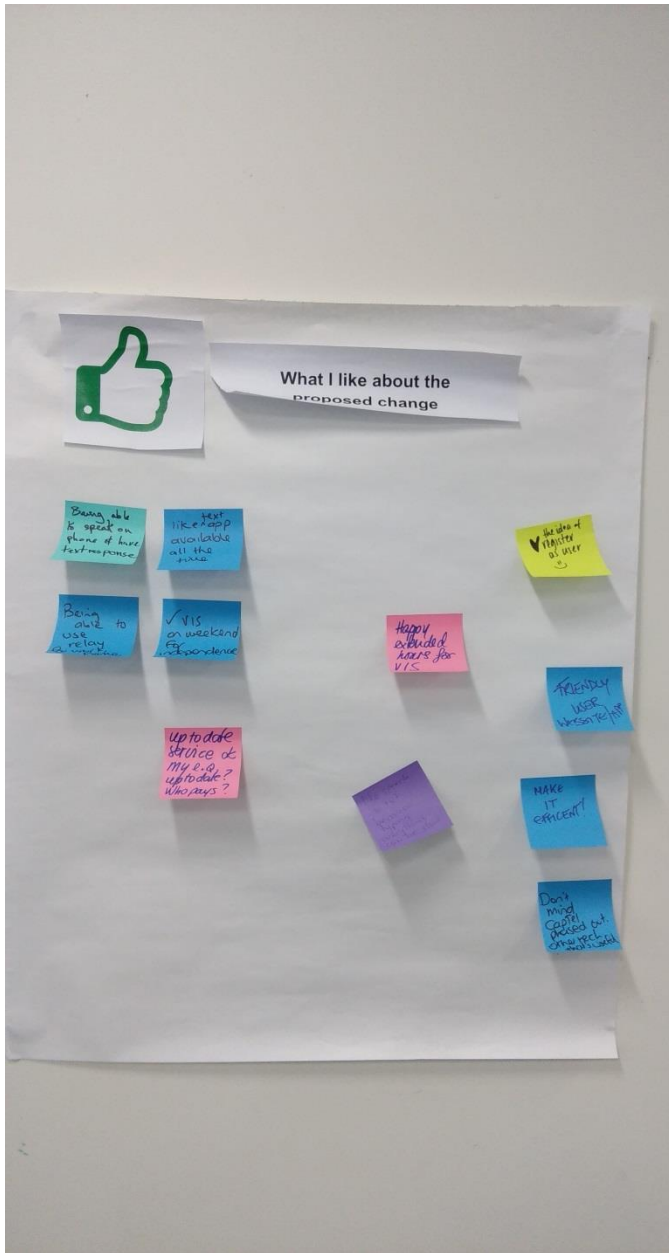


Dunedin Workshop 28 March 2019 (approx. 14 attendees)



What I like about the proposed change

Availability of services

- Like text app being available all the time
- Being able to use relay for work & home
- VIS on weekend for independence
- Happy extended hours for VIS

Registration

- Idea of registering a user

Digital services

- Friendly user website/app
- Q) Up to date service ok. My Q) up to date, who pays?
- Make it efficient

Voice carry over/ Speech to text/ CapTel

- Like speech to txt because typing everything can be slow
- Being able to speak on phone & have text response
- Don't mind CapTel phased out. Other tech that's useful



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

Businesses/organisations being receptive to relay services

- Staff attitudes barrier – need to know about relay service, need to accept
- Power company not taking call
- Promote services to communities & government & others
- Banks, insurance, all service need to be educated about NZSL interpreters/deaf rights

Affordability

- Affordability of technology – lots of people cant afford
- We pay for minutes I never use
- Q) Register – is it free
- I pay for more data because I'm deaf – use VIS
- More mobile calls are made these days – these cost me more
- More data for mobile using video

Training

- App. Needs info for first time users
- No one in Invercargill using relay or video – no one has been taught
- NZSL video to explain how to register step by step
- Deaf community support/teach how to use service
- Upskill interpreters

Interpreters

- Currently can't be too fussy with interpreters – maybe preferences – more comfortable
- Have preferences for interpreters
- Have all interpreters face on skype icon or something like that along with their name to help us choose
- Q) Government has known about shortages of NZSL interpreters for years- why not done more to plan ahead?
- Interpreter continuity – not changing interpreters mid-way in the call
- Continuity of phone call or calling again with background – different interpreter explain background again.
- Interpreters can't repeat. Hard to remember. Write notes

Availability of Video Interpreting Service (VIS)

- Limited time on VIS calls
- Still should be an option between VIS and other services

Connectivity

- Depending on connections (wifi, 4g...) Example: guided tours (boat cruise, bus tours)
- Quality of internet important
- Outside of main centres internet not great – choice – quality
- A lot of small areas in Otago without internet (blackspots)

Voice services

- Digital services - Want option to use my own voice to speak for myself but watch/read replies
- Speech service doesn't pick up deaf accent
- Voice carry over for text or signs

Travel

- Q) If traveling overseas can I use NZ Relay Service app to ring/contact while overseas?

Registration

- Register- keep it simple
- Registration – concern with giving information
- Register – security safe to ensure they are deaf/hearing impaired. No imposters, no telemarketing
- Text 111 registration is a barrier for deaf
- Concern – I forget my passwords – TXT 111 – I've already forgotten password
- I don't want every time I use the service to login with password
- Q) 1) If register will we have to pay fee – who will see our info –will it be like a profile
- Q) How to protect privacy information
- Q) What kind of information they want from us?

Quality control

- Q) Quality control – who is doing it and how often?

Emergencies/ Emergency calling

- Q) Will have an emergency text relay like 24/7 hours e.g. contact vet 24 hrs or family member
- Q) Hospitals – will they have an emergency interpreter

Older users

- Older people without internet need new phones

Travel

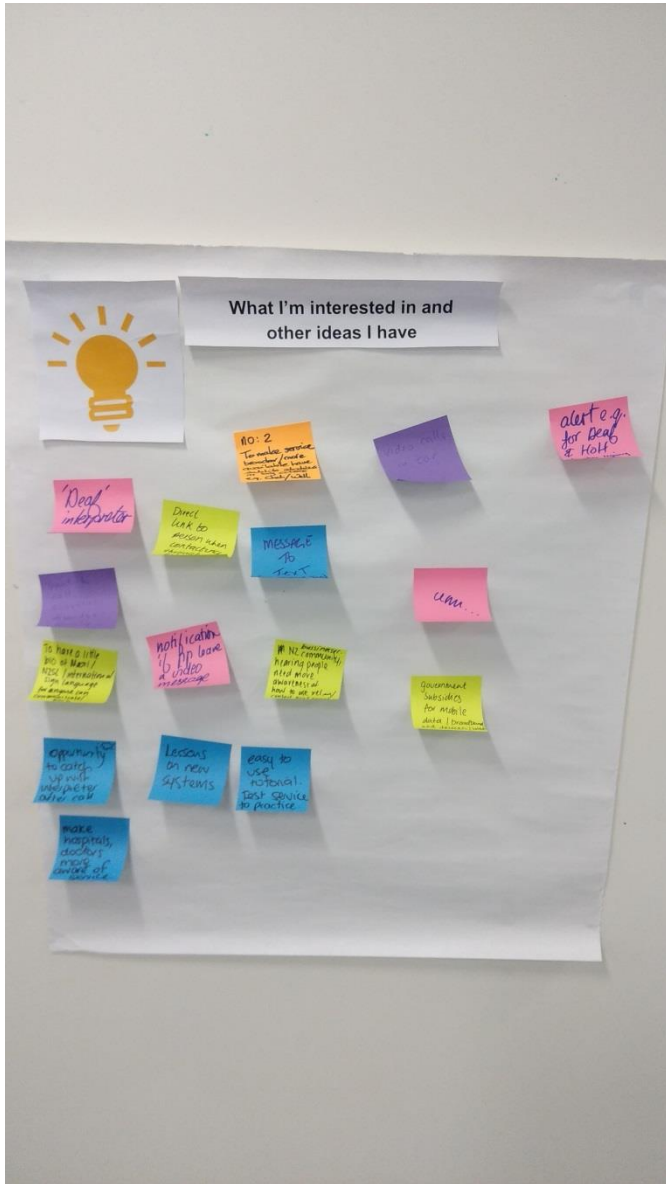
- Q) Can overseas deaf travellers register to access relay?

Receiving calls

- Too much one way deaf to hearing
- Fitbit – I only would buy it because alert me when phone is ringing

Other

- Try to avoid "GA" (Go ahead) & "SK"



What I'm interested in and other ideas I have

Interpreters working from different locations

- To make service broader/more available have satellite stations in big cities e.g. Chch/Wellington

Alerts/ notifications

- Alert e.g. for Deaf & HoH (Hard of Hearing) for when receiving calls
- Notification if people leave a video message

Receiving calls

- Direct link to person when contacting through relay service
- Message to text (Relay service job)
- Video calls in car

Interpreters

- Bios for interpreters - including Maori/NZSL/International sign language for anyone can communicate/access
- Deaf Interpreter

Funding

- Government subsidies for mobile data/broadband and devices/tablet
- Opportunity to catch up with interpreter after call

Education and training

- Lessons on new system
- Easy to use tutorial. Test system to practice
- Make hospitals, doctors more aware of service
- NZ business community, hearing people need more awareness of how to use relay – contact deaf person directly