



# NRS User Experience Survey

Survey 7 - November 2024



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.

**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 seventh survey, feedback was collected between 1<sup>st</sup> November and 30<sup>th</sup> November 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 Mobile App enhancements released 23<sup>rd</sup> October 2024
- Modified the response selection on Reason for NRS Contacts
- Added Access Hub subscription option

## Survey Responses:

- 443 responses received
- 442 responses were received via E-mail and 1 response was received via Post

# Survey Responses Overview



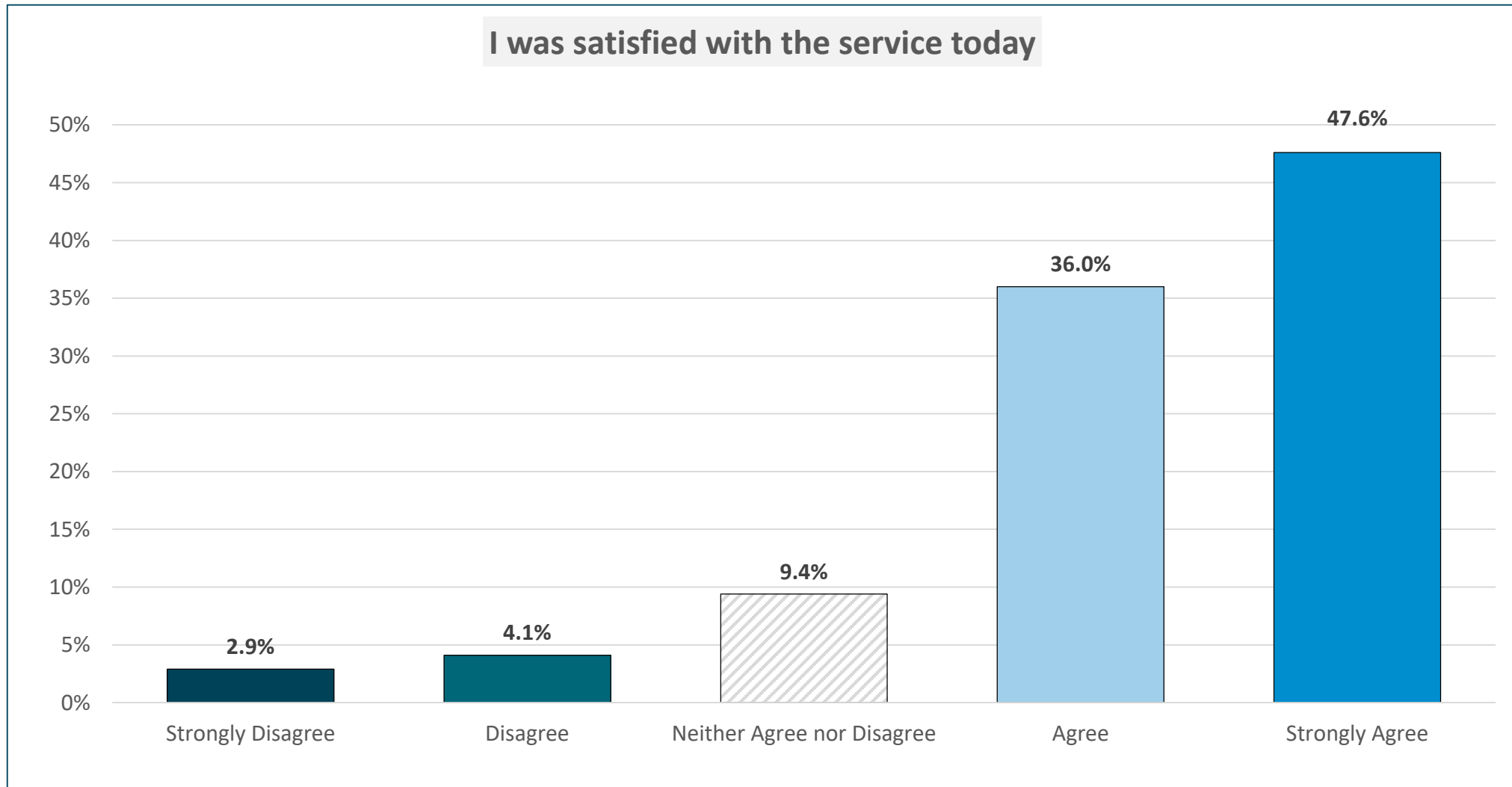
Length of Registration	Received
Less than 1 Year	47 [13.4%]
1 Year	19 [12.2%]
2 Years	18 [7.9%]
3 Years	281 [10.7%]
4 Years	11 [15.1%]
5 Years and more	67 [14.2%]

States and Territories	Received
New South Wales & Australian Capital Territory	140
Victoria	122
Queensland	100
Western Australia	37
South Australia	33
Tasmania	10
Northern Territory	1

# Overall Surveys' Response

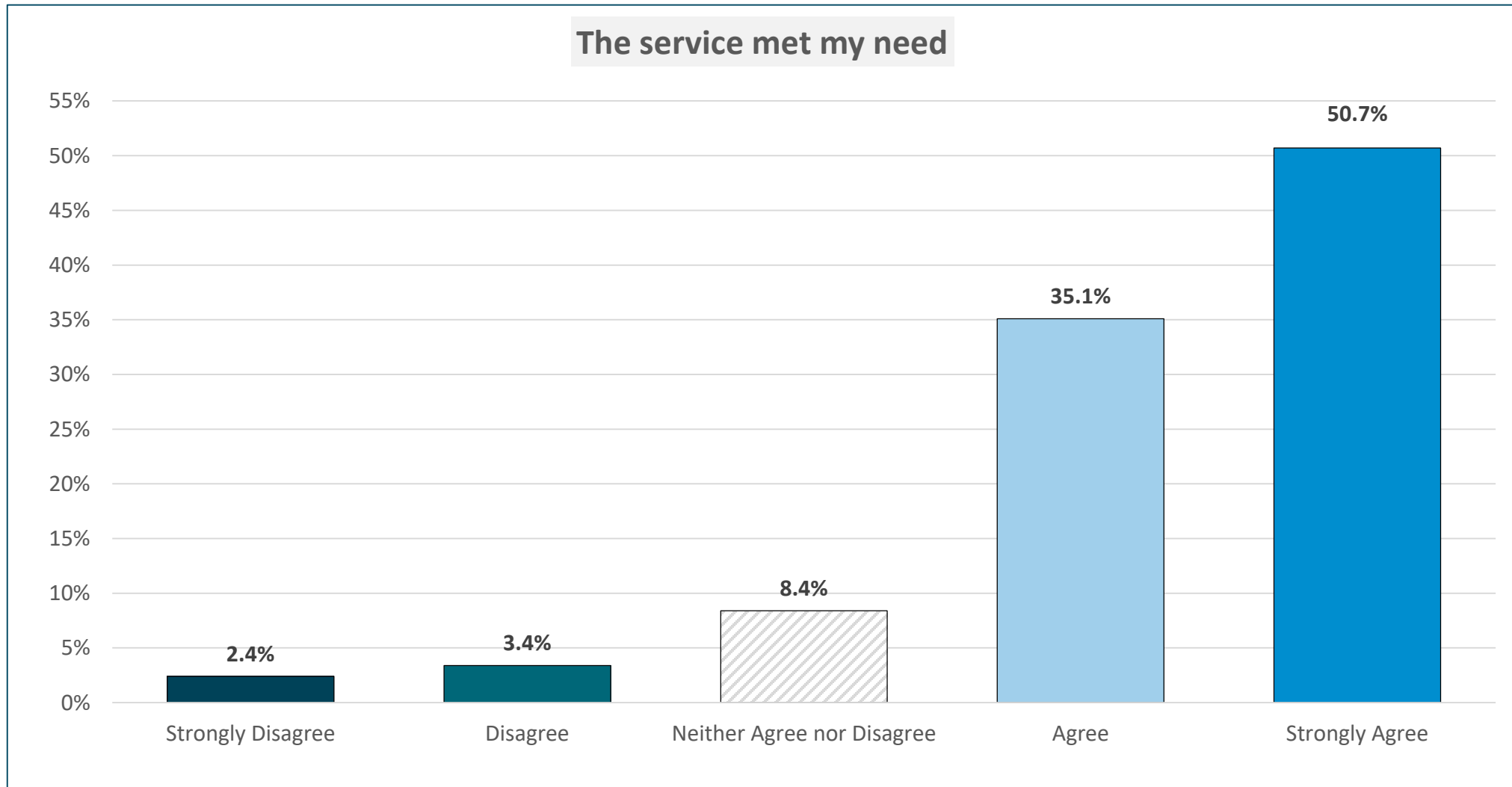
Please rate your experience across the following attributes:	Round 1 Sample Size: 133  29 January to 14 February 2021	Round 2 Sample Size: 593  31 January to 27 February 2022	Round 3 Sample Size: 893  24 October to 20 November 2022	Round 4 Sample Size: 716  1 May to 31 May 2023	Round 5 Sample Size: 730  1 November to 30 November 2023	Round 6 Sample Size: 576  1 May to 31 May 2024	<b>[Current]</b> Round 7 Sample Size: 443  1 November to 30 November 2024
I was satisfied with the service	71%	79%	82%	77%	79%	84%	84%
The service met my need	76%	82%	85%	81%	83%	87%	86%
I felt comfortable and confident using the service	75%	80%	85%	80%	83%	86%	85%
The service was easy to use	-	80%	86%	81%	83%	86%	83%

# NRS User Survey Experience Ratings



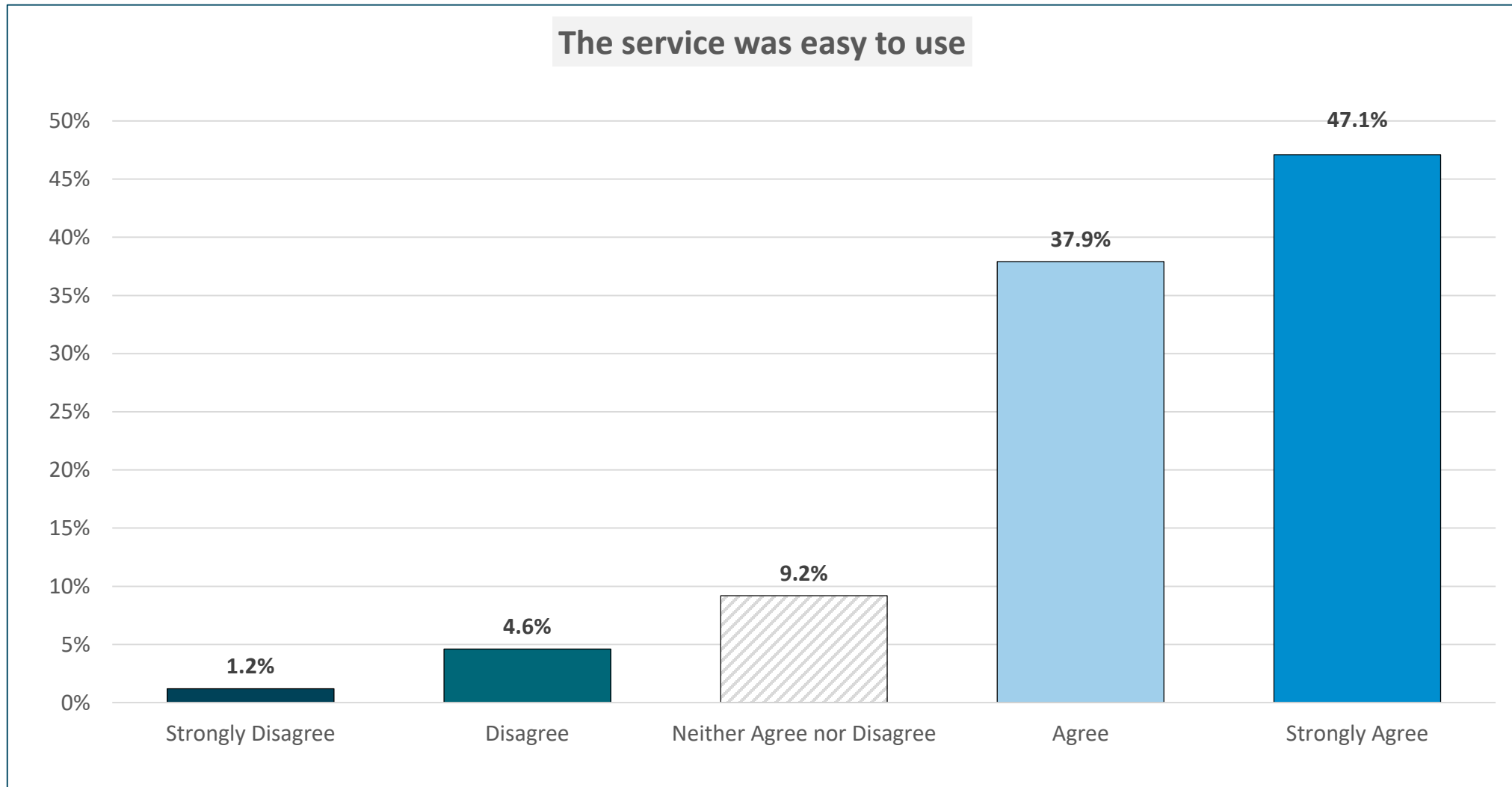
<sup>1</sup> Surveys conducted 1<sup>st</sup> Nov to 30<sup>th</sup> Nov 2024, n=443

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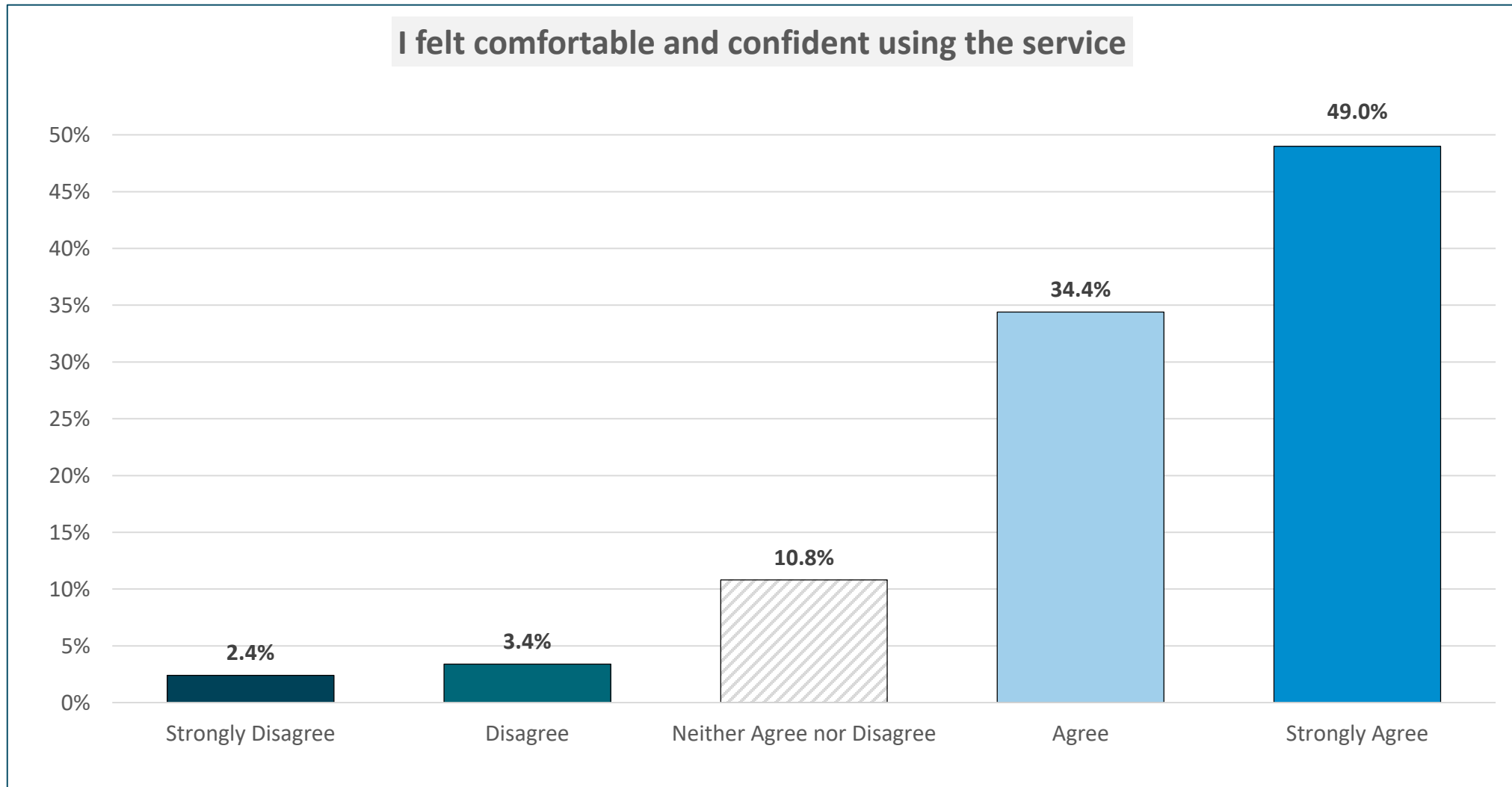
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# Key Takeaways

1. NRS Users continue to have a positive experience with the service on par with sixth 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.