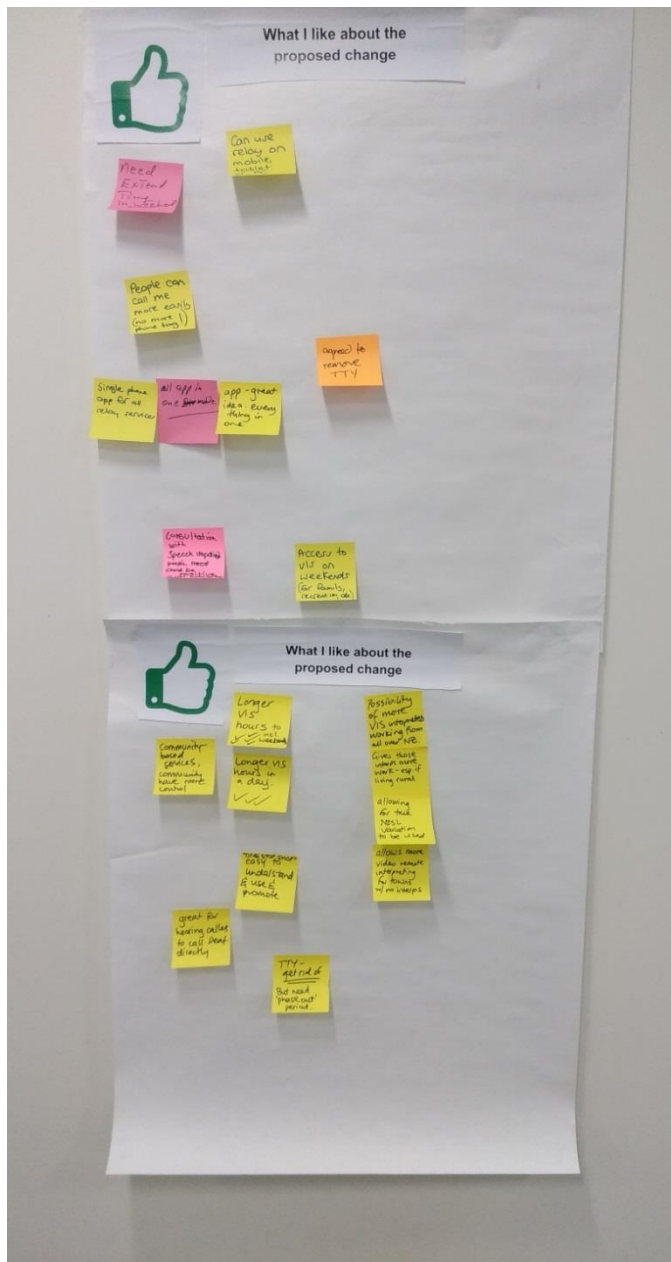


Auckland Workshop 25 March 2019 (approx. 20 attendees)



What I like about the proposed change

Availability of Video Interpreting Service (VIS)

- Need extended time in weekend
- Access to VIS on weekends (for family, recreation etc)
- Longer VIS hours to incl weekends

Digital services

- Can use relay on mobile, tablet or PC
- “ONE STOP SHOP” easy to understand & use & promote
- Single phone app for all relay services
- All app in one mobile
- App-great idea. Everything in one

Speech-impaired users

- Consultation with speech impaired people could be positive to get better service
- Community based services, community have more control

Registration supporting two-way calling

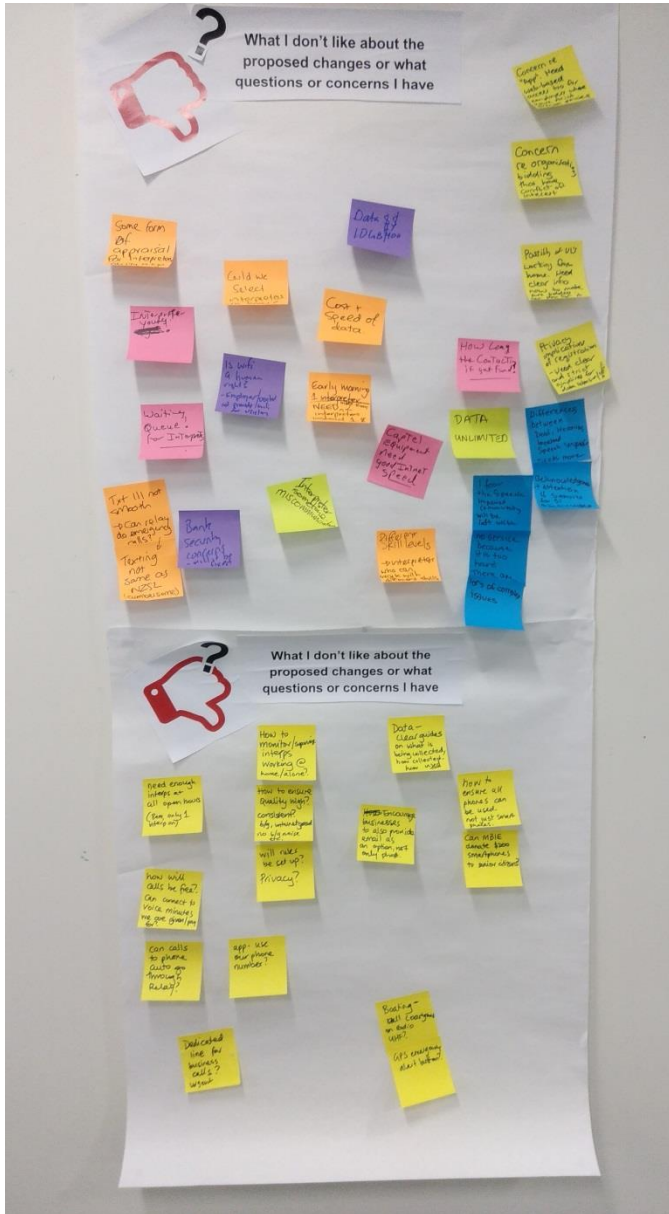
- Great for hearing callers to call deaf directly
- People can call me more easily (no more phone tag)

Interpreters

- Possibility of more VIS interpreters working from all over NZ gives those interpreters more work especially if living rural allowing for true NZSL variation to be used
- Allows more remote interpreting for towns with no interpreters

Older services

- Agreed to remove TTY
- TTY – get rid of – but need ‘phase out’ period



What I don't like about the proposed change or what questions or concerns I have

Availability of Video Interpreting Service (VIS)

- Need enough interpreters at all open hours (8am, only 1 interpreter on)
- Early morning 1 interpreter. Need more than 2 interpreters instead 1.
- Waiting queue for interpreters

Interpreter matching

- Interpreter – young (preference)
- (Q) Could we select interpreters we know?
- Interpreter - sometimes miscommunication
- Different skill levels –interpreters who can work with different skills
- Some form of appraisal for interpreters – ability to sign

Interpreters working from home

- How to monitor/supervise interpreters working at home/alone?
- Possibility of VIS working from home. Need clear info now to make sure bidders can plan for it.

Digital services

- Concern re “App” Need web-based access too for employer where have strict firewall policies
- (Q) How to ensure high quality? Consistent? Internet speed, no background noise etc.

- (Q)How to ensure all phones can be used. Not just smart phones.

Receiving calls

- Can calls to phone automatically go through relay
- (Q) APP – will it use our phone number

Affordability

- Data \$\$ 10GB \$100
- Data unlimited
- Cost & speed of data
- (Q) How will calls be free? Can connect to voice minutes we are given pay for ?
- (Q) Can MBIE donate \$200 smartphones to senior citizens

Conflicts of interest

- Concern re organisations bidding that have conflict of interest
- (Q) How long the contact is of get fund?

Difficulty accessing wi-fi

- Is wifi a human right? Employer/Doctor not provide wifi for NZ relay
- CapTel equipment need good internet speed

Emergency calling

- (Q) Text 111 not smooth – can relay do emergency calls –texting not the same as NZSL – cumbersome?

- Boating – call call coastguard on radio UHF?
- GPS emergency alert button

Contacting businesses

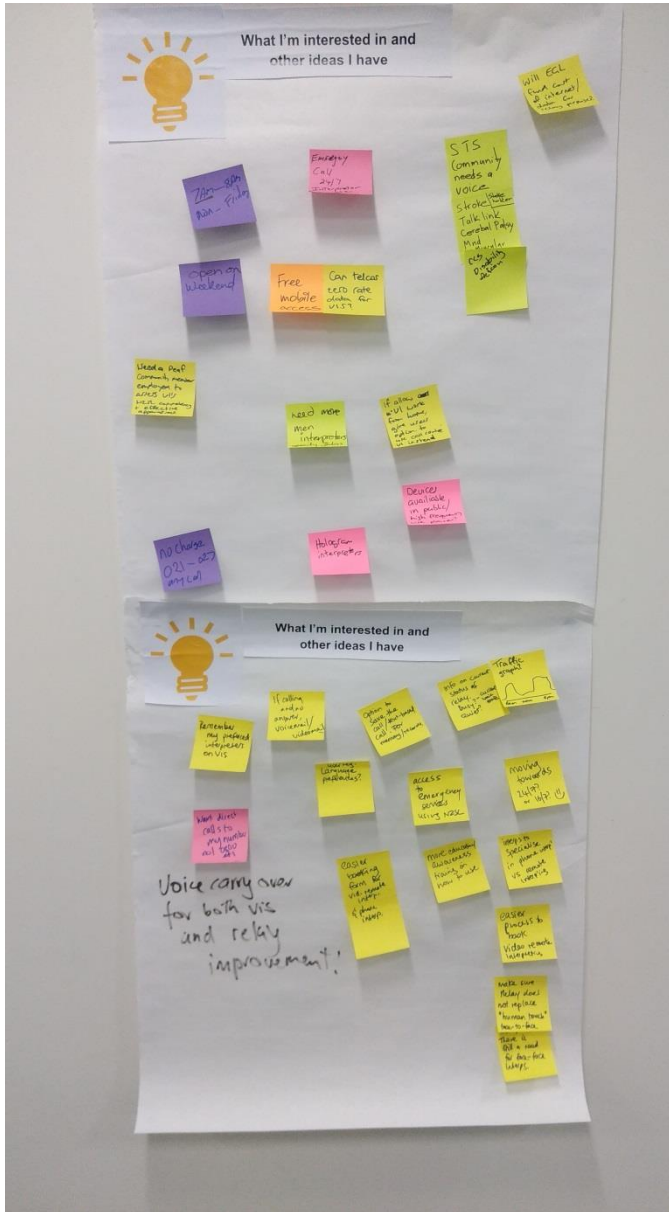
- (Q) Bank security concerns – will it be fixed?
- Encourage businesses to also provide email as an option, not only ph#.

Speech-impaired users

- Differences between Deaf, Hearing Impaired, Speech Impaired needs more acknowledgement and attention if for SI (speech impaired) service to be successful
- I fear the speech impaired community will be left with no service because it is too hard. There are lots of complex issues

Registration

- Privacy implication of registration – need clear and strict guidelines for data retention/usage
- Data – clear guides on what is being collected, how collected, how used.
- (Q) will rules be set up? Privacy?



What I'm interested in and other ideas I have

Availability of Video Interpreting Service

- 7am to 8pm Mon – Friday
- Will EGL fund cost of internet/data for relay purposes
- Open on weekend
- Info on current status of relay – busy- quiet – current wait time traffic graph
- Moving towards 24/7 or 16/7
- Voice carry over improvement for both VIS and Relay

Speech-impaired users

- Speech to Speech community needs a voice – Stroke NZ, Talk Link, CCS Disability Action, Motor Neuron Disease, Muscular Dystrophy

Affordability

- Free Mobile Access
- (Q) Can telcos zero rate data for VIS
- No charge 021-027 any call

Interpreters

- Need a deaf community member employed to assess VIS NZSL competency & effective appraisals
- Need more male interpreters – specify jobs
- If allow VI work from home, give users options to use call centre VI instead
- Hologram interpreters
- User registered language preferences

Access to devices

- Devices available in public/high frequency use places
- Remember my preferred interpreter on VIS

Receiving calls

- If calling and no answer, voicemail/video-mail
- Option to save the call/text based call for memory/records
- Want direct calls to my number not 0800 etc

Booking Video Interpreting Service

- Easier booking form for video remote interpreter and phone interpreter
- Easier process to book video remote interpreters

Education and training

- More educational awareness training on how to use (individual/business)
- Interpreters to specialise in phone interpreting vs remote interpreting
- Make sure relay does not replace “human touch” face-to-face
- Interpreters. There is still a need for face-to-face interpreters

Emergency calling

- Emergency call 24/7 interpreter available
- Access to emergency service using NZSL