New Zealand Telecommunications Relay Services Beyond 2019: Submission template

The closing date for submissions is **5.00pm, Friday 13 April 2018.**

You can make a submission by emailing RelayConsultation@mbie.govt.nz or by posting your feedback to:

NZ Relay Project Team
ICT Policy & Programmes
Ministry of Business, Innovation & Employment
PO Box 1473
Wellington 6140
New Zealand

If you post your submission, please also send it electronically if possible (as a PDF or Microsoft Word document).

New Zealand Sign Language (NZSL) users are also able to make video submissions in NZSL. For Further information please visit http://www.mbie.govt.nz/info-services/sectors-industries/technology-communications/communications/telecommunications-relay-service/.

Please complete the following contact details:

Your name:	Joanne Witko
Your email address:	

Is your submission on behalf of an organisation?
√ - copy and paste this symbol to mark your answer if completing on a computer

	Yes

If yes, please write the name of the organisation and your position here:

Capital and Coast, Hutt Valley and Wairarapa DHB

If you or your organisation do not wish your name to be included in any summary of submissions that the Ministry may publish, please advise here:

☐   No, I do not want my name / organisations name published in any summary of submissions

If you or your organisation object to the release of any information contained in this submission, please advise here:

If completing as an individual, which region do you live in?

√ - *copy and paste this symbol to mark your answer if completing on a computer*

	Northland	√	Wellington
	Auckland		Tasman
	Waikato		Nelson
	Bay of Plenty		Marlborough
	Gisborne		West Coast
	Hawke's Bay		Canterbury
	Taranaki		Otago
	Manawatu-Wanganui		Southland
	Outside New Zealand. Please specify location:		

If completing as an individual, which age bracket do you (or the person you are completing the form on behalf of) fall into?

√ - *copy and paste this symbol to mark your answer if completing on a computer*

	Under 18		45 – 54
	18 – 24		55 – 64
	25 – 34		Over 65
	35 – 44		Prefer not to disclose

If you are comfortable doing so, please tick any communications disabilities that apply to you, the person you are completing this submission on behalf of, and/or the body of people you or your organisation represents:

√ - *copy and paste this symbol to mark your answer if completing on a computer*

	Deaf
	Hearing Impaired
	Speech Impaired
	Deafblind
√	Other (please specify) The DHB provides servcies for Deaf community members communciating with hearing staff members
	Prefer not to disclose

Are you a hearing recipient of relay calls, or user of the VIS?
√ - *copy and paste this symbol to mark your answer if completing on a computer*

	Yes
	Not personally

Are you a user of New Zealand Sign Language?
√ - *copy and paste this symbol to mark your answer if completing on a computer*

√	Yes
	No

Are you a user of any of the relay services? If so, please tick which services, and the frequesncy with which you use them, below:
√ - *copy and paste this symbol to mark your answer if completing on a computer*

	Every day	Several times a week	Once a week	1-3 times a month	Less than once a month
Teletypewriter to Voice					
Voice Carry Over					
Hearing Carry Over					
Mobile Text Relay					

Internet Relay				
CapTel				
Web CapTel				
Video Interpreting Service	√			
Speech to Speech				
Video-Assisted Speech to Speech				

If you are a user of the relay service, please describe the purposes for which you use it. For example, for social/personal calls, to conduct business, to use interpretation services for appointments:

My role is to enable and facilitate full communication between members of the Wellington Deaf community and DHB staff by encouraging the use of VRI where appropriate. We also use VRI due to difficulty getting face to face interpreters for administration type meetings where Deaf people from the community are involved in planning and funding type discussions within the DHB.

If you are not a user of the relay service, please describe your interest in this public consultation:

Stated above

Which of the current services were you aware of prior to completing this submission? Please tick the services below:

√ - *copy and paste this symbol to mark your answer if completing on a computer*

	Teletypewriter to Voice	√	CapTel
	Voice Carry Over		Web CapTel
	Hearing Carry Over	√	Video Interpreting Service
	Mobile Text Relay		Speech to Speech
√	Internet Relay		Video-Assisted Speech to Speech

Availability of Services – *Please let us know if your comments relate to a specific service*

1. What is your view of the current availability of the relay service (i.e. are you able to access the relay service when you need it?

All my comments are related to Video Relay Interpreting:

Currently within the Wellington region, we cannot guarantee Deaf people who use NZSL full access to communication 24/7. Interpreting agencies although offer their services 24/7 are currently reliant on an interpreter being willing to respond to a job request after hours. Our view is that VRI needs to be available 24/7. Although VRI is not suitable in all situations it would guarantee some coverage during this time.

2. If you have encountered problems, what are these and what impact have they had?

Our biggest barrier to using VRI to date has been having to use skype. Skype has been blocked on staff wifi and patient wifi is only available to patients admitted to hospital. Concern has also been raised about how secure skype is. I have also heard Deaf people and DHB staff comment about the unreliability of skype as compared to others systems such as 'Zoom' being more reliable.However, after many years of talking with our IT services, they have very recently (past few weeks) agreed to open up access to skype. So we will be able to start using it more freely then previously.

3. What changes could be made to relay services to improve their availability, and why?

If the Wellington Deaf community was familiar with the VRI interpreters or Wellington based interpreters could work for VRI this will allow more Deaf people to use VRI. Particularly the sector of the Deaf community that struggles the most in the health system due to poor health literacy and access to education. Possibly having some interpreters specialise in medical interpreting or be working towards this. These people could then be introduced in some way to the Deaf community who in time may feel more comfortable using VRI then they previously would. This is something Deaf people comment on a lot wanting an interpreter who is familiar with the language of health systems and medical terminology.

I have heard good comments about the recent workshops VRI has run with the Deaf community via Deaf Aotearoa but I've also heard that it would have been helpful to actually show Deaf people how it works in practice. I know people that wouldn't use it as they need to be shown the first time and have it all set up on their phones or devices then may use when needed.

Accessibility – *Please let us know if your comments relate to a specific service*

4. What additional measures or initiatives could be introduced to increase awareness of the relay service and its benefits to users of the service and the wider community?

Workshops encouraging deaf people to bring in their devices to get assistance with setting them up ready to use VRI.

Going to the DHBs and primary care (GPs) directly and offering assistance with how to set up

VRI with guidelines.

Targeting chemists, and ambulance services as accessing these services is generally unplanned and brief therefore VRI would be ideal in these situations as good communication is crucial and there would often not be time to book an interpreter.

When we have purchased our 5 ipads for the hospitals in the Wellington region (wellington, kenepuru, hutt valley and Wairarapa) I plan on doing some advertising to the local deaf community on facebook. VRI could partner with me in doing this? Jake is a part of the Deaf advisory group I work with at the DHB.

5. If you had the choice between accessing a relay service from a fixed device at home or from your mobile, laptop or tablet, which would you prefer and why?

In a hospital setting, mobile devices are preferable. We are planning on allocating an ipad to a Deaf patient when they enter the hospital e.g, allocated at ED and the ipad will stay with them until they leave the hospital. It can travel with them to a ward if they are admitted.

6. What specific relay services would you like to see available on your mobile, laptop or tablet and why?

I am commenting only on VRI

7. For those relay services that are available on your mobile, laptop or tablet already, are there any improvements that could be made that would make them easier to use and why?

Not using skype as the only platform to access VRI.

8. Are there any other issues related to ease of access and use with the current relay service that we should consider?

Affordability – *Please let us know if your comments relate to a specific service*

9. Are the costs of connectivity a barrier to you accessing and using the relay service?

NA, the purchase of the ipads is a relatively small cost to the DHB.

10. If so, what are the specific problems you have encountered and what impact has this had?

NA

11. What changes could be made to the relay service to improve its affordability and why?

Fit for Purpose – *Please let us know if your comments relate to a specific service*

12. Are there any particular features or changes that you think should be made to the relay service to ensure it continues to offer a good experience to users and why?

Already mentioned above.

13. Are there any relay services or equipment that you consider are no longer relevant and could be phased out or discontinued? If so, what measures or support would need to be provided to transition users to other services or mainstream devices?

NA

14. Have you ever discontinued use of any of the relay services? If so which service or services, and why?

NA

Any Other Comments – *Please let us know if your comments relate to a specific service*

15. What other comments do you have about New Zealand Telecommunications Relay Services?

NA

Thank you for taking the time to complete this submission. Your feedback is appreciated.

Publication of submissions

Written submissions may be published at www.mbie.govt.nz. We will consider you to have consented to publication by making a submission, unless you clearly specify otherwise in your submissions.

In any case, all information provided to the Ministry in response to this discussion document is subject to the Official Information Act 1982 (OIA). **Please advise if you have any objection to the release of any information contained in a submission**, and in particular, which part(s) you consider should be withheld, together the with reason(s) for withholding the information.

In particular, please clearly indicate in your submission if you do not wish your name and any other identifying details to be included in any summary of submissions that the Ministry may publish, or in any responses to OIA requests.

The Ministry will consider all such objections when responding to requests for copies and information on submissions to this document under the OIA. Please note that in certain circumstances information you have provided us may be required to be released to a requester under the OIA, even if you would prefer it to be withheld.

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