

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:	Deaf Action New Zealand
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

<input checked="" type="checkbox"/>	Yes
<input type="checkbox"/>	No

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

Deaf Action New Zealand Chairperson
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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:

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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)
	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
√	No

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 frequency 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:

Deaf Action members use NZ Relay for a variety of purposes, work related, health related, justice related, social, family,

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

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?)

- Video interpreting hours are too limiting
- During busy times we don't know if there is a short or long queue

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

- lack of availability during peak times (we have no idea if the queue is short or long which impacts whether or not we should wait or return another time)

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

- the video relay service needs to be available 24/7 to give access to health services, police, families etc.
- Have ZOOM added a Relay Video Platform for meetings. Some organisations only use this platform to communicate with.

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?

The form for booking interpreters does not recognise Deaf people as citizens, the language and the format needs to be changed urgently.

For VIS bookings there is no need to ask for an address etc as this has no impact on the service whatsoever. It needs to be much simpler.

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?

We require access across all equipment as calls need to be doable at all times.

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

a specific app would be useful

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?

Using a specific app

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

The booking system on the website needs to be addressed urgently

Knowing where you are in the queue would be useful

It would also be good to know who the interpreter is before you see them face to face (some interpreters are not suitable for certain jobs or for personal reasons the Deaf person does not want to use that interpreter).

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?

Not being able to call mobile phones easily is a big difficulty because if we were to use our own mobiles our personal plan will cover the cost of the call so in effect we are paying twice to make calls to mobiles.

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

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

Work with mobile companies to find a way to resolve this issue.

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?

- 24/7 video relay service
- system for notifying people where they are in the queue
- address the booking form

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?

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

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?

We appreciate having the service and want to see it strengthened and expanded so it can be used across a variety of settings.

The services have a huge impact on our ability to access services, education, family, friends, community etc, without it the rate of mental health issues across the community due to isolation and miscommunication would be much higher.

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 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.

The Privacy Act 1993 establishes certain principles with respect to the collection, use, and disclosure of information about individuals by various agencies including the Ministry. It governs access by individuals to information about themselves held by agencies. Please contact us if you would like a copy of, or to correct, any of your personal information. Any personal information you supply in the course of making a submission will be used by the Ministry only in conjunction with the matters covered by the documents.