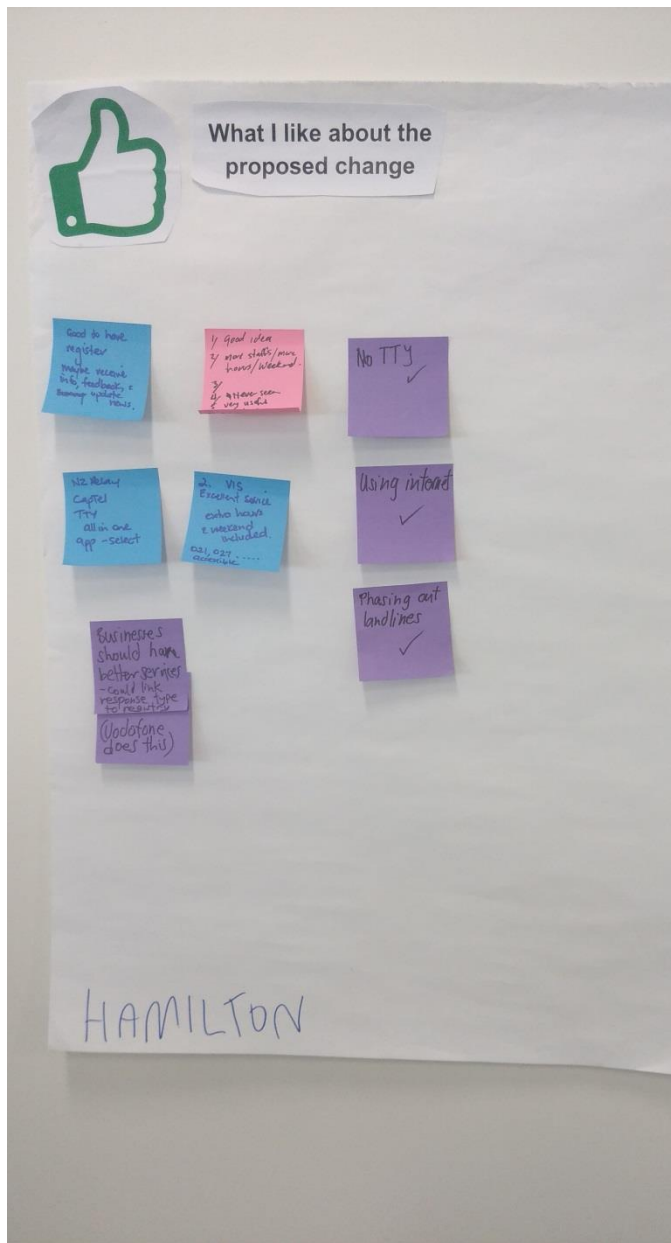


Hamilton Workshop 19 March 2019 (approx. 6 attendees)



What I like about the proposed change

Registration

- Good to have register, maybe receive info, feedback and update news
- Good idea

Digital services

- NZ Relay, CapTel, TTY. All in one app – selectable
- Using Internet

Video Interpreting Service (VIS)

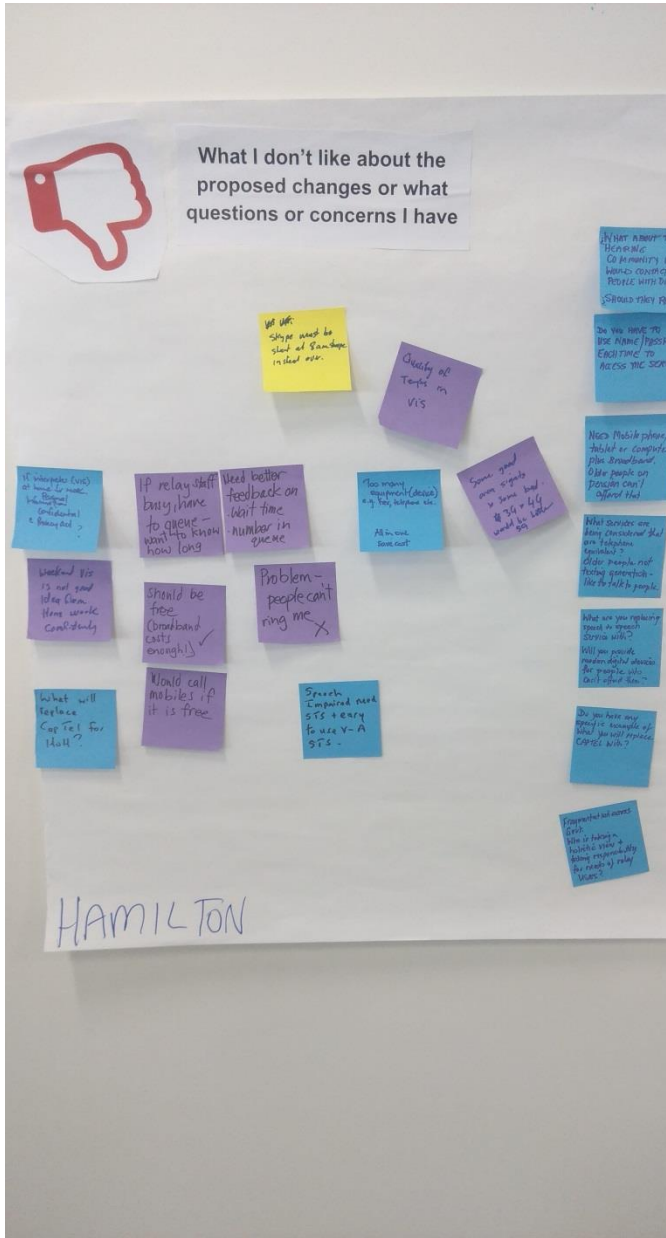
- VIS – Excellent service – extra hours and weekends included.
- 021, 027 etc accessible
- More staff/more hours/weekend

Older services

- Phasing out landlines
- Never seen CapTel
- (TTY proposal) Very useful
- No TTY

Other

- Businesses should have better services – could link response type to registry (Vodafone does this)
- I don't know about Speech to Speech



What I don't like about the proposed change or what questions or concerns I have

Video Interpreting Service

- If relay staff busy, have to queue – want to know how long
- Need better feedback on wait time, number in queue
- Issue with VIS on Skype not starting at 8am sharp
- Weekend VIS is not good idea, work from home, confidentiality

Interpreters

- (Q) If interpreters (VIS) at home to work. Personal Information, Confidential & Privacy Act?
- Quality of temps in VIS

Older services

- (Q) What will replace CapTel for hard of hearing
- (Q) Do you have any specific example of what you will replace CAPTEL with
- (Q) What services are being considered that are telephone equivalent. Older people not texting generation – like to talk to people.

Affordability

- Should be free (broadband cost enough)
- Would call ,mobile if it is free
- Needs mobile phone/tablet or computer plus broadband. Older people can't afford that

- (Q) Will you provide modern digital services for people who can't afford them?

Two way calling

- Problem – people can't ring me

Speech impaired users

- Speech impaired need STS + easy to use Video Assisted STS
- (Q) What are you replacing speech to speech service with?

Digital services

- Too many equipment (device) e.g.fax, telephone, etc. All on one save cost

Connectivity

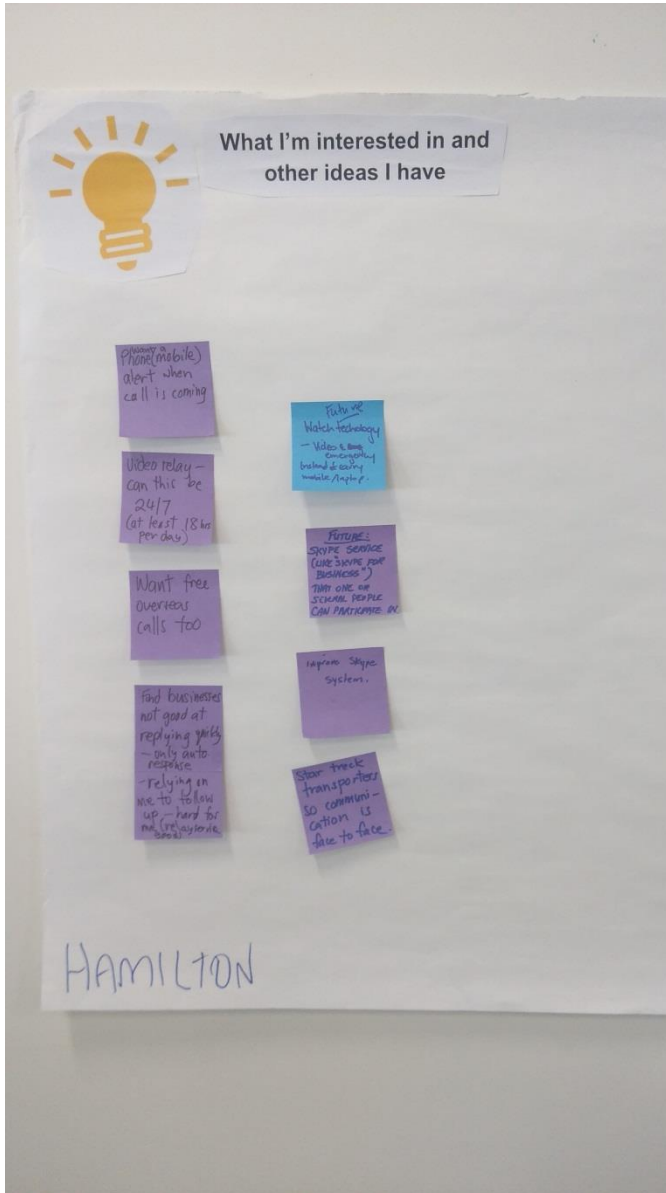
- Some good area signals and some bad 3G & 4G would be better 5G

Registration

- (Q) What about the hearing community who would contact people with disability. Should they register?
- (Q) Do they have to use name/password each time to access the service?

Other

- (Q) Fragmentation across GOVT. Who is taking a holistic view & taking responsibility for needs of relay users?



What I'm interested in and other ideas I have

Alerts/notifications

- Want a phone (mobile) alert when call is coming

Availability of Video Interpreting Service (VIS)

- Video relay – can this be 24/7 (at least 18 hours per day)

International calls

- Want free overseas calls too

Businesses receiving calls

- Find businesses not good at replying quickly – only auto response –relying on me to follow up –hard for me (relay service good)

Technology

- Future – Watch technology – video & emergency instead of carrying mobile/laptop
- Future – Skype service (like skype for business) that one or several people can participate in
- Improve skype system
- Star trek transporters so communication is face to face