

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:	Samantha read
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
√	No. However, I have recently finished in my role as a speech and language therapist with BOPDHB where i set up a telehealth service so my experience is based on this.

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

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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:

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

As a Speech and Language therapist these services are likely to be highly beneficial for my patients. I am not aware of them to date so interested to learn more. I have also set up a telehealth service and therefore have an interested in this type of access for patients.

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

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

<input type="checkbox"/>	Teletypewriter to Voice	<input type="checkbox"/>	CapTel
<input type="checkbox"/>	Voice Carry Over	<input type="checkbox"/>	Web CapTel
<input type="checkbox"/>	Hearing Carry Over	<input type="checkbox"/>	Video Interpreting Service
<input type="checkbox"/>	Mobile Text Relay	<input type="checkbox"/>	Speech to Speech
<input type="checkbox"/>	Internet Relay	<input type="checkbox"/>	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?)

I was not aware of these services and therefore cannot comment.

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

N/A

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

N/A

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?

As a Speech and language Therapist, I was not aware that these services existed. To note, I have moved from the UK a year ago but have not been made aware of the service until this public consultation document was forwarded by our regional SLT rep. I feel that there needs to be more awareness within the SLT teams of these services – particularly the Speech to Speech and Video-Assisted Speech to Speech, hearing relay service and the 111 text service would be highly beneficial. I wonder if an SLT rep would be beneficial in terms of disseminating information nationally? I'm not sure if this already exists but the fact that I am not aware of this highlights the lack of awareness.

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?

For patients, and with technology increasing with the use of mobile technology, I feel best use would be via mobile, laptop and tablet. Although I recognise, particularly within the elderly population (for whom a lot of our work is with) that they are still using landlines and a lot of people still do not have tablet technology. I feel that BOTH is required, and we should be focussing on developing mobile technologies for the future generations as this usage becomes more prevalent.

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

For SLT's, the ones which look like they would be most useful would be; the Speech to Speech and Video-Assisted Speech to Speech, hearing relay service.

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?

I have not used them but from experience of using telehealth (videoconferencing) with patients, ease and speed of access is paramount.

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

For people with language impairment (aphasia), aphasia friendly (accessibility) of information is very important e.g. font size, type, pictorial support, colour use, simple language use etc. There is also frequently cognitive impairment that goes hand in hand with this and consideration on how to reduce cognitive load when using the service may also be beneficial.

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 known as not used.

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

N/A

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

N/A

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?

N/A as not used. However, I feel it would be highly beneficial to have some education on what is available and demonstrations of how this works and could be applied to our clinical caseload.

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?

N/A

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

N/A

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?

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.