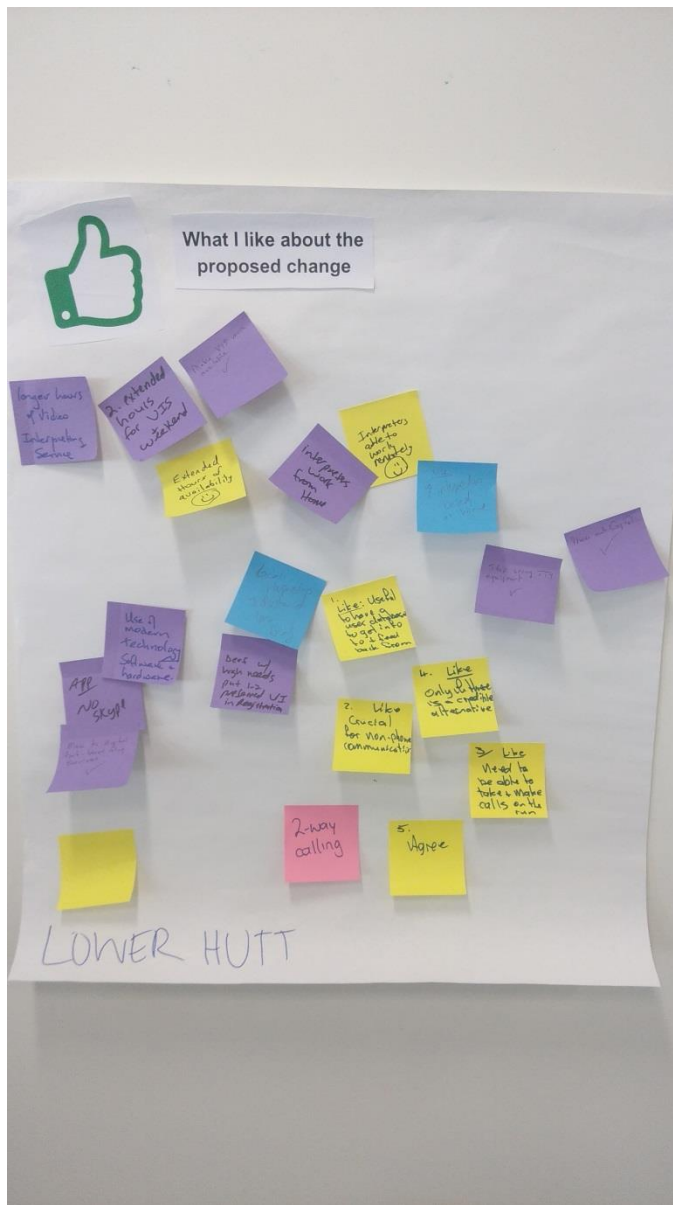**Lower Hutt Workshop 20 March 2019** (approx. 11 attendees)

What I like about the proposed change

Availability of the Video Interpreting Service (VIS)

- Longer hours of VIS
- Extended hours for VIS + weekend
- Make VIS more available
- Extend hours of availability
- VIS crucial for non-phone users

Interpreters

- Interpreters work from home
- Interpreters able to work remotely
- Interpreters based at home
- Access to local interpreters who understand local deaf

Digital services

- Making use of technology (software and hardware)
- APP – no skype
- Move to digital text based relay services
- Digital services helps you to be able to take & make calls on the run

Registration

- Registration may let you have 1-2 preferred interpreters
- It will be useful to have a user database to get info and get feedback from
- Enabling 2 way calling

Older services

- Stop using TTY equipment
- Phase out CapTel
- Support CapTel phase out only if there is a credible alternative
- Agree to stop using TTY equipment
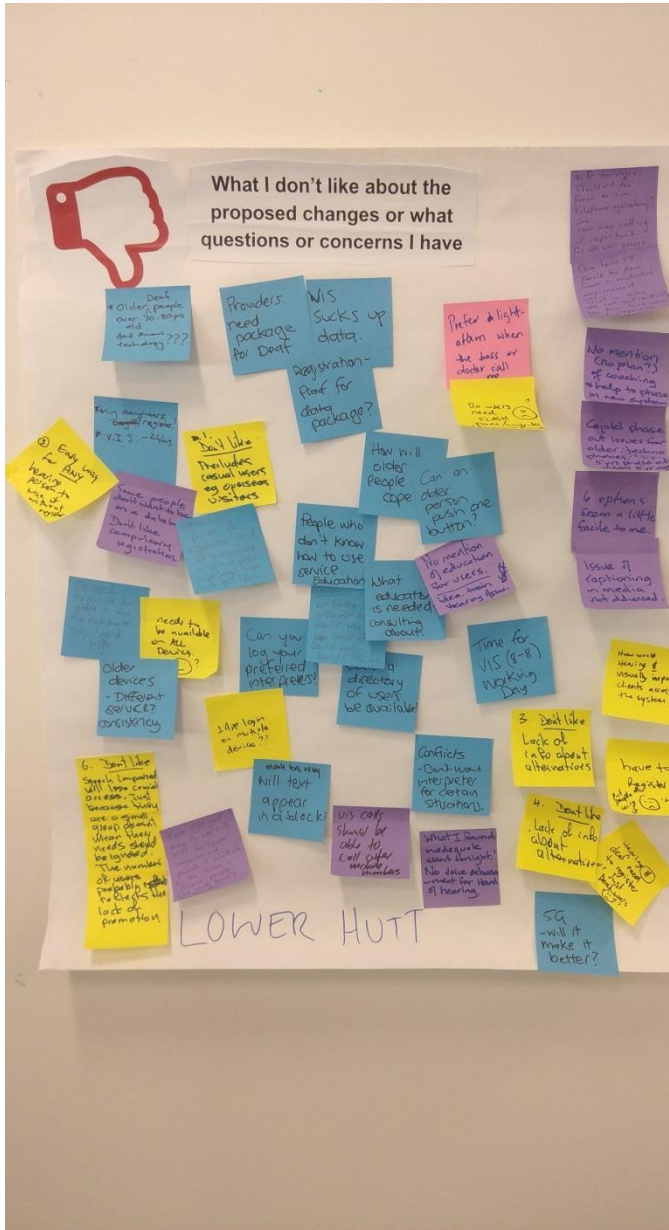
What I don't like about the proposed change or what questions or concerns I have

Access to data

- Providers(telco/internet) need package for the deaf
- VIS sucks up data
- (Q) Registration proof for data package?

Technology

- Prefer a light-alarm when the boss or doctor calls me
- (Q) Do users need flash phone/computer (financial burden)?
- Concern that it is expensive for people to buy the equipment they would prefer
- Older devices – Will there be a different service for these devices? Need consistency
- Services need to be available on all devices

Registration

- It needs to be easy for any hearing person to use it without registering
- Precludes casual users e.g. overseas visitors
- Some people don't want to be on a database. Don't like compulsory registration
- Concern: Process for registration could be inaccessible to many people – especially those with low literacy
- (Q) Could a directory of users be available
- (Q) How would hearing and visually impaired clients access the system
- Having to register – put people off using it – too hard
- (Q) Hearing and Deaf need to register of just Deaf users

Older users

- Older deaf people over 70-80yrs old don't know technology
- (Q) How will older people cope?
- (Q) Can an older person push one button (to access service)
- CapTel phase out issues for older technophobes. 5 yrs phase out means 5yr more

Education and training

- People who don't know how to use service. Education.
- No mention of education for users. Idea: train Hearing Association.
- (Q) What education is needed? Need to determine this in consultation with the community.
- Concern: not having enough education about relay so those who could really benefit miss out
- No mention (no plan?) of coaching & help to phase in new system.

Emergency calling

- 111 calls should be allowed through relay

Availability of the Video Interpreting Service (VIS)

- Core hours VIS should be done from a controlled environment
- Trust in relay and call confidentiality has been hard won. Don't jeopardise.
- Time for VIS currently (8am-8pm) working days only

Connectivity

- (Q) 5G –will it make it better

Interpreters

- (Q) Can you log your preferred Interpreters
- Conflicts – Don't want (specific) interpreters for certain situations

Digital services

- (Q) 1 App login on multiple devices??
- (Q) Issue with current mobile text relay – will text appear in blocks?
- Lack of Info about alternatives
- (Q) Proposed move to digital text based relay services is too vague – Shouldn't the focus be on telephone equivalency?

Two-way calling and calling mobiles

- Two way calling is important for all user groups
- VIS calls should be able to call other mobile numbers

Speech impaired users

- Stopping Speech-to-Speech: Speech impaired will lose crucial access. Just because they are a small group doesn't mean their needs should be ignored. The number of users probably reflects the lack of promotion
- Keep STS and easy to use Video Assisted STS for speech impaired and promote effectively to the 15,000 -20,000 people who could benefit from it

Other

- 6 options seem a little facile to me
- What I found inadequate about tonight. No voice enhancement for hard of hearing.
- Issue of captioning in media not addressed
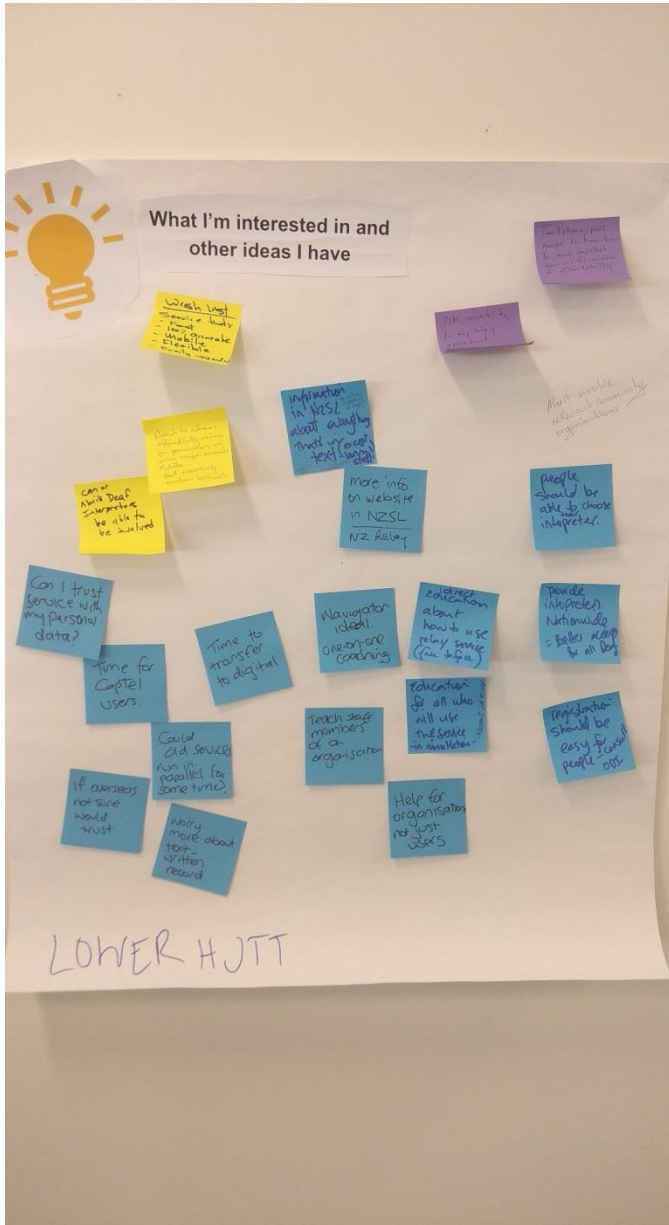
What I'm interested in and other ideas I hav

- Wish list: Service that's – Fast – 100% accurate mobile – Flexible – Easily Upgraded

Affordability

- Text phone pool needs to transition to mass market devices for reasons of affordability
- Need to address affordability issues for pensioners using major amounts of data and accessing modern technology

More information in NZSL

- Information in NZSL about everything that's in text (except boring stuff) e.g. will my data be kept? , Is my Information private?
- More information on website in NZSL – NZ Relay

Interpreters

- People should be able to choose their interpreter

Education and training

- Navigator ideal – one on one coaching
- Direct education about how to use relay service (free before)
- Teach staff members of an organisation
- Help for organisations not just users
- Education for all who will use the service – in consultation with relevant people or orgs

Easy to use

- Registration should be easy for people – consult ODI

Transition

- Time (to transition) for CapTel users
- Time to transition to digital
- (Q) Could old services run in parallel for some time?

Trust and security

- Pin Invisibility to any relay assistant
- Worry more about text – written record
- (Q) Can I trust service with my personal data
- If overseas not sure would trust

Engagement

- Must involve relevant community organisations