

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:	Rev Vicki Terrell
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

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:

Conduct business

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

I only use the relay occasionally now because I find most people can understand my speech. It is useful if I need to give detailed information over the phone to a stranger who is unfamiliar with my speech

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 know that ideally Speech to Speech should be availability 24/7 but it is not because of the low number of users. This needs to be investigated. People who need to use Speech to speech

should have the same access as people do to other services of the relay.

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

Yes the introduction for Speech to Speech takes too long and some callers are not patient enough or finding the service confusing. This can defeat the purpose of using Speech to Speech if people are confused about it

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

There needs to be a thorough investigation into Speech to Speech because the use of the service has not increased since its introduction. It may be because other technologies are more useful for people with speech impairments however it may also be because the current Speech to Speech service is difficult and cumbersome to use.

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?

Before initiatives that raise awareness of speech to speech are to be introduced there needs to be a thorough investigation into Speech to Speech.

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?

Not particularly relevant for Speech to Speech

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

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?

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

Please see comments below In Other Comments

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 particularly relevant for Speech to Speech

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?

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?

Please see comments below

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?

I only use Speech to Speech occasionally because mostly people understand my speech now.

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?

Speech to Speech needs a thorough investigation to make sure it is fit for purpose, Speech to Speech has be an add on to the Telephone Relay Service, In the early days some of us worked hard to educate the Relay Service about people with Speech impairment. This education was not very effective given the low take up of Speech to Speech, Many people who are speech impaired are hearing and the TRS has a predominantly Deaf culture. This makes for an uneasy fit. Speech to Speech needs to take account of the culture of Speech impaired. The relay

assistants need to be trained by people who are familiar with Speech impairment- I would suggest a combination of Speech Language Therapists and people with Speech impairment themselves. Also the Speech impaired community is very diverse with differing needs. Given that as a service Speech to Speech will always be small a standalone service is probably uneconomic so it should be integrated into the Relay service so that a number of relay assistants can work across all services- this happens in Australia. This is a challenge however Speech to Speech may be a valuable service for a small numbers of users.

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.

