

NRS User Experience Survey

Survey 8 – May to June 2025



An Australian Government Initiative



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 valuable feedback on improving User experience and adapting to the changing needs of the community during Survey 8, conducted from 26th May to 29th June 2025.

This survey offers insights into user sentiment while identifying the challenges faced by NRS Users and suggestions for potential service improvements.

Additionally, this report incorporates feedback gathered through the Helpdesk Feedback Form, complementing the survey insights.

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

Survey Approach Overview

What we did differently:

- Identified the most commonly used platforms and devices for accessing the NRS.
- Added questions to gather feedback on the transition of Video Relay to Microsoft Teams, enhancements to the NRS web and mobile app, and Helpdesk support through screen sharing.

Survey Responses:

- A total of 390 responses were received, with 377 submitted via email and 13 via post.

Survey Responses Overview



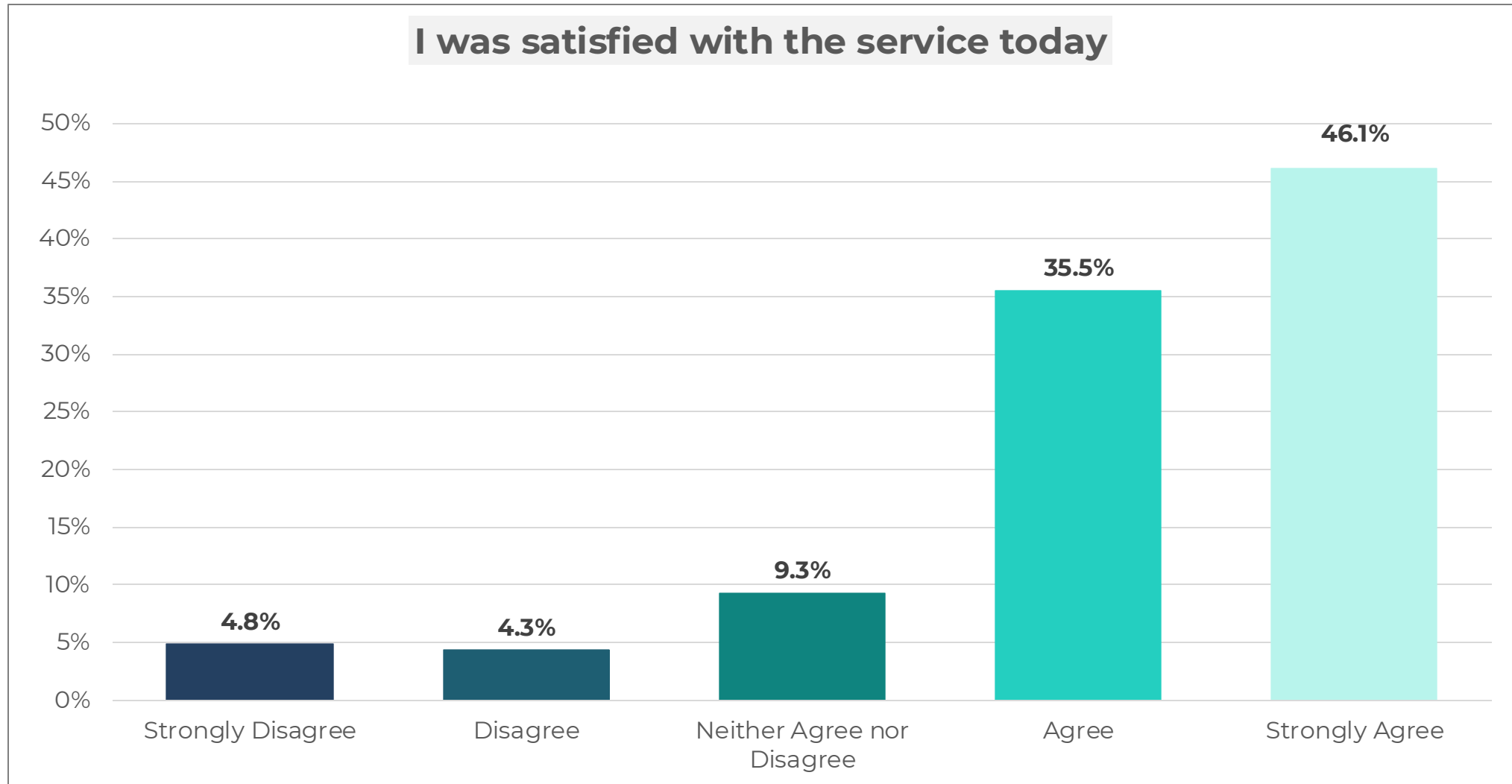
Length of Registration	Received
Less than 1 Year	31 [7.9%]
1 Year	17 [4.4%]
2 Years	11 [2.8%]
3 Years	38 [9.7%]
4 Years	225 [57.7%]
5 Years and more	68 [14.4%]

States and Territories	Received
New South Wales & Australian Capital Territory	121
Victoria	111
Queensland	93
Western Australia	29
South Australia	26
Tasmania	7
Northern Territory	3

Overall Surveys' Response

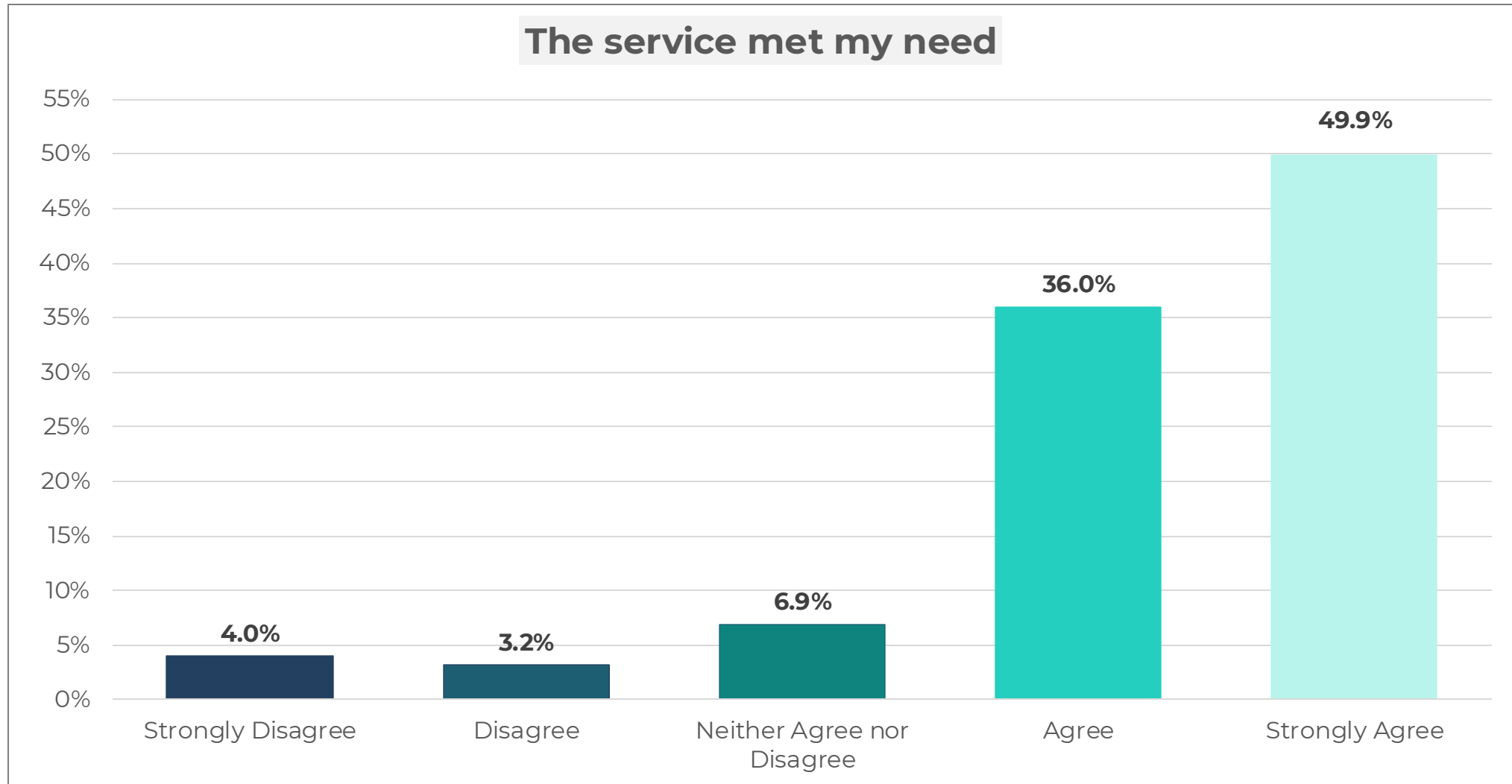
<i>Please rate your experience across the following attributes:</i>	Round 1 Sample Size: 133 29 January to 14 February 2021	Round 2 Sample Size: 593 31 January to 27 February 2022	Round 3 Sample Size: 893 24 October to 20 November 2022	Round 4 Sample Size: 716 1 May to 31 May 2023	Round 5 Sample Size: 730 1 November to 30 November 2023	Round 6 Sample Size: 576 1 May to 31 May 2024	Round 7 Sample Size: 443 1 May to 31 May 2024	[Current] Round 8 Sample Size: 390 26 May to 29 June 2025
I was satisfied with the service	71%	79%	82%	77%	79%	84%	84%	82%
The service met my need	76%	82%	85%	81%	83%	87%	86%	86%
The service was easy to use	-	80%	86%	81%	83%	86%	83%	82%
I felt comfortable and confident using the service	75%	80%	85%	80%	83%	86%	85%	84%

NRS User Survey Experience Ratings



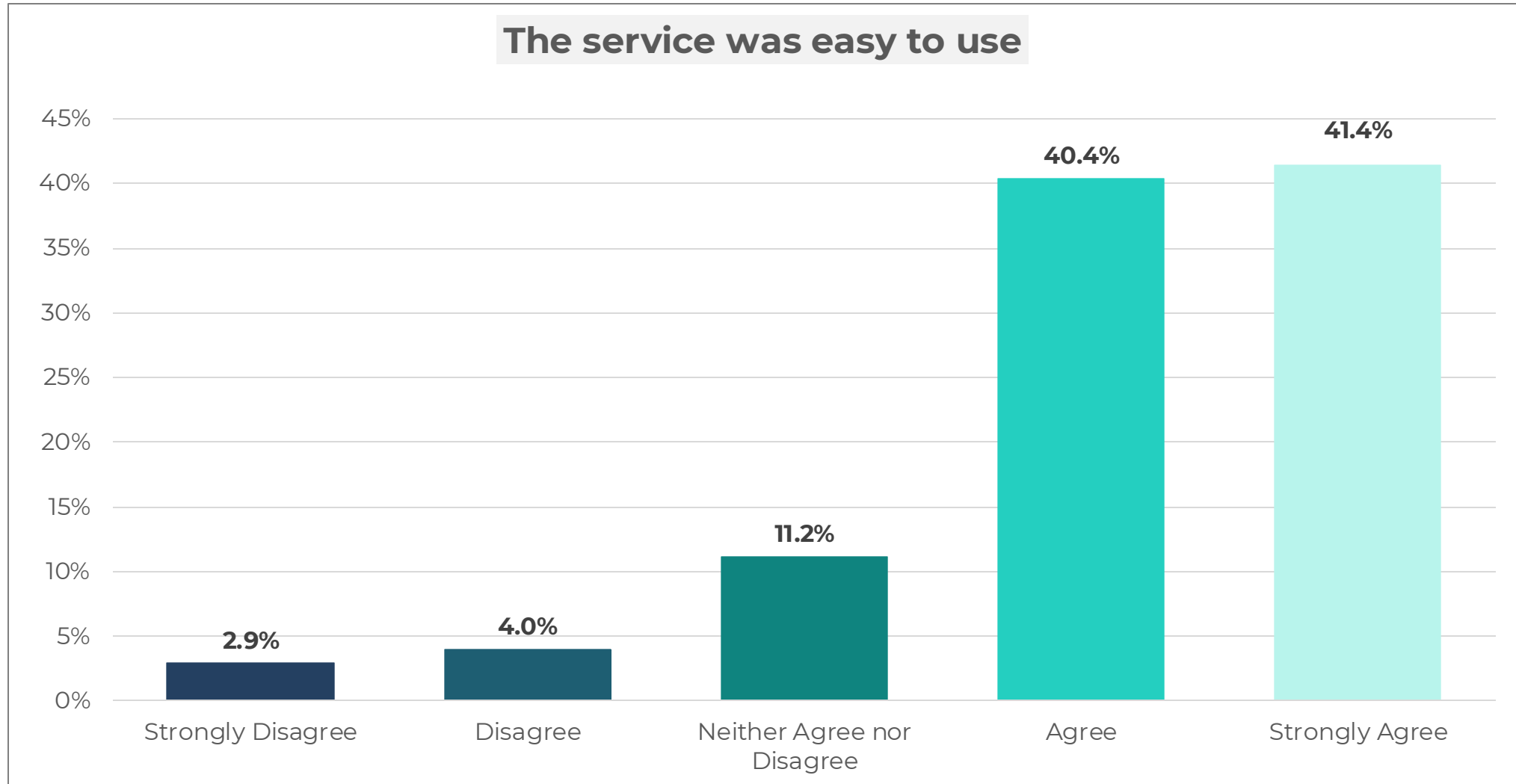
¹ Surveys conducted 26th May to 29th June 2025, n=390

NRS User Survey Experience Ratings



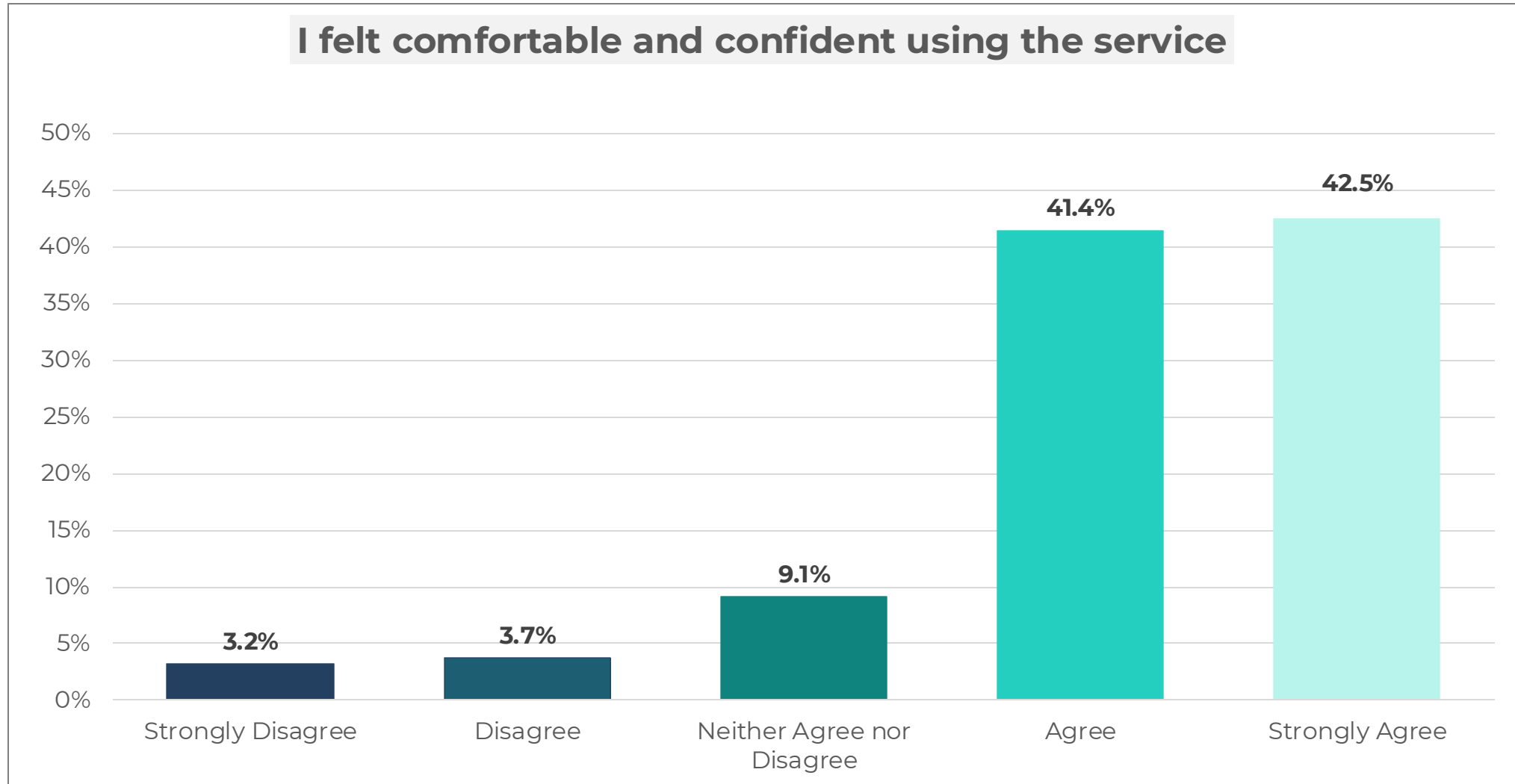
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NRS User Survey Experience Ratings



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Key Takeaways

1. NRS Users continue to have a positive experience with the service, consistent with findings from the eighth round of surveys.
2. Opportunities exist for the NRS to engage with organisations and businesses that NRS Users frequently contact to improve the call taking process.
3. There are options for improvements to User features.
4. Further improvements can be made in User processes and Relay Officer training.