

NRS User Experience Survey 10 Results

May to June 2026



Background & Objectives

The National Relay Service (NRS) users shared important feedback during Survey 10, which was held from 4 May to 7 June 2026. This research helps ensure the service continues to meet high community standards.

This survey identifies specific ways to improve all relay types, compares current experiences with older results to track progress, and gathers facts to help build a faster and more reliable service.

To give us the most accurate picture of the NRS today, this report combines the survey results with data from the Helpdesk Feedback Form.

For access to the Auslan translation of the User Experience Research Learning, [click here](#).

Survey Approach Overview

What we did differently:

- Included customised questions related to the Contact Helpdesk Page enhancements launched on 5 February 2026.

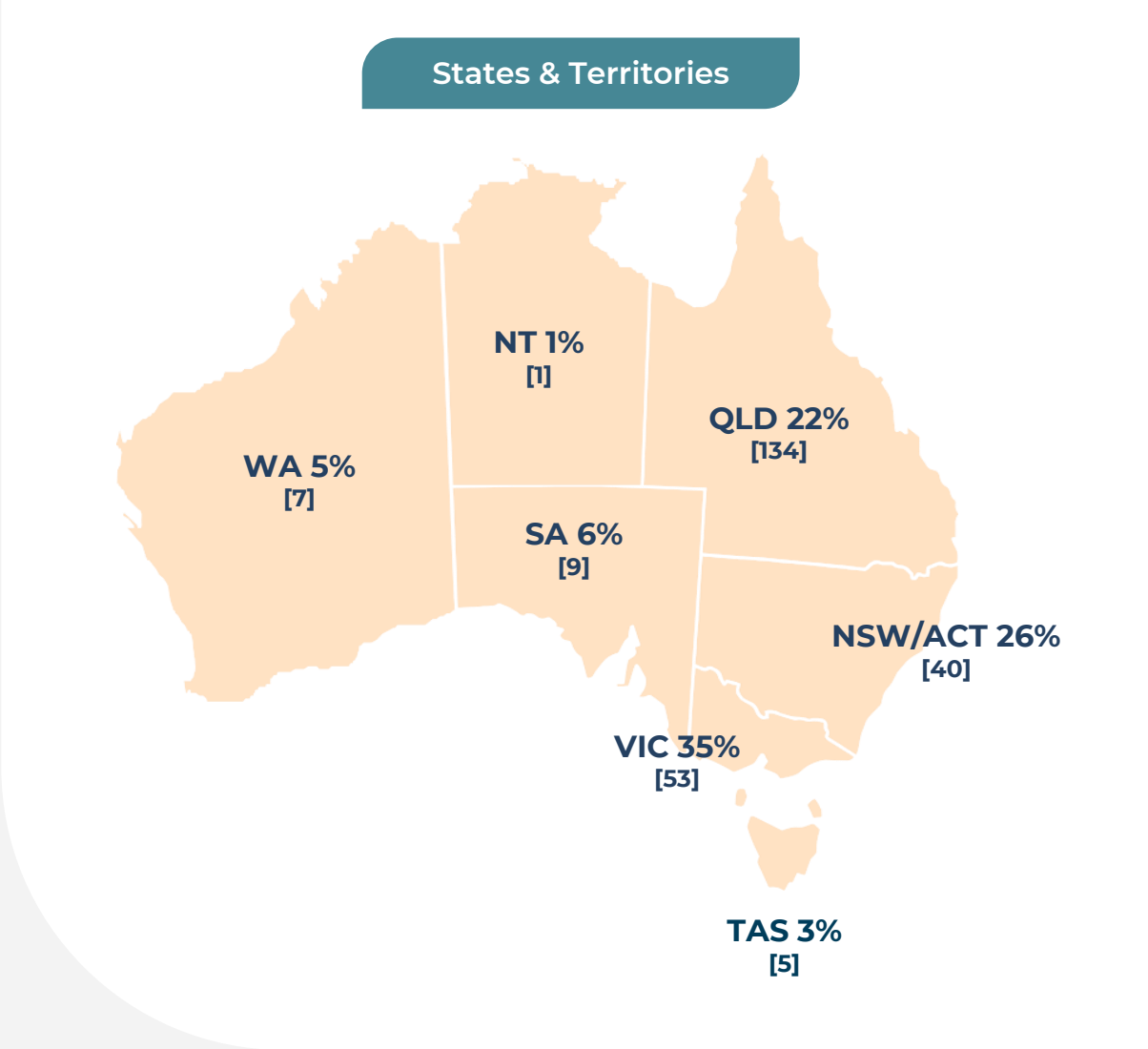
Survey Responses:

- A total of 190 responses were received, with 174 submitted via email and 16 via post.

Survey Responses Overview

Length of Registration	Received
Less than 1 year	9 [4.8%]
1 Year	9 [4.8%]
2 Years	5 [2.7%]
3 Years	6 [3.2%]
4 Years	13 [7.0%]
5 Years and more	144 [77.4%]

¹ Surveys conducted 4 May and 7 June 2026, n=186

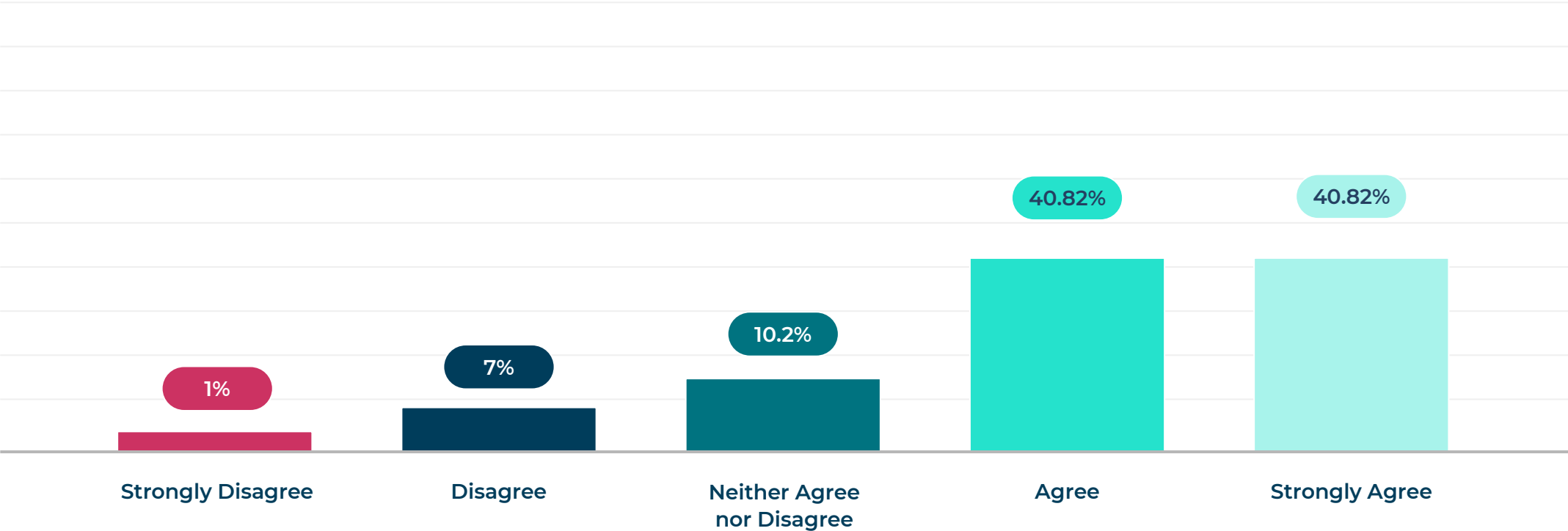


Overall Surveys' Responses

Please rate your experience across the following attributes:	Round 1 Sample Size: 133 29 JAN to 14 FEB 2021	Round 2 Sample Size: 593 31 JAN to 27 FEB 2022	Round 3 Sample Size: 893 24 OCT to 20 NOV 2022	Round 4 Sample Size: 716 1 MAY to 31 MAY 2023	Round 5 Sample Size: 730 1 NOV to 30 NOV 2023	Round 6 Sample Size: 576 1 MAY to 31 MAY 2024	Round 7 Sample Size: 443 1 NOV to 30 NOV 2024	Round 8 Sample Size: 390 26 MAY to 29 JUN 2025	Round 9 Sample Size: 453 17 NOV to 21 DEC 2025	Round 10 Sample Size: 190 4 MAY to 7 JUN 2026
I was satisfied with the service	71%	79%	82%	77%	79%	84%	84%	82%	83%	82% ↓
The service met my need	76%	82%	85%	81%	83%	87%	86%	86%	86%	86% ↔
The service was easy to use	-	80%	86%	81%	83%	86%	83%	82%	86%	84% ↓
I felt comfortable and confident using the service	75%	80%	85%	80%	83%	86%	85%	84%	86%	85% ↓

NRS User Survey Experience Ratings

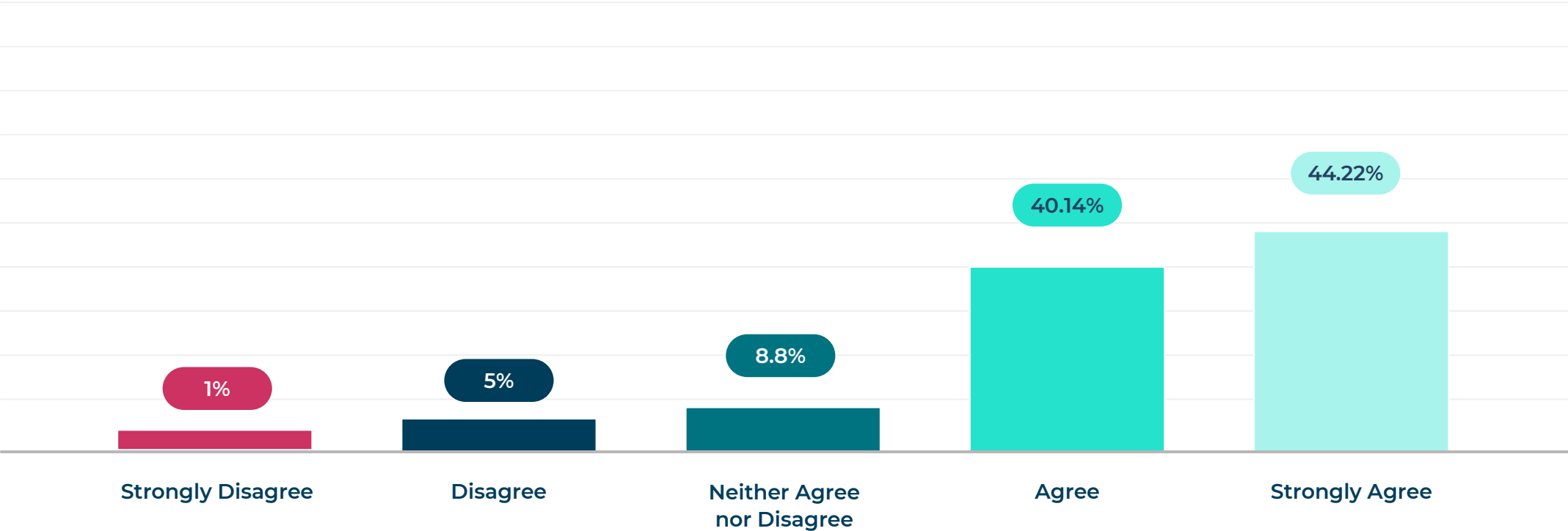
I was satisfied with the service today



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NRS User Survey Experience Ratings

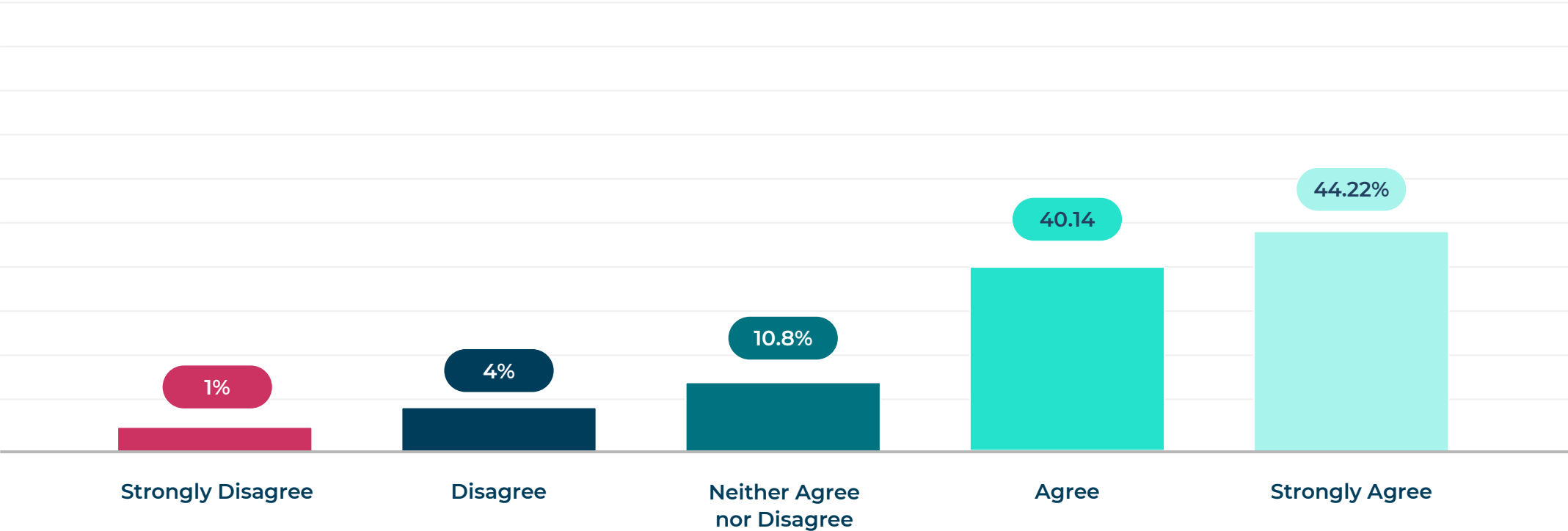
The service met my need



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NRS User Survey Experience Ratings

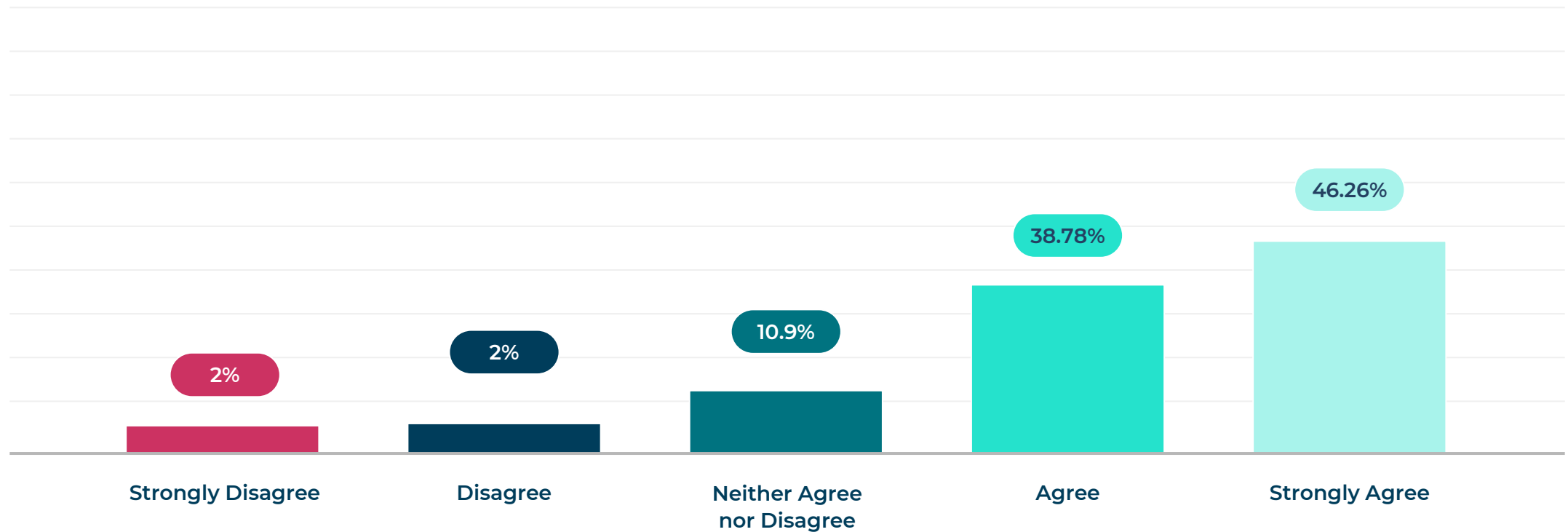
The service was easy to use



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NRS User Survey Experience Ratings

I felt comfortable and confident using the service



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Key Takeaways

1. Survey 10 results show that users are still very satisfied with the NRS, but there are ways to make the service easier and more consistent to use.
2. There are opportunities to improve the NRS website, mobile app and Video Relay service to reduce common problems and make services easier to use.
3. Users want faster and more flexible access to services, including shorter wait times, easier call connections and more service availability.
4. Training and support for Relay Officers and Interpreters is still important to help make each interaction positive, consistent and focused on the user.
5. Users also want more choice and control, including better privacy options, access to transcripts and personalised service preferences.