



Ref: DOIA 2021-1995

6 May 2021

Privacy of natural persons

Thank you for your email of 7 April 2021 to the Ministry of Business, Innovation and Employment (the Ministry), requesting information relating to the NZ relay service under the Official Information Act 1982 (the Act). The Ministry's responses to your questions are set out below.

1. *Can you please tell me how many times NZ phone relay calls have been hung up on at initial introduction in the last 12mths?*

Concentrix, the current provider operating NZ Relay, does not currently collect this information. The previous service providers, Sprint (now T-Mobile) and Communication Service for the Deaf also did not collect this information. Therefore the Ministry does not hold these records nor is the ministry able to obtain them. As a result this question is refused under section 18(e) of the Act: *that the document alleged to contain the information requested does not exist.*

2. *What penalties are in place for those who hang up?*

There are no penalties for those who hang up, as there is no legal requirement for anyone to accept any call from NZ Relay or any other party.

3. *What systems are in place to address the issue of people not accepting NZ relay calls?*

All of NZ Relay staff are upskilled as part of their training to educate organisations or individuals who show reluctance to take a call from service users. Concentrix has noted that although not frequent, call rejections have a significant impact on the end user. Concentrix reports that it would like to begin collecting data on this and incorporate these insights into future education plans.

4. *Are there any legal requirements for people who receive a NZ relay call, to accept it?*

There are no legal requirements for individuals to accept calls from NZ Relay, as there is no legal requirement for anyone to accept any call. There is also no way to distinguish an incoming NZ relay call from other incoming calls.

5. *What education systems are in place to educate the public about NZ relay and why it is important to accept their calls?*

NZ Relay has been managed by Concentrix since February 2021, and as such, no long term insights can be provided. During this initial period of Concentrix delivering the service, it is focussing on managing the

transition and establishing business-as-usual processes and procedures, as well as, supporting existing users through the transition.

6. *What systems are in place to monitor NZ relay NZSL interpreter overload?*

Best practice health and safety guidelines of Sign Language Interpreters Association of New Zealand are followed, as well as the availability of an internal wellbeing program and regular check-in meetings with leadership support.

7. *How do you monitor the wait queue?*

Wait queues are monitored by a local real time analyst as well as a Concentrix's global support team. Actions are taken in real time along with historical analysis of call arrival patterns to inform scheduling.

8. *What access is there for NZSL users who are not fluent in English, to access phone calls outside of the NZSL interpreter relay outside VIS operating hours?*

NZ Relay provides the video interpreting service within hours that are designed to ensure as many Deaf users as possible can make calls in New Zealand Sign Language (NZSL), including the weekends and public holidays. These services are available Monday to Friday 8am to 8pm, Saturday 10am to 5pm and Sunday 12pm to 5pm.

Access to the video interpreting service is limited to the described hours for all users, including those that are not fluent in English, as it requires an interpreter to be available. Other services, such as text relay, captioned relay and speech to speech, are available at all hours of the week. For NZSL users who are not fluent in English, Deaf Aotearoa provides NZSL interpretation services that can be accessed at: [www.deaf.org.nz/what-we-do/isign/](http://www.deaf.org.nz/what-we-do/isign/)

You may wish to contact the NZ Relay service directly for more information about Concentrix and the services it provides at [helpdesk@nzrelay.co.nz](mailto:helpdesk@nzrelay.co.nz) or through the "contact us" page on [www.nzrelay.co.nz](http://www.nzrelay.co.nz).

You have the right to seek an investigation and review by the Ombudsman of this response, in accordance with section 28(3) of the Act. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or on 0800 802 602.

Yours sincerely,



Susan Hall  
Acting Manager, Communications Policy  
**Building, Resources and Markets**