

# New Zealand Telecommunications Relay Services Beyond 2019: Submission template

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

You can make a submission by emailing [RelayConsultation@mbie.govt.nz](mailto: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:**

<b>Your name:</b>	<i>Information redacted as requested by respondent</i>
<b>Your email address:</b>	

**Is your submission on behalf of an organisation?**

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

	Yes
✓	No

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?**

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

	Northland		Wellington
v	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?**

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

	Under 18		45 – 54
	18 – 24		55 – 64
v	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) Hard of hearing.
	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:

To make appointments and for communicating with clients/colleagues at work.

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?)

I am grateful to have webcaptel – I would not have the confidence to make phone calls at work if I did not have this service and without either captel or at the very least internet relay, my ability to do my job would be severely impacted. Phone calls cannot always be avoided in my

role. Not being able to use the telephone would be a huge barrier for hard of hearing individuals in almost any profession and would make it even more difficult for them to find and maintain jobs.

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

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

**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?

Educating health professionals (including even audiologists whose knowledge on these services might be limited as they rely more on hearing therapists to provide this info) works and how exactly it could benefit hard of hearing individuals. Pamphlets through health professionals. The relay service could offer pamphlets to relevant clinics rather than waiting for the clinic to ask for them.

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?

Mobile and laptop for the flexibility. I am not home often.

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

Webcaptel app for smartphones. So people can also use webcaptel to make phone calls when out and about (it is possible using a mobile web browser but a bit tricky).

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 am satisfied with the accessibility and ease of use of the relay services I use.

Would like the option of choosing not to have a call go through (using captel handset) if no relay assistant/transcriber is available.

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?

No (webcaptel)

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?

Nothing to suggest

**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?

Could let captel users know that they could see a hearing therapist to help them with strategies for communicating using captel (e.g., developing the confidence to let people on the other end know they will need to slow down and break up their sentences for themselves and for the transcriber).

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?

No, nothing should be phased out or discontinued. I believe communication and access to communication is a basic human right and *nobody* should be denied the ability to communicate over the phone.

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

No

**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](http://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.