



An Australian Government Initiative



User Experience Research Learnings

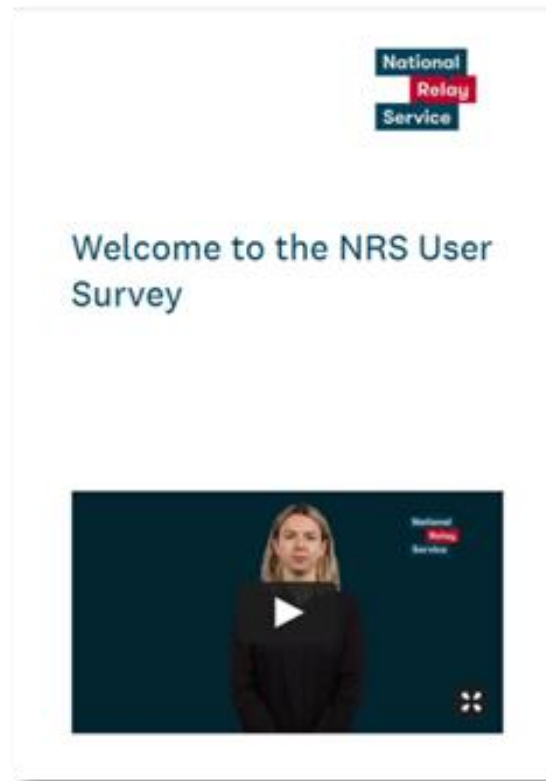
July 2022

Provided by Concentrix

Background & objective

Listening to users and considering their feedback for continuous improvement is an important part of how the National Relay Service (NRS) ensures it meets evolving user and community needs. This survey is one of the ways the NRS collects data to measure progress of service enhancements and its impact to the NRS user experience against previous research conducted.

This report presents the survey results for the period 31st January to 27th February 2022 as well as a comparison of results from the NRS user survey conducted in February 2021.



Survey Approach Overview

What we did differently

- Survey questions were provided in AUSLAN and Text
- Increased collection period from 2 to 4 weeks
- Surveys sent via email the next business day following an interaction
- Surveys sent via SMS and post to users who did not have an email address
- Reminders sent after 4 days

A total of 611 responses were received.

Survey responses by collection method

- There were 588 email responses. This is a 13% response rate.
- There were 23 post responses. This is a 41% response rate.

Survey responses were received from 7 States and Territories

State & Territory	Number of Survey Responses
NSW & ACT	173
VIC	170
QLD	151
WA	45
SA	35
TAS	10
NT	2
Unknown, including overseas and received via post	25

Comparison between 2021 and 2022 survey results

79% - 82% of respondents had a positive experience with the relay service and gave an agree or strongly agree response. The round one User survey was conducted in 2021 and received 133 responses. The round two User survey was conducted in 2022 and received 593 responses.

Please rate your experience across the following attributes:

Attribute	Round 1 – 2021 133 Responses	Round 2 – 2022 593 Responses	Change
I was satisfied with the service	71%	79%	8% Increase
The service met my need	76%	82%	6% Increase
I felt comfortable and confident using the service	75%	80%	5% Increase
The service was easy to use	N/A	80%	N/A

NRS User Survey Experience Ratings

Conducted between 31st Jan'22 and 27th Feb'22, Sample size = 593

Please rate your most recent experience using the National Relay Service (scale from strongly disagree to strongly agree).

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
I felt comfortable using the National Relay Service	2%	6%	12%	36%	43%
The service was easy to use	2%	4%	14%	39%	40%
The service met my need	3%	4%	11%	38%	43%
I was satisfied with the service today	3%	5%	13%	38%	41%

Key Takeaways

1. NRS users continue to have a positive experience with the service
2. All user experience attribute results (satisfied, need met, confident & comfortable) have improved
3. User registration has facilitated more in-depth understanding of experience across demographics
4. We are confident the results and feedback is representative of the NRS user population