



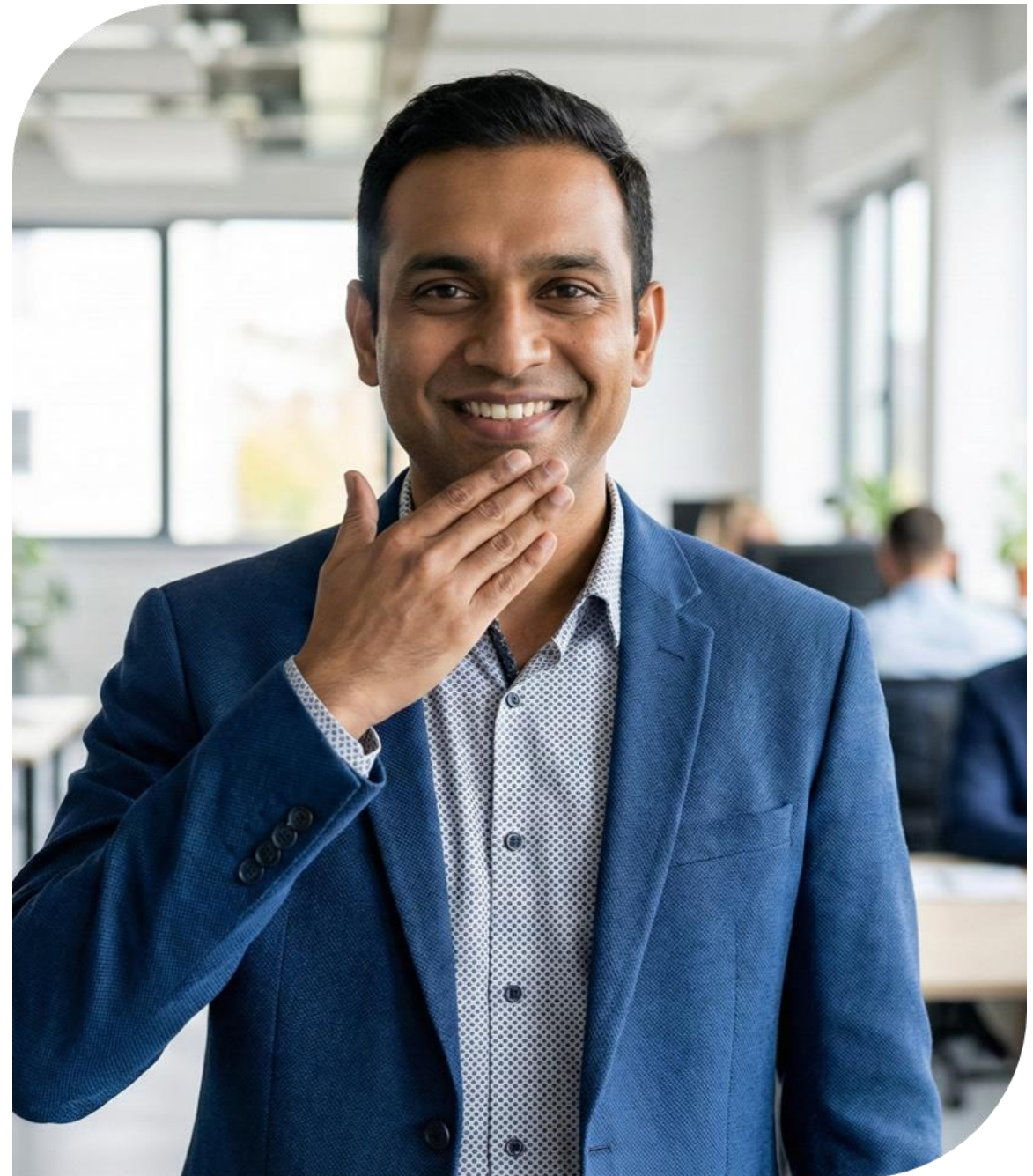
An Australian Government Initiative



NRS User Experience Survey 9 Results

November to December 2025

concentrix
catalyst



Background & Objectives

The National Relay Service (NRS) users shared important feedback during Survey 9, which was held from 17 November and 21 December 2025. 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:

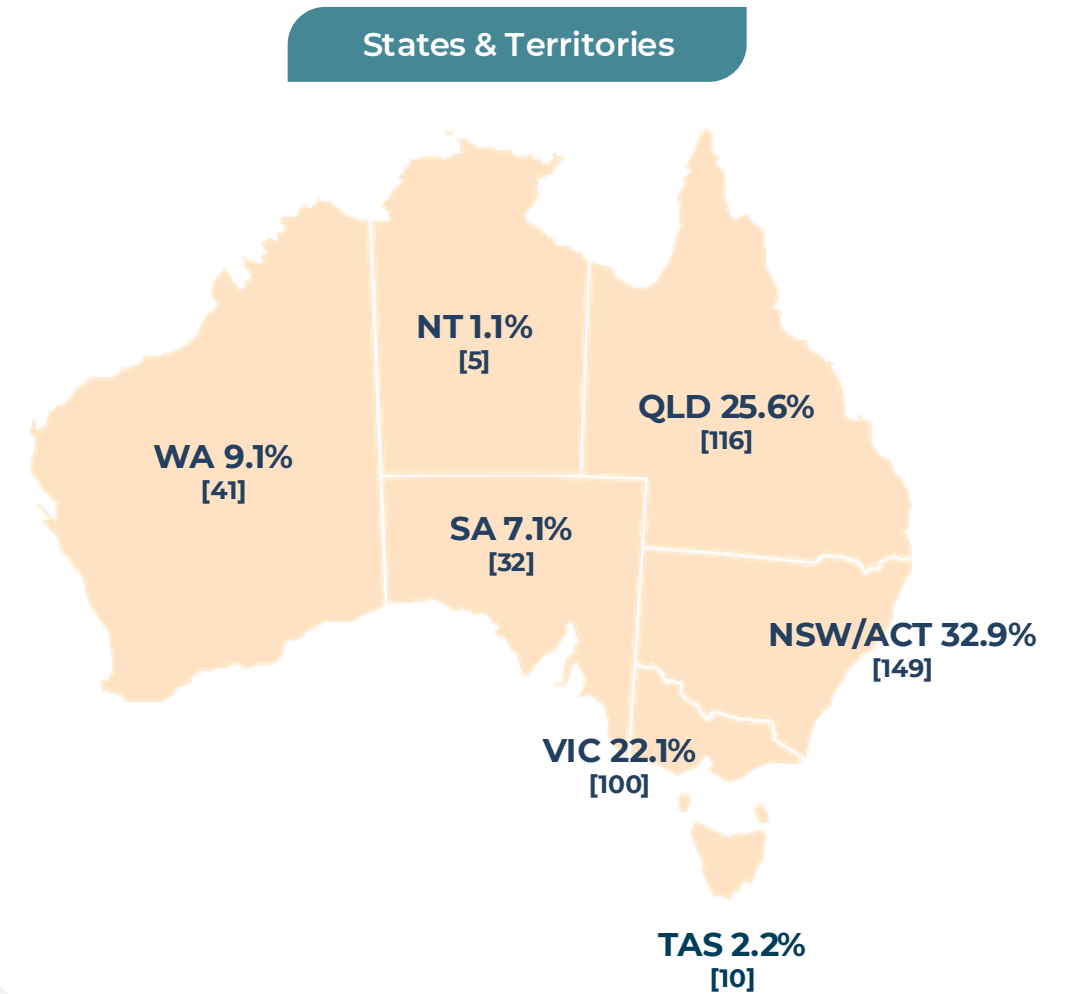
- Included customised questions related to the Web Portal enhancements launched on 10 September 2025.

Survey Responses:

- A total of 453 responses were received, with 437 submitted via email and 16 via post.

Survey Responses Overview

Length of Registration	Received
Less than 1 year	84 [10.6%]
1 Year	20 [4.4%]
2 Years	12 [2.6%]
3 Years	17 [3.8%]
4 Years	269 [59.4%]
5 Years and more	87 [19.2%]



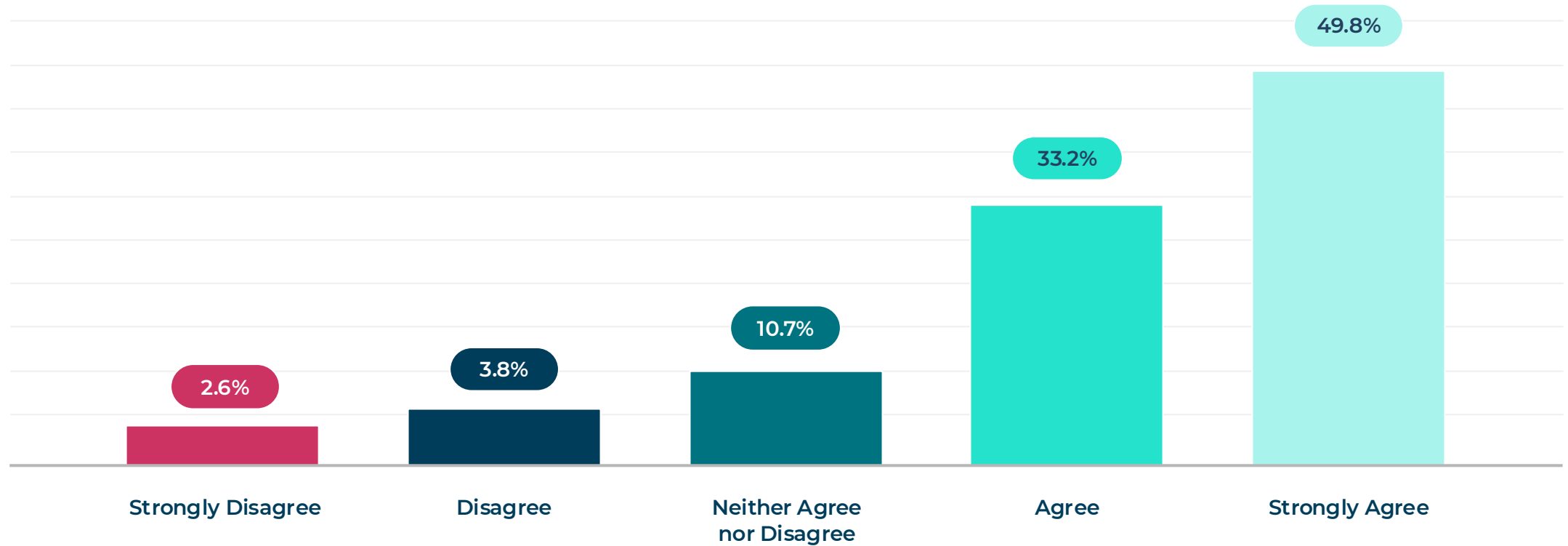
¹ Surveys conducted 17th Nov to 21st Dec 2025, n=453

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
I was satisfied with the service	71%	79%	82%	77%	79%	84%	84%	82%	83% ↑
The service met my need	76%	82%	85%	81%	83%	87%	86%	86%	86% ↔
The service was easy to use	-	80%	86%	81%	83%	86%	83%	82%	86% ↑
I felt comfortable and confident using the service	75%	80%	85%	80%	83%	86%	85%	84%	86% ↑

NRS User Survey Experience Ratings

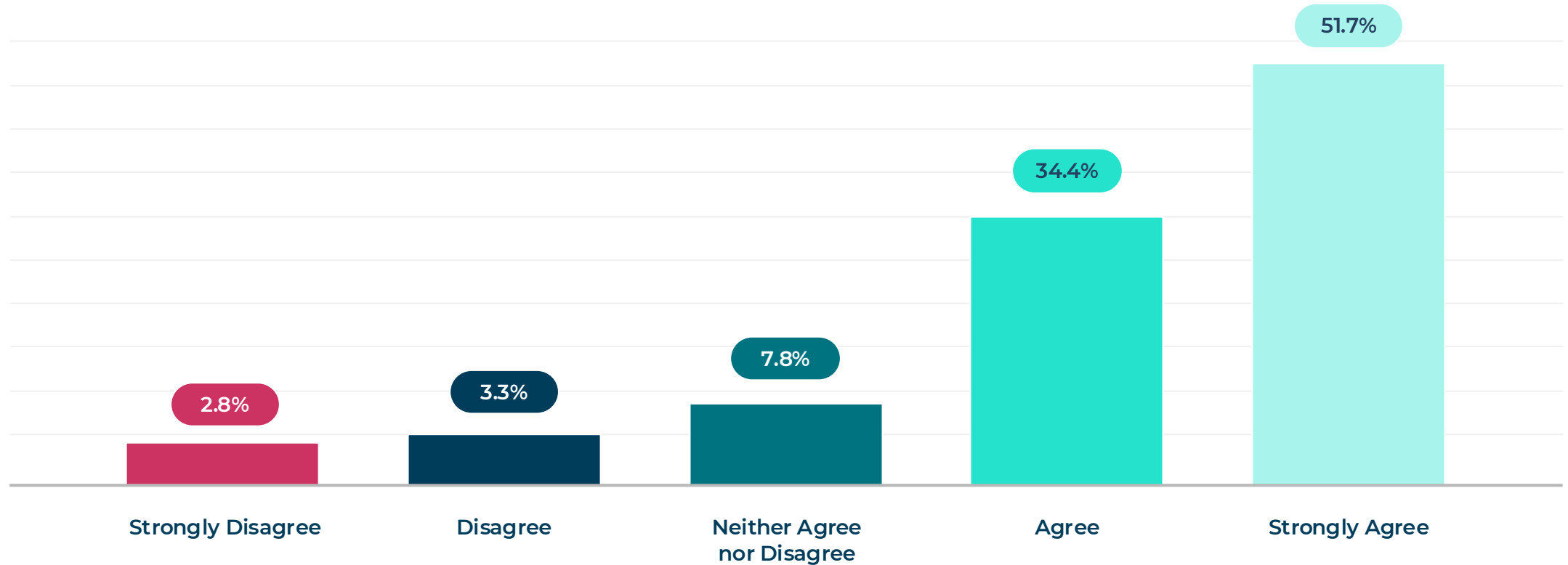
I was satisfied with the service today



¹ Surveys conducted 17th Nov to 21st Dec 2025, n=453

NRS User Survey Experience Ratings

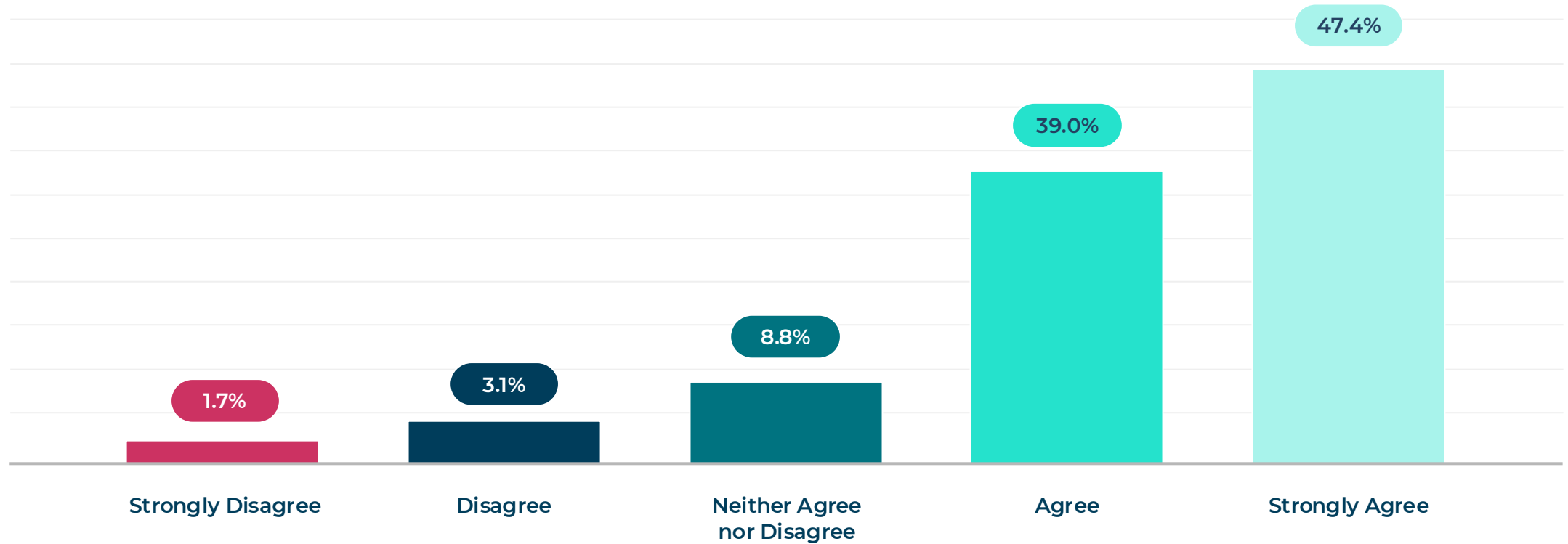
The service met my need



¹ Surveys conducted 17th Nov to 21st Dec 2025, n=453

NRS User Survey Experience Ratings

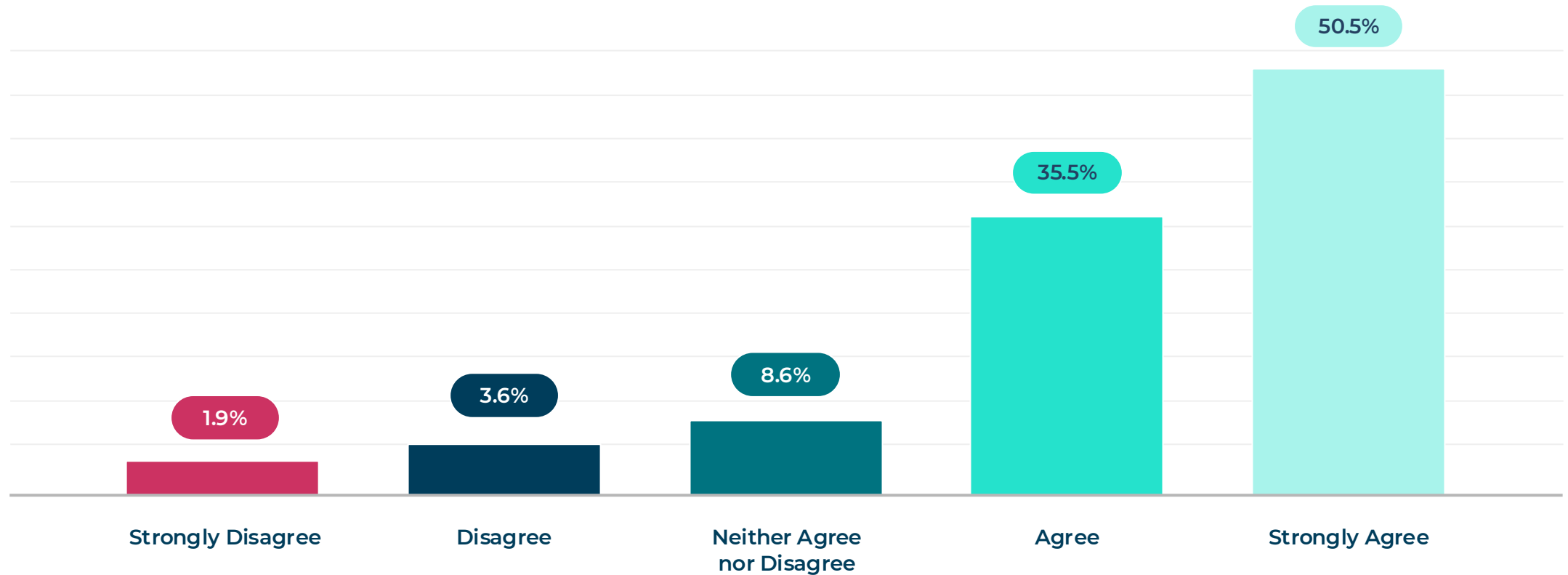
The service was easy to use



¹ Surveys conducted 17th Nov to 21st Dec 2025, n=453

NRS User Survey Experience Ratings

I felt comfortable and confident using the service



¹ Surveys conducted 17th Nov to 21st Dec 2025, n=453

Key Takeaways

1. Survey 9 results show that users are still very satisfied with the NRS, and their positive experiences are staying strong across the community.
2. There are more opportunities for the NRS to work with other businesses and organisations to help improve the call process for everyone.
3. New ways to improve the NRS mobile app and website features have been identified to help the NRS users.
4. Changes to service procedures and sign-up processes can be made for the NRS users alongside more training for Relay Officers and Interpreters.