



**MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT**
HĪKINA WHAKATUTUKI



New Zealand Relay Service insights report

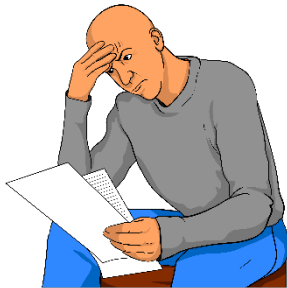


Published: September 2026

Before you start



This is a long document.



It can be hard for some people to read a document this long.

Some things you can do to make it easier are:



- read it a few pages at a time
- set aside some quiet time to look at it
- have someone read it with you to support you to understand it.



What you will find in here

Page number:



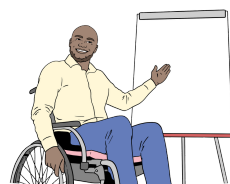
About this Easy Read 3



About the insights report 7



Important things to think about..... 12



Conclusion / wrapping up..... 32

About this Easy Read



This Easy Read is from the Ministry of Business, Innovation and Employment – Hīkina Whakatutuki.



The **Ministry of Business, Innovation and Employment – Hīkina Whakatutuki** is a Government agency that does many things to support the **economy** of New Zealand.



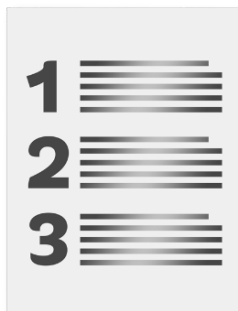
The **economy** means all the things we do to:

- make money
- spend money
- save money to use later.

In this Easy Read the Ministry of
Business, Innovation and
Employment will be called **MBIE**.



This Easy Read is a **summary** of the
New Zealand Relay Service
insights report.



A **summary**:

- is shorter than the main document
- tells you the important ideas.



Deaf



The **New Zealand Relay Service** is for people who find it hard to use the phone like people who:

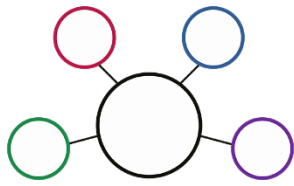
- are Deaf
- have hearing loss
- are deafblind
- are speech impaired / find it hard to talk.

You can find out more about the New Zealand Relay service at:

www.nzrelay.co.nz

This website is **not** in Easy Read.

In this Easy Read the New Zealand Relay Service will be called **the Service**.



Here an **insights report** is a report that puts together all the things that were found out during a **consultation**.



Here a **consultation** is a formal / official way of talking to people to:

- get information
- find out what they think about things.



About the insights report



The Service exists to support people to access the phone.

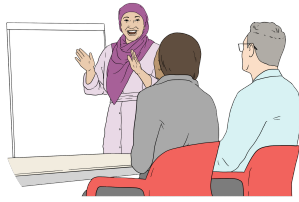


The Service is important for people who:

- are Deaf
- have hearing loss
- are speech impaired / find it hard to talk.



The contract / agreement for who runs the Service ends in May 2027.



A consultation was done to get information about what:

- the Service is like now
- the changes people would like to see.



This information is in this insights report.



The insights report supports MBIE to think about what they need from any provider who does the Service later.



The insights report was written by a team of disabled people.



Deaf



The people who were part of running the consultation included:

- Deaf people
- tāngata turi / Māori Deaf people.

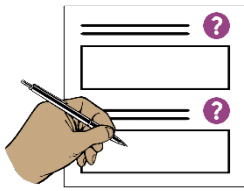


The consultation ran:

- from 2 June 2026
- to 20 July 2026.



More than 180 people took part in the consultation.



The consultation included:

- **surveys**
- **submissions in:**
 - writing
 - New Zealand Sign Language / NZSL
- **focus groups**
- 1 on 1 conversations.



A **survey** is a list of questions that you can answer.



A **submission** is when you tell people what you think about things by:

- email
- video in New Zealand Sign Language / NZSL.

A **focus group** is a group of people who come together to talk about a topic / issue they have in common.

Important things to think about



Service and technology

90 **percent** of people who use the Service would tell other people it is good to use.



Percent is a number out of every 1 hundred.

For example 10 percent means 10 out of every 1 hundred.



People who use the Service give a good rating of 4.25 out of 5 to the:

- relay assistants
- **interpreters.**



An **interpreter** is someone who supports people who do not use the same language to understand each other.



Users say the things they want improved the most are the:

- app for their:
 - phone
 - tablet
- website.



Half of the Service users do not use the app at all.



28 percent of people made comments about the technology of the Service.

Convenience



41 percent of users said they use the Service because it is the most **accessible** option for them to **communicate** with.

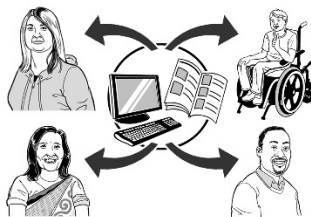


Here **accessible** means something can be used by everyone including deaf and disabled people.



Here **communicate** means

- talking to other people
- getting information from other people
- anything you use to support your:
 - speech / talking
 - writing.





37 percent of users preferred to use New Zealand Sign Language / NZSL to communicate.

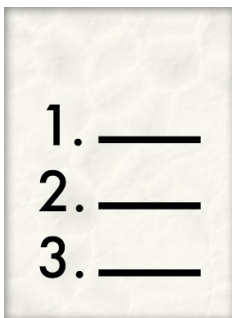


7 percent of users said they used the Service because it was:

- fast
- convenient / easy to use.



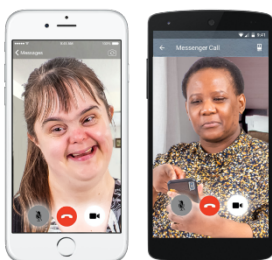
There is a need to make all parts of the Service easier to use.



The service needs to improve

Users said they want:

- to be able to see a queue / list of where they are in line
- **2-way communication.**





Here **2-way communication** means everyone can use the Service to communicate with Deaf and disabled people.



Users also said they want:

- the Service to run at night
- to know who is interpreting for them
- to be able to ask for someone they trust to interpret for them
- the internet **text relay** to work better.



Here **text relay** is when someone uses the New Zealand Relay website to type in their part of a phone conversation with another person.



Technology that needs to be thought about

The Service is free to use.



To use the Service a person needs things that costs money like:

- internet
- a phone
- an access device / technology that lets a person connect to the Service.



People who use video interpreting services need things to be fairer because they use a lot of **mobile data**.



Here **mobile data** is the amount of internet use you pay for on your phone.



People said **Artificial Intelligence / AI**:

- might be a part of the Service later on

but



- it is not good to use in many parts of the Service.



Artificial intelligence / AI means computer programmes that can do some of the things humans can do like:

- learning
- solving problems.



People said AI should not be used for New Zealand Sign Language / NZSL interpretation.

Registration



57 percent of users said they support **registration** for the Service.

Name	_____
Address	_____ _____ _____
Phone Number	_____

Here **registration** means giving your personal details to a service.

This supports the Service to be more personalised to / made for you.



Registration supports keeping safe the:

- interpreters
- relay assistants.



Registration also makes sure people do not use the Service for bad things like prank calls.



50 percent of users were worried about privacy if they register for the Service.



Here **privacy** means keeping information about you safe.



Users said they want registration to:

- happen 1 time only
- be done in:
 - New Zealand Sign Language / NZSL
 - plain language
- be **culturally appropriate**.





Here **culturally appropriate** means something fits with the:

- **culture** of a person
- values of a person
- way a person does things.

Culture is a way of:

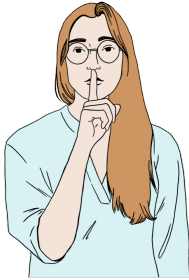
- thinking that a group shares
- doing things as a group.

Users also said they want registration to:

- not need to show any documents
- be done by:
 - hearing people
 - non-disabled people too.



Users also said they want a way to keep calls **anonymous** even if they register.



Anonymous means no one will be able to find out who you are.



This is so they can make calls that report:

- crime
- violence.

Phasing out teletypewriters / TTY



60 percent of people said they were comfortable with **phasing out teletypewriters / TTY**.



Phasing out means getting rid of something slowly / over a long time.

Teletypewriters / TTY are a type of keyboard that:

- turns the words spoken through a phone into words on a screen
- lets a person type words that are read by the keyboard into the phone.



10 percent of people did not want to get rid of teletypewriters / TTY.



People said:

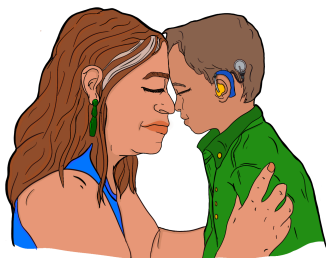
- it was important that no one should be left behind because of change
- phasing out teletypewriters / TTY should:
 - not happen suddenly
 - be done with the people it affects.





Tāngata turi Māori / Māori Deaf people

It is very important the Service is **culturally appropriate** for tāngata turi Māori / Māori Deaf people.



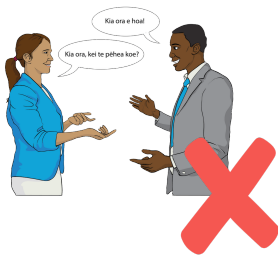
Here **culturally appropriate** means being a good fit with the culture of a person – in this case Māori Deaf culture.



The Service needs more Māori interpreters.



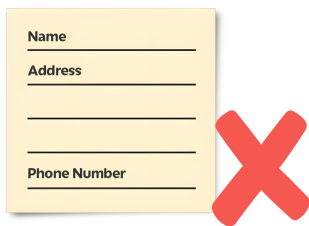
The caller using the Service must translate te reo Māori / the Māori language.



It is important for people to understand that there are different ideas about what sign words in te reo Māori / the Māori language should be used.



Some people feel there should be a standard / set of rules to say how to interpret te reo Māori / the Māori language.

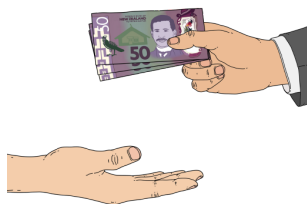


Many tāngata turi Māori / Māori Deaf people said they would be left out if registration needed a:

- drivers licence
- passport.



Funding



The Service needs more money for the things people are asking for.



Things the Service need more money for are:

- the technology
- delivery / how the Service is done.



Tell more people about the Service



People do not:

- know about the Service
- have enough trust in the Service
- have enough confidence the Service works well.



The Service needs to:

- connect with the Deaf community in a good way
- tell people about what they can do
- have enough leaders who are:
 - Deaf
 - disabled.





MBIE could do more to support the Service.



The Service needs more people who support it.

The Service needs to be better for different people



There are some people who:

- want to use the Service

but

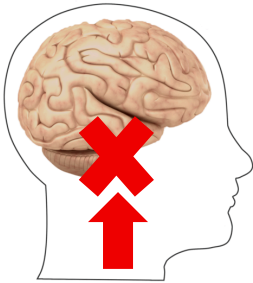


- have different needs to what the Service does now.



For example there are people who have had **strokes** who have:

- hearing loss
- changes to their speech
- changes to how they move.



A **stroke** happens when the brain does not get enough blood.



There are people with learning disability who:

- live in a way that means they can take care of themselves

but

- need support with some conversations / things they talk about.





People with learning disability could use the Service.



This would support them to be understood even if they say things in a different way.



The Service would be better if more people could use it to support communication needs.

Conclusion / wrapping up



The Service is very important to the people who use it.



People choose to use it because they need it.



People say it is not always easy to use.



The Deaf and disabled community want the Service to be:

- known about by many people
- accessible.





Users want the Service to have:

- a queue / list they can watch
- hours that are good for their needs
- interpreters they:
 - know
 - trust.



Users want the Service to:

- have good 2-way communication
- be culturally appropriate.



The Service needs to be:

- good for many different people
- flexible / able to change.





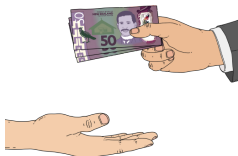
The Service also needs to:

- share reports on how it is going
- talk to the Deaf and disabled community.



The Service needs leaders who are:

- Deaf
- disabled.

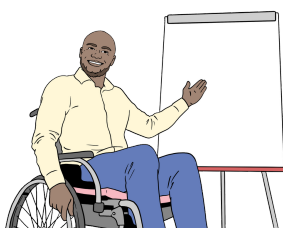


To run well the Service will need:

- good funding / money
- people who will support it.



The insights report has given MBIE good information about what to tell providers who apply to run the Service.





This information has been written by the Ministry of Business, Innovation and Employment – Hikina Whakatutuki.



It has been translated into Easy Read by the Make it Easy Kia Māmā Mai service of People First New Zealand Ngā Tāngata Tuatahi.



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