



NRS User Experience Survey Results

Wave 5 - November 2023



An Australian Government Initiative



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 fifth survey, feedback was collected between 1 November and 30 November 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:

A question was added to gain understanding of other services utilized by NRS Users.

A question was added to ask permission from users if we can contact them about their feedback.

Survey Responses:

- 730 responses received
- 716 responses were received via E-mail and 14 responses were received via Post

Survey Responses Overview



Length of registration	Received
Less than 3 months	28 (3.8%)
3-6 months	15 (2.1%)
6-9 months	26 (1.4%)
More than 9 months	653 (91.8%)
Unknown (Responses received where post code in user profile is not from Australia, or responses received via post)	9 (1.1%)

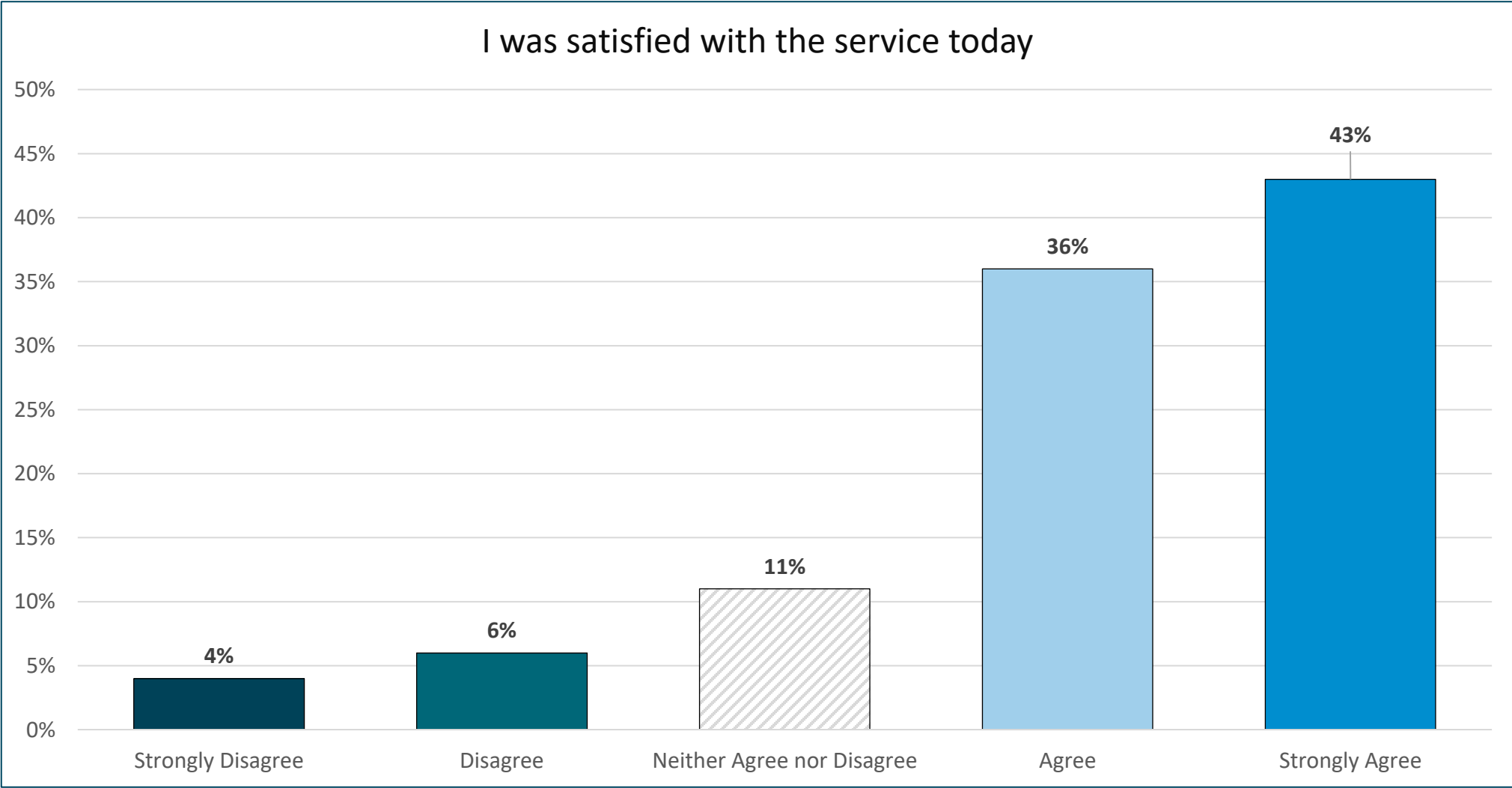
States and Territories	Received
New South Wales	219
Victoria	188
Queensland	181
Western Australia	59
South Australia	57
Tasmania	16
Unknown (Responses received where post code in user profile is not from Australia, or responses received via post)	9
Northern Territory	1

Source: NRS Online and Postal Surveys, 01 Nov'23 – 30th Nov'23

Overall Surveys' Response

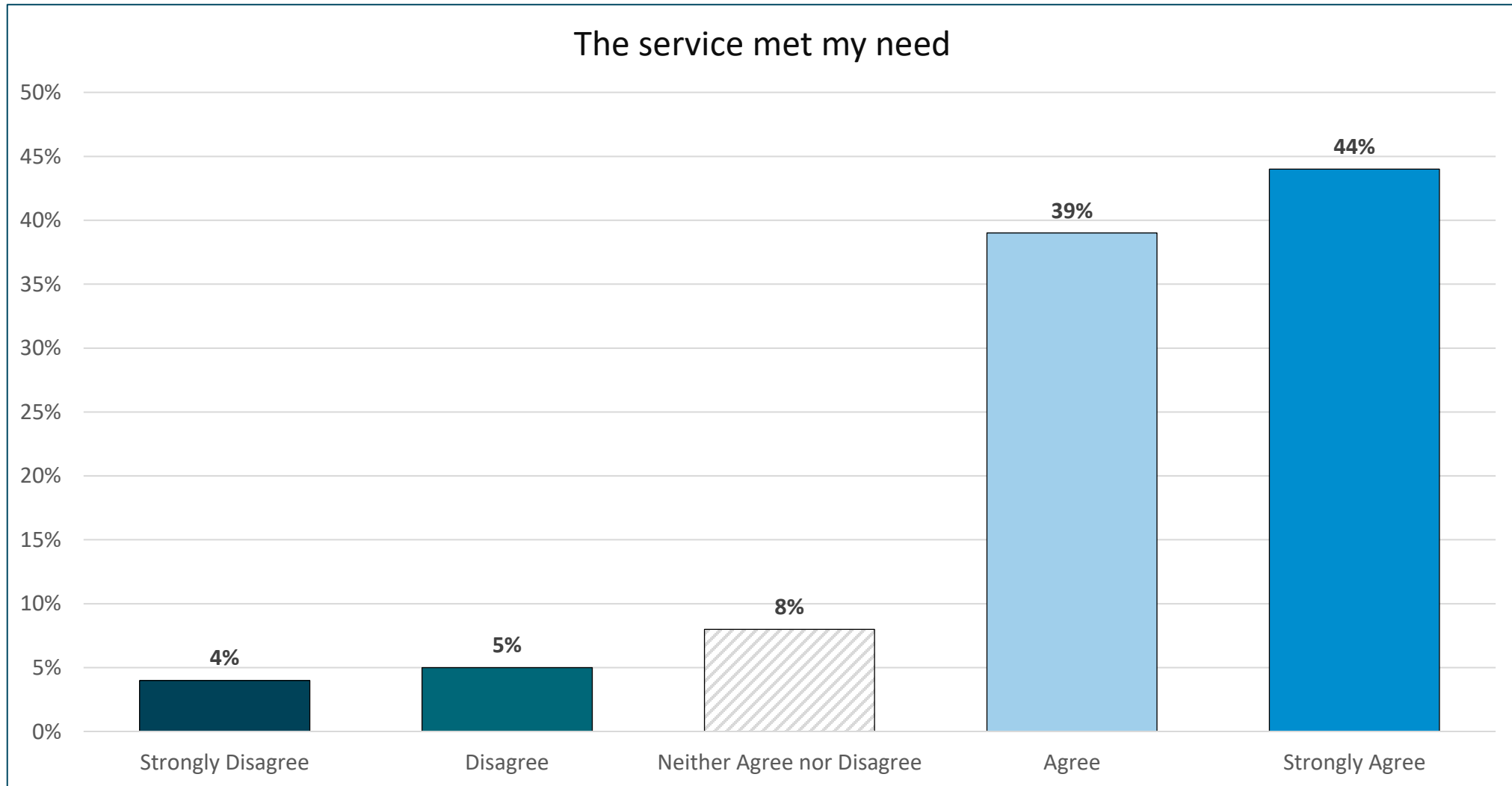
Please rate your experience across the following attributes:	Round 1 Sample Size: 133 29 January to 14 February 2021	Round 2 Sample Size: 593 31 January to 27 February 2022	Round 3 Sample Size: 893 24 October to 20 November 2022	Round 4 Sample Size: 716 1 May to 31 May 2023	Round 5 (current) Sample Size: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

NRS User Survey Experience Ratings



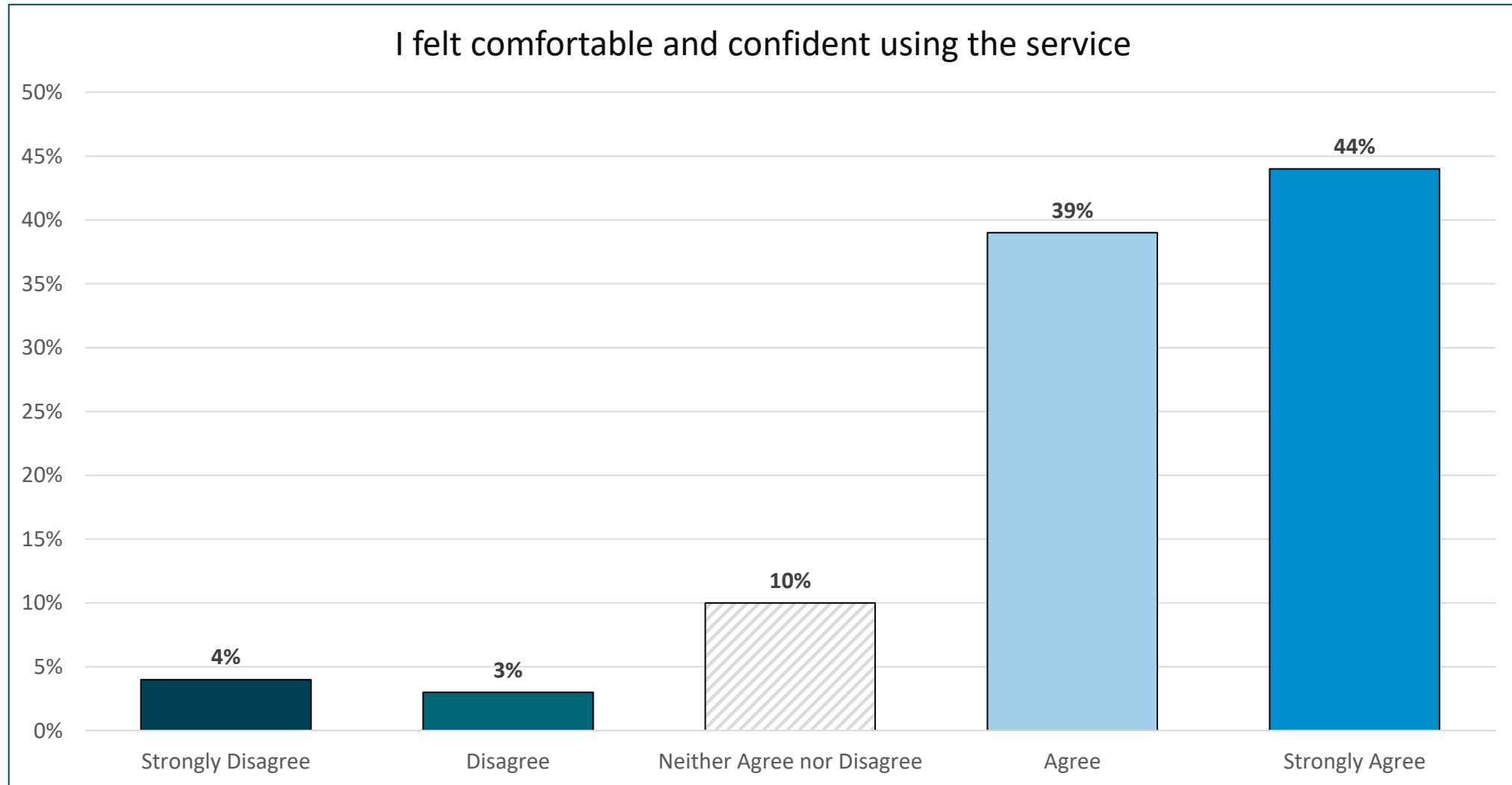
¹ Surveys conducted 1st Nov to 30th Nov '23, n=704

NRS User Survey Experience Ratings



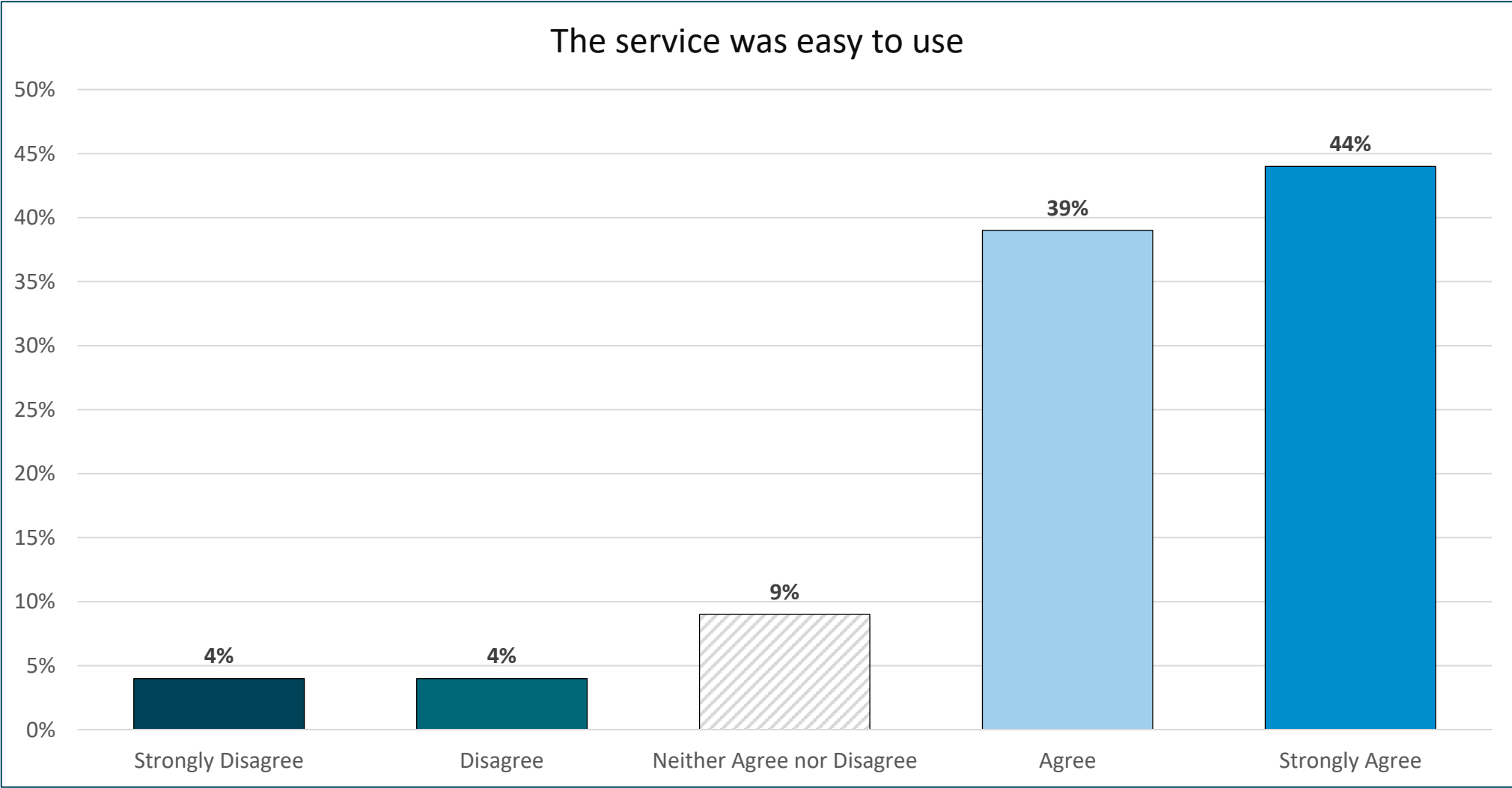
¹ Surveys conducted 1st Nov to 30th Nov '23, n=704

NRS User Survey Experience Ratings



¹ Surveys conducted 1st Nov to 30th Nov '23, n=704

NRS User Survey Experience Ratings



¹ Surveys conducted 1st Nov to 30th Nov '23, n=704

Key Takeaways

1. NRS users continue to have a positive experience with the service on par with previous round of surveys.
2. Opportunities exist to enhance the NRS app for the users to have a seamless experience for all service types.
3. Options for improvements to user features and training materials.
4. Considerations for further improvements to Relay Officer processes and training.