



# NRS User Experience Survey Results

December 2022



An Australian Government Initiative

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A phone solution for people who are deaf or  
have a hearing or speech impairment.

provided by  **CONCENTRIX™**

# Background & Objective

Users of the National Relay Service (NRS) have provided feedback on how the NRS can improve their experience and continues to meet the changing needs of the community. During this third survey, feedback was collected between 24 October – 20 November 2022.

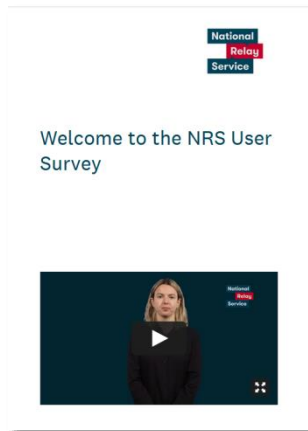
The survey allowed us to monitor improvements to the User Experience following several initiatives that have been undertaken based on previous findings from surveys in February 2021 and February 2022.

In addition to the User Experience Survey, this report also includes feedback obtained through the Helpdesk Feedback Form (launched 1 August 2022).

# Survey Approach Overview

## What we did differently



- Users were able to provide feedback via Auslan video
- Inclusion of specific questions about recent NRS Chat and Captions enhancements
- Reminders sent after 5 days



# 915

## Responses Received

### By survey collection method

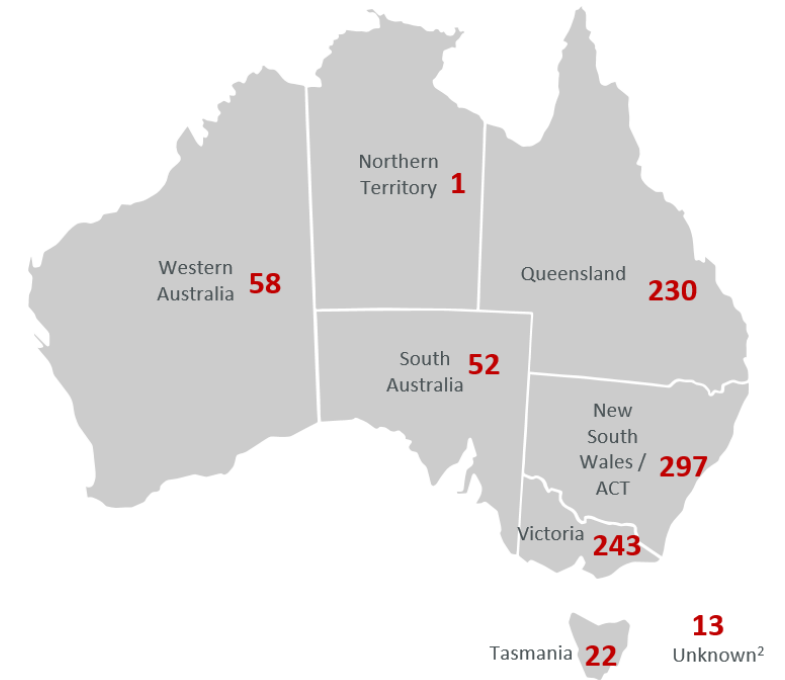
	Received	Response Rate
 Email	902	20%
 Post	13	33%

### By user's length of registration

	Received	Response Rate
< 3 months	18	26%
3 – 6 months	13	28%
6 – 9 months	14	39%
> 9 months	857	39%
Unknown <sup>1</sup>	13	1%

# 7

## States & Territories



<sup>1</sup> Based on user registration details

<sup>2</sup> Unknown = responses received where post code in user profile was not from Australia, or responses received via post

# 82% – 86% of respondents had a positive experience with the relay service (agree & strongly agree) – Users

Please rate your experience across the following attributes:

I was **satisfied** with the service

The service **met my need**

I felt **comfortable and confident** using the service

The service was **easy to use**

The Relay Officer was **responsive**

Round 1 (baseline)  
n = 133  
29<sup>th</sup> Jan - 14<sup>th</sup> Feb  
2021

Round 2  
n = 593  
31<sup>st</sup> Jan – 27<sup>th</sup> Feb  
2022

Round 3 (current)  
n = 893  
24<sup>th</sup> Oct – 20<sup>th</sup> Nov  
2022

Delta  $\Delta$   
(R2 v R3)

71%

79%

82%

↑ 3%

76%

82%

85%

↑ 3%

75%

80%

85%

↑ 5%

-

80%

86%

↑ 6%

78%

-

-

n/a

# NRS User Survey<sup>1</sup> Experience Ratings

Please **rate your most recent experience** using the National Relay Service

.....

I felt **comfortable** and **confident** using the service

.....

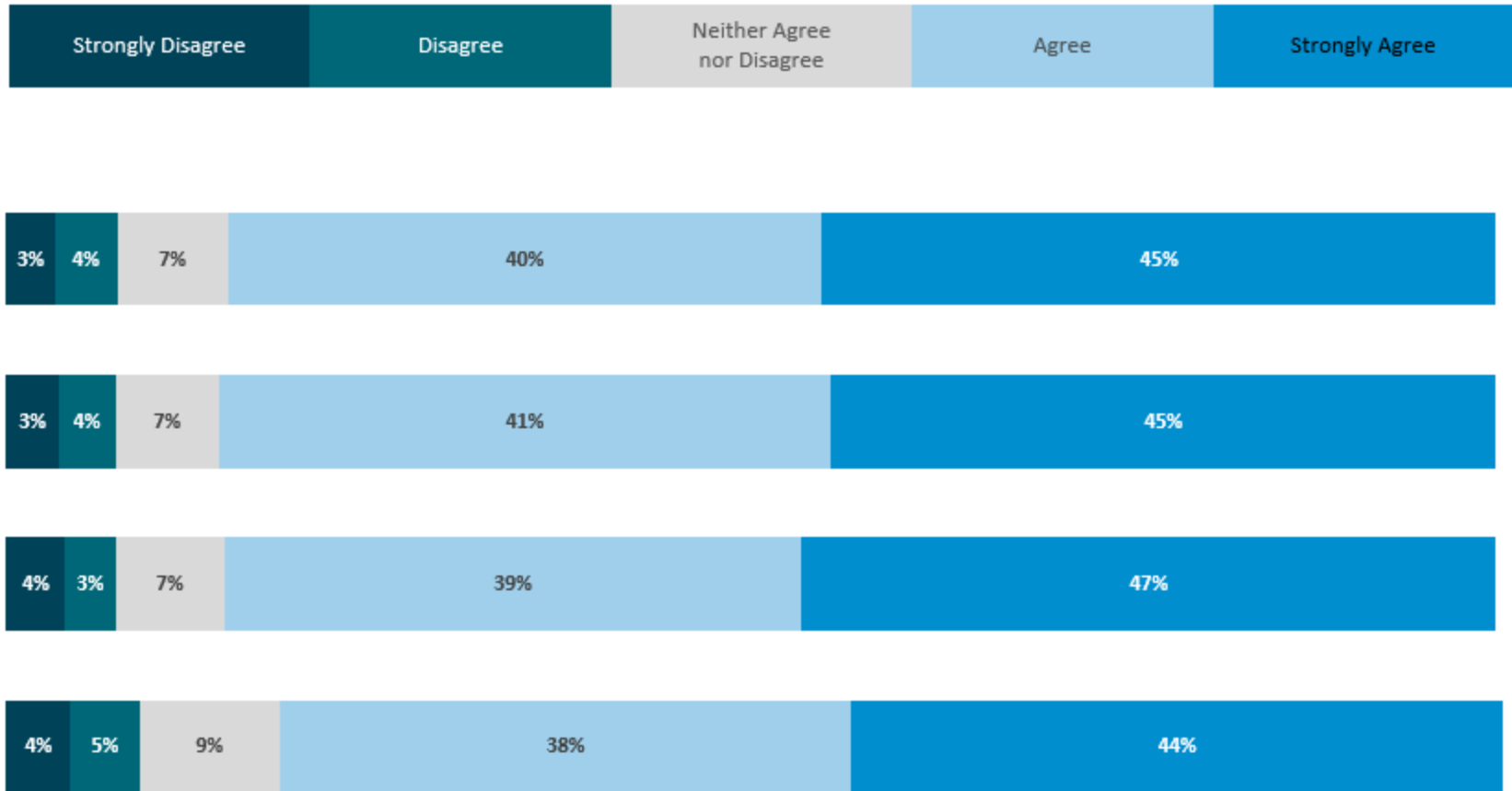
The service was **easy to use**

.....

The service **met my need**

.....

I was **satisfied** with the service today



<sup>1</sup> Surveys conducted 24<sup>th</sup> October – 20th November’22, n=893

# Key takeaways

- 1 Number of users providing **feedback increased** (54% increase in response volume, round two 593 / round three 915)
- 2 There has been an **increase in engagement** with the survey (37% of active users completed the survey)
- 3 NRS users continue to have a **positive experience** with the service
- 4 **User experience** attribute results (satisfied, met need, confident & comfortable) have continued to **improve**
- 5 **User registration data** has improved, with valid email addresses held for 99% of respondents
- 6 We are **confident the results** and feedback is **representative** of the NRS user population
- 7 The 'Contact Helpdesk Feedback Form' will provide **ongoing feedback** on satisfaction with the **NRS Helpdesk**