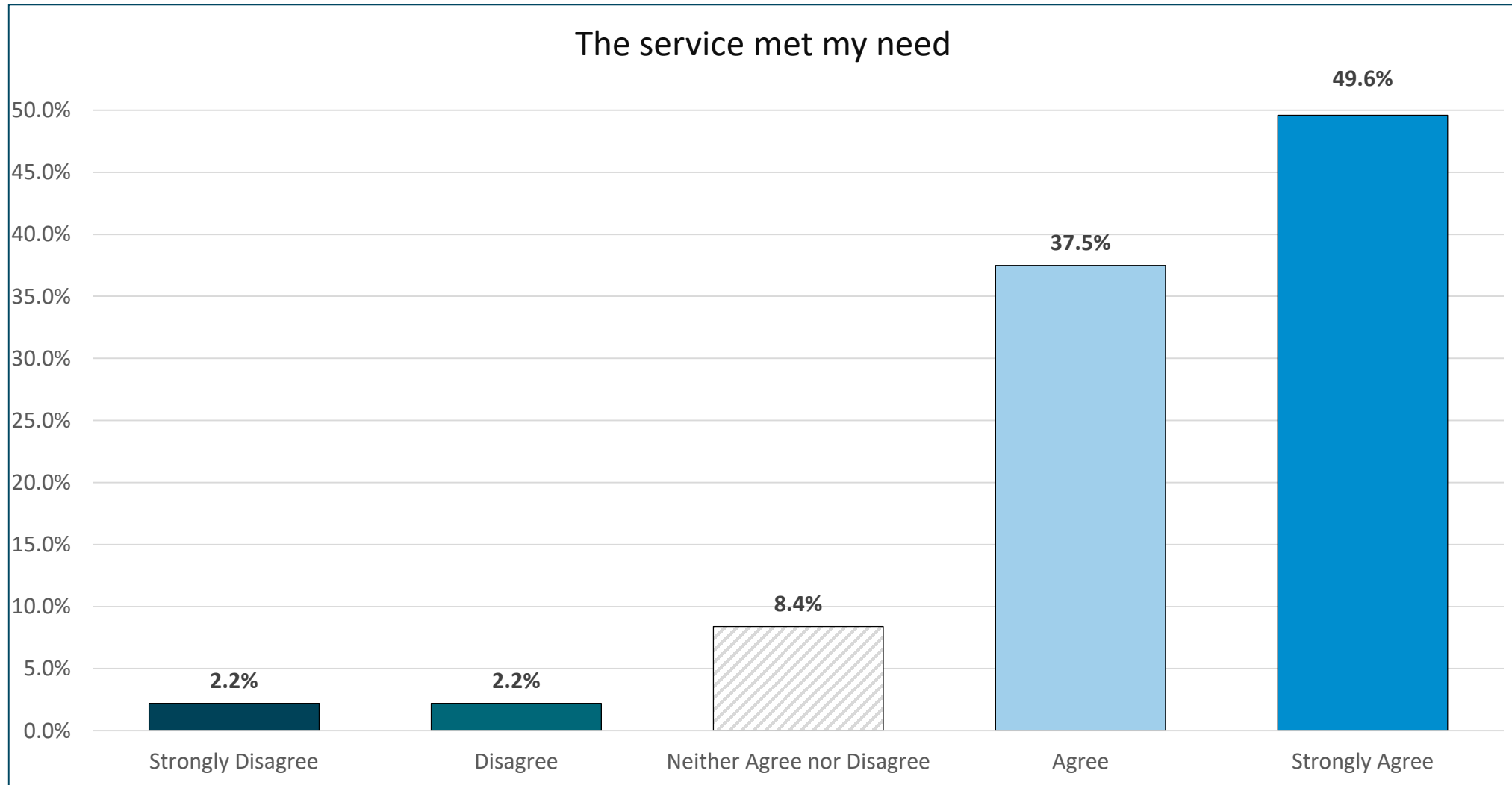
Please rate your experience across the following attributes:	Round 1 Sample Size: 133 29 January to 14 February 2021	Round 2 Sample Size: 593 31 January to 27 February 2022	Round 3 Sample Size: 893 24 October to 20 November 2022	Round 4 Sample Size: 716 1 May to 31 May 2023	Round 5 Sample Size: 730 1 November to 30 November 2023	Round 6 (current) Sample Size: 730 1 May to 31 May 2024
I was satisfied with the service	71%	79%	82%	77%	79%	84%
The service met my need	76%	82%	85%	81%	83%	87%
I felt comfortable and confident using the service	75%	80%	85%	80%	83%	86%
The service was easy to use	-	80%	86%	81%	83%	86%

NRS User Survey Experience Ratings



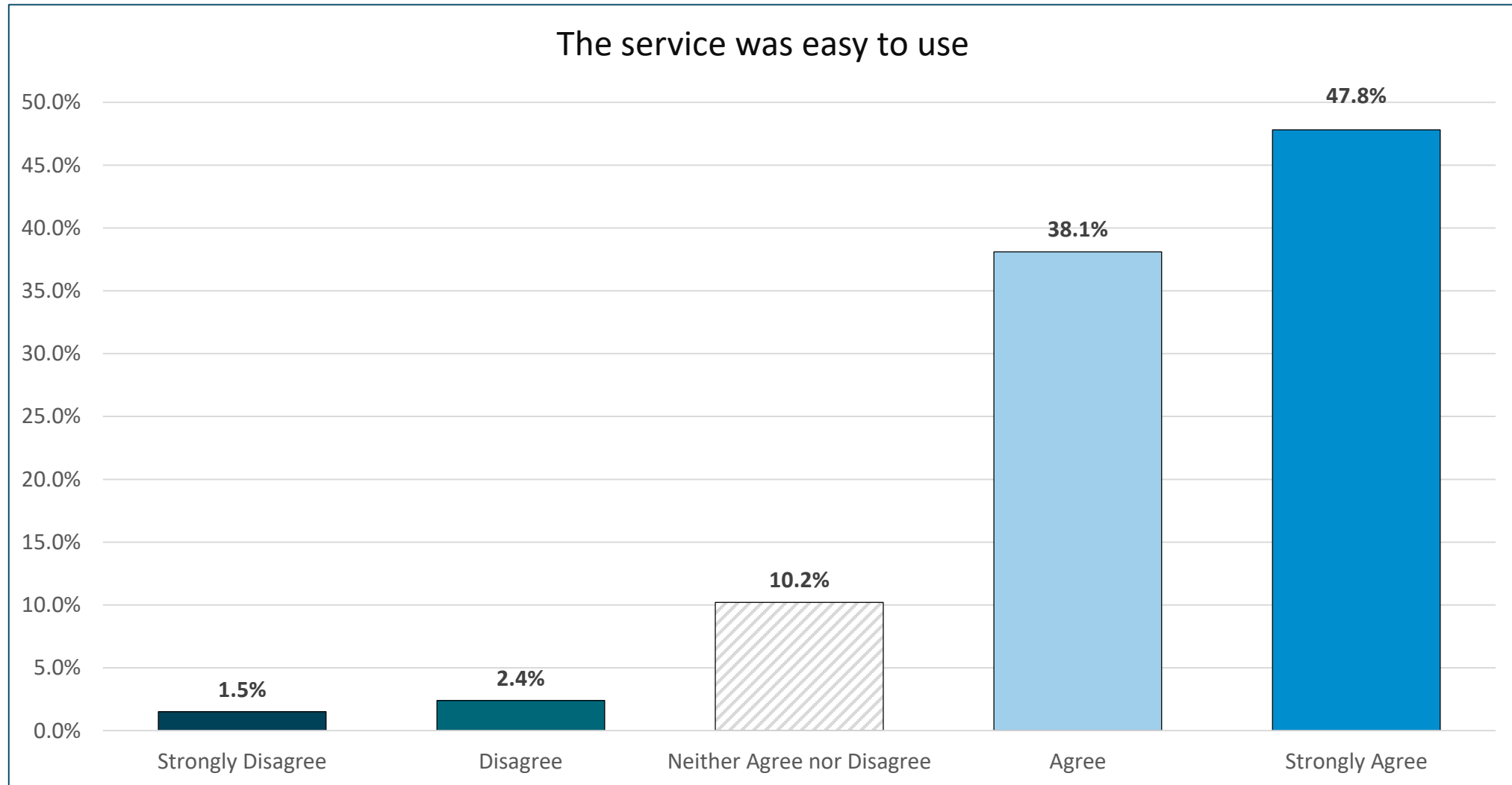
¹ Surveys conducted 1st May to 31st May 2024, n=555

NRS User Survey Experience Ratings



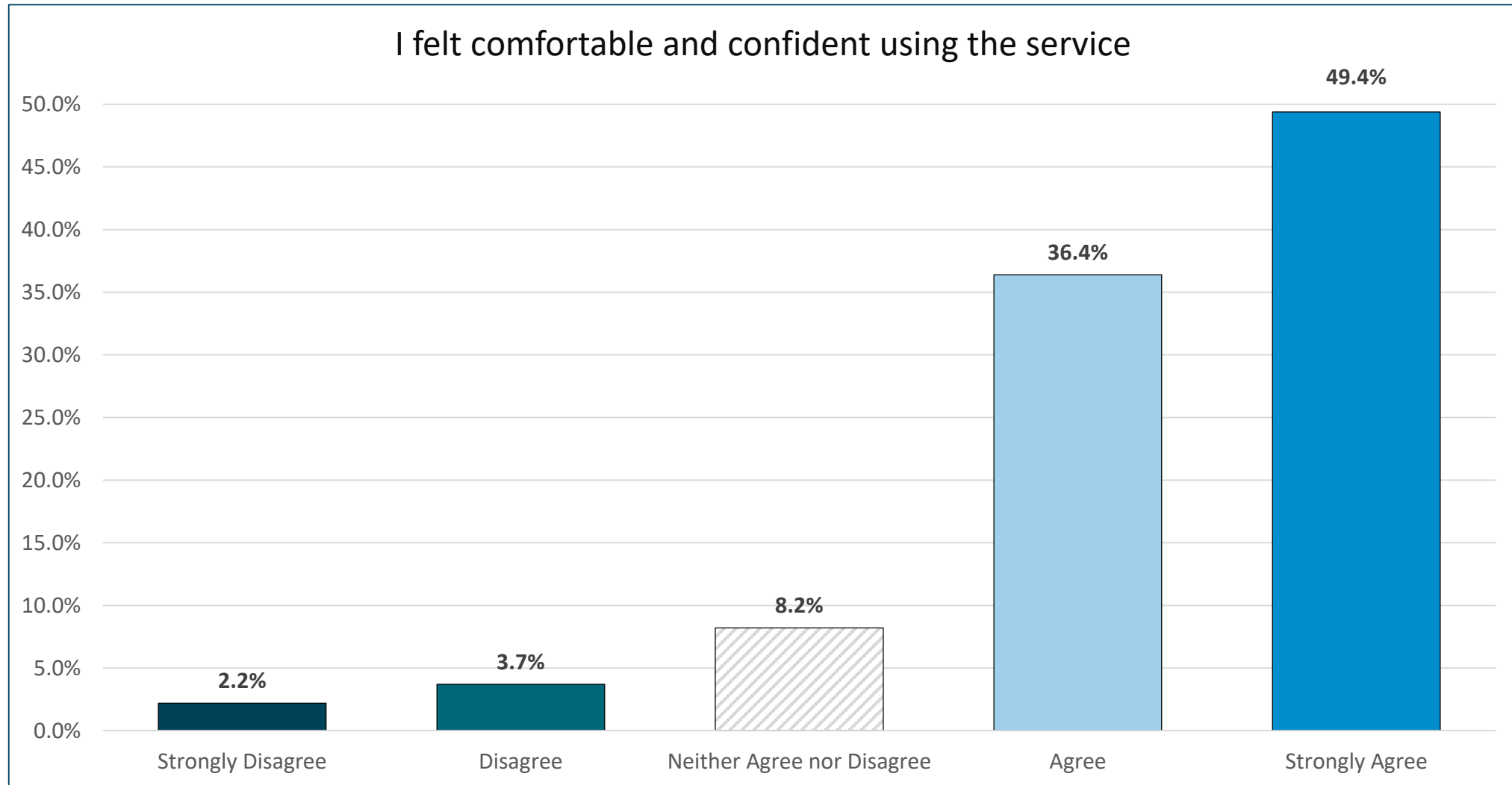
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NRS User Survey Experience Ratings



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NRS User Survey Experience Ratings



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Key Takeaways

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