

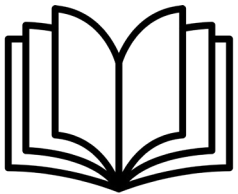


All is for Whānau

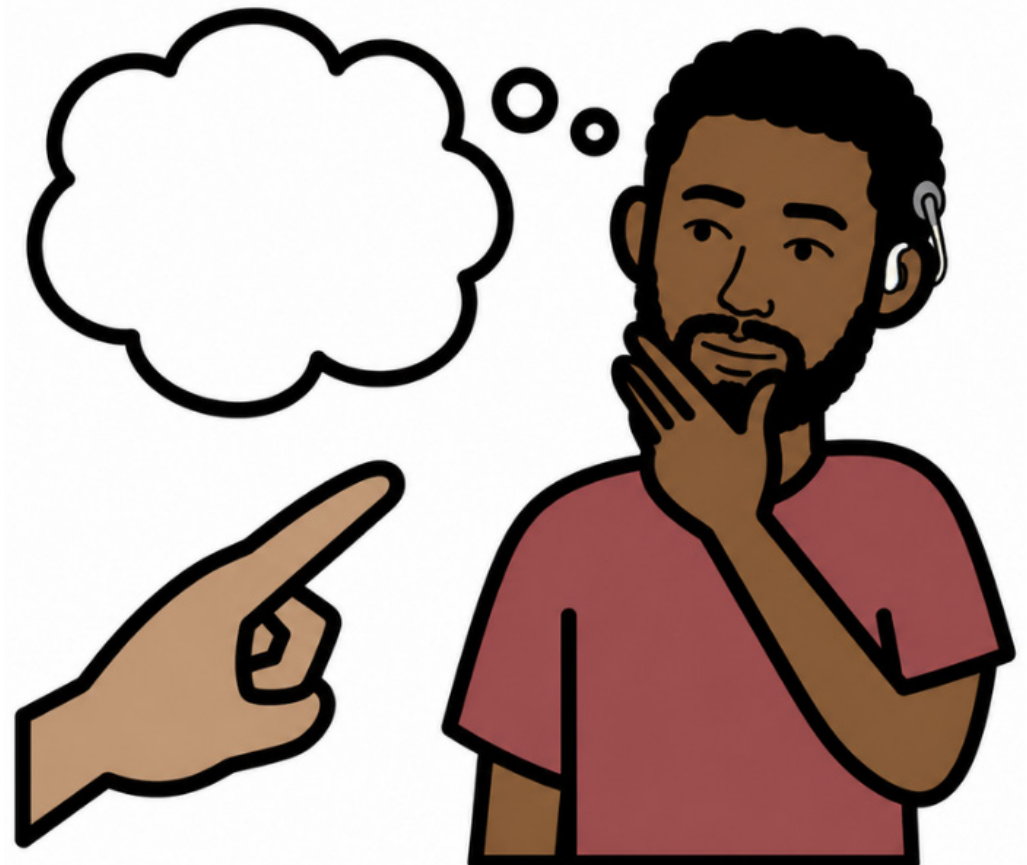


MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT
HIKINA WHAKATUTUKI

Your ideas about the NZ Relay Service



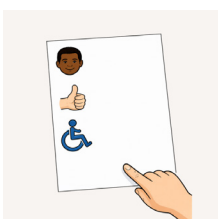
Easy Read



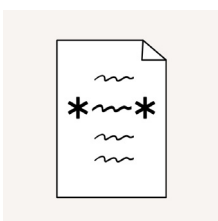
About Easy Read



This is an Easy Read book.



Easy Read uses simple words and pictures to explain ideas.



New words are ***bold with stars***.

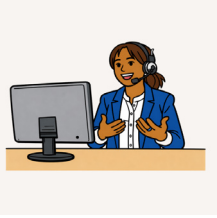


We explain what new words mean.



Get more information on our website
www.mbie.govt.nz

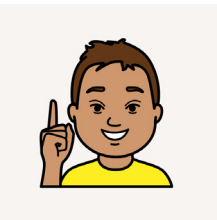
What is the NZ Relay Service?



The NZ ***Relay*** Service helps New Zealanders use the phone or other device to communicate.



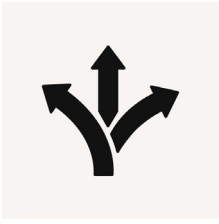
Relay means to pass on information.



When you read the word **we** it means the NZ Relay Service.



We help people who are Deaf or Deafblind or have hearing or speaking challenges.

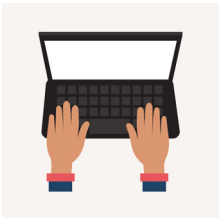


We have different ways to help people communicate.

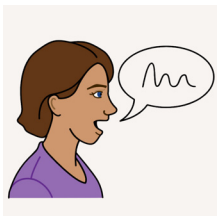


These include

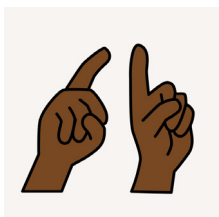
- reading out typed messages



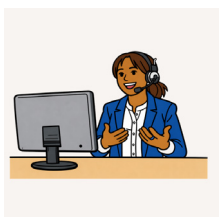
- typing words that show what someone is saying



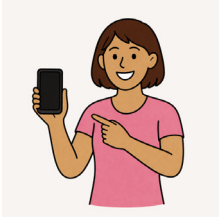
- repeating words to make them clear



- using sign language on video calls



- starting or ending phone calls or video calls.



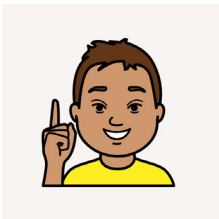
You can use the NZ Relay app on your mobile phone or use our website.



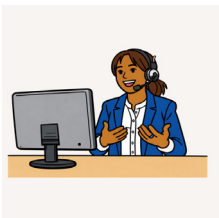
You can also use a ***Teletypewriter***.



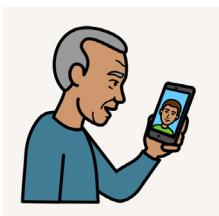
A Teletypewriter lets people type what they want to say and have it read out loud.



The short name for Teletypewriter is TTY.



Most NZ Relay services are open all the time.



Video services are only open at times during the day.

What do we want to know?



The NZ Relay Service is planning for the future.



We want to make sure the service works well for the people who need it.



We will ask questions about using the service.

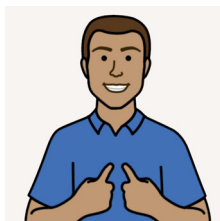


We will also ask questions about ***misuse***.



Misuse is when the service is not used properly or by people who do not need it.

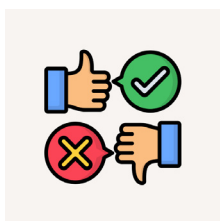
Questions about using the service



Have you used the NZ Relay Service to make or get a phone call?



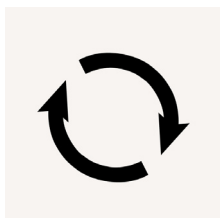
What help did NZ Relay Service give you?



Was the NZ Relay Service helpful?



What made the NZ Relay Service helpful or not for you?



Did you use the service again?



Did you stop using the service?



Why did you stop or keep using the service?



Can you think of anything to make the service better?

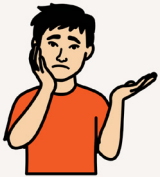


Can you think of anything the service should stop doing?

Questions about misuse



Sometimes people use the service even though they do not need to.



They might think it is funny or a joke.



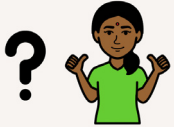
They might speak rudely to people who work for the service.



We want to cut down misuse.



Asking people to ***register*** to use the service might help.



Register means to confirm ***personal information*** and record it.



Personal information includes things like your name, phone number and where you live.



You might need to show ***identification*** to use the service.

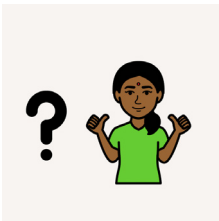


Identification might be a document that shows your name and address.

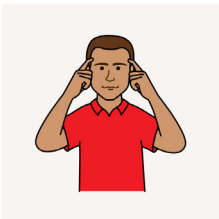
Questions for you



Would you register to use the service?



Would sharing personal information make it harder for you to use the service?



Can you think of other ways we could make sure the service only helps people who need it?

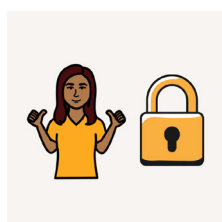
Tell us what you think



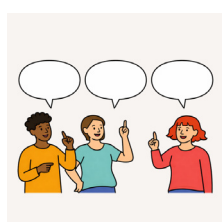
You can share your answers with us from **2 June 2026 to 6 July 2026**.



We might share some of the answers you give us on our website.



We will not share your answers if you tell us that you do not want us to.



We want everyone to be able to tell us what they think.

How to tell us what you think

First tell us you want to take part

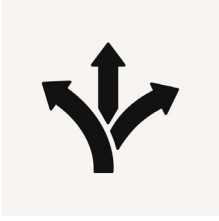


Email to express your interest
RelayConsultation@mbie.govt.nz

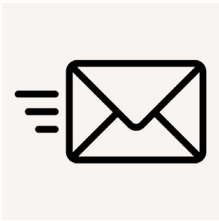


Call or text to express your interest
021 084 15035

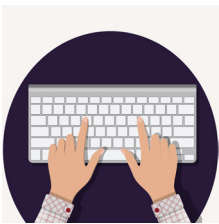
Ways to share ideas



There are many ways to share ideas for people with different access needs.



Email your answers to these questions
RelayConsultation@mbie.govt.nz



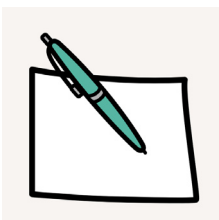
Fill out a survey online at



Join an online group workshop with captions and a sign language interpreter.



Have a conversation with 1 person.

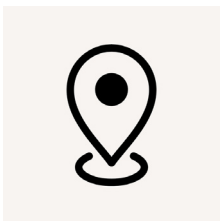


Write down your answers and post them.

Post written answers and feedback



NZ Relay Project Team
ICT Policy & Programmes

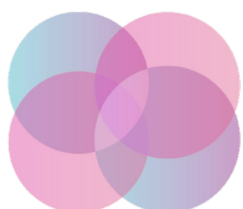


Ministry of Business, Innovation &
Employment
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Wellington 6140
New Zealand

Text for more help



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Embrace **Access**

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