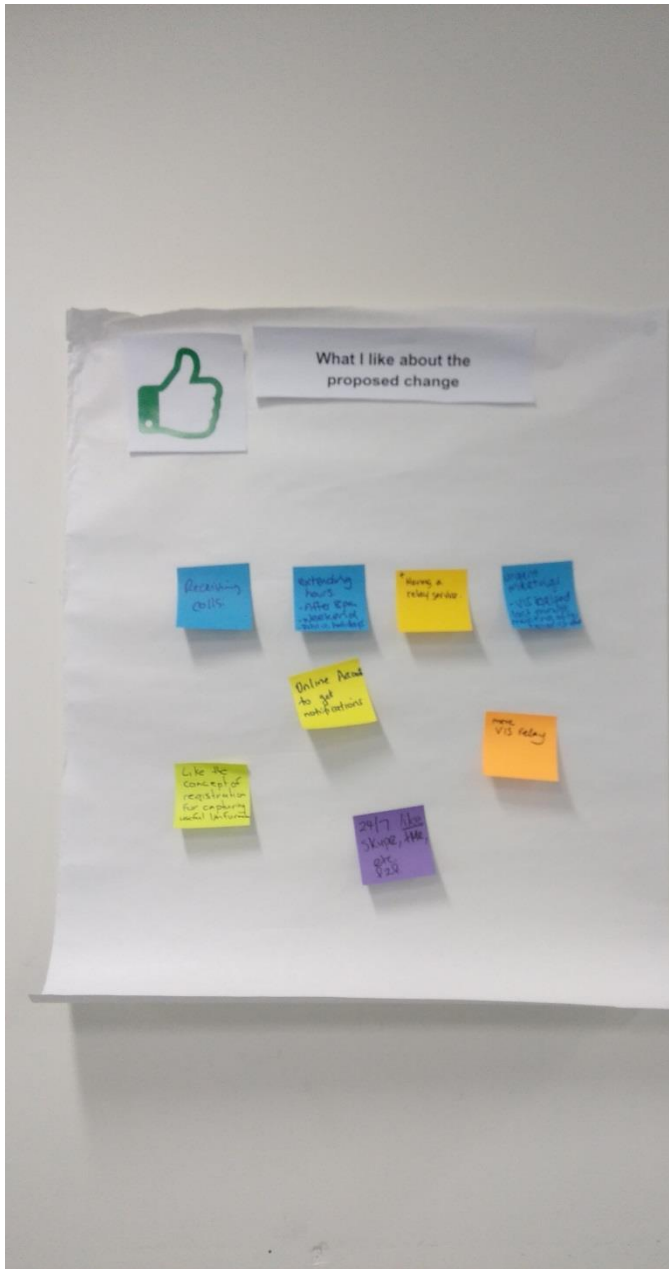


Christchurch Workshop 1 April 2019 (approx. 11 attendees)



What I like about the proposed change

Importance of relay services

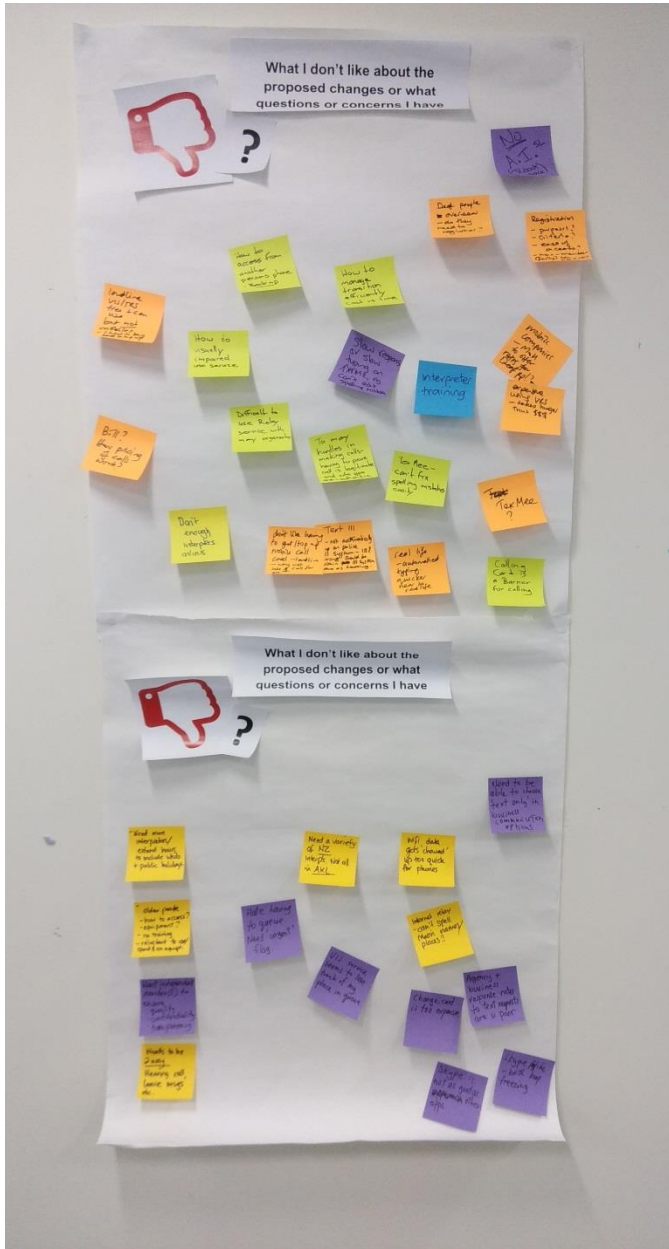
- Having a relay service
- Urgent meetings – the VIS helped with last minute staff meeting after terrorist attack

Availability of services

- More VIS relay
- Like 24/7. Skype, TexMee, face to face etc
- Extending hours. After 8pm. Weekend. Public Holidays.

Registration

- Like the concept of registration for capturing useful (not personal) information
- Online accounts to get notifications
- Receiving calls



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

Using multiple devices

- How to access from another person's phone e.g. back up if I lose my phone

Availability of Video Interpreting Service

- Need more interpreters/extend hours to include weekends & public holidays
- VIS service seems to lose track of my place in queue
- Hate having to queue. Need 'urgent' flag.

Issues with current text services

- Slow response or slow typing on TexMee – can't fix spelling mistakes
- Real life – automated typing- Quicker near to real life.
- TexMee – can't fix spelling mistakes
- TexMee?
- Internet relay – can't spell Maori names/places

Businesses/organisations being receptive to relay services and other options

- To many hurdles in making calls – having to prove call is legitimate and who you are (authentication)
- Difficult to use Relay Service with many organisations (IRD, WINZ)

- Need to be able to choose 'text only' in business communication options (when providing a mobile number)
- Agency & business response rates to text requests are very poor

Receiving calls

- Need 2 way hearing calls, leave msgs etc.

Emergency calling

- Text 111 – not automatically up on Police 111 system – it's wrong. Should be within 111 system same as hearing.

Interpreters

- Need a variety of NZ interpreters. Not all in AKL.
- Don't have enough interpreters online
- Interpreter training

Affordability and calling cards

- Mobile companies – move to offer rates for deaf people
- Expensive using VIS – take longer thus \$\$\$
- WIFI data gets 'chewed' up to quick for phones
- Use of calling card for mobile call to landline is a barrier
- Don't like having to get top up/mobile calling card for landline calls – why not use 1 call for all
- Charge card is to expensive
- Landline VIS/TRS free & can use but NOT mobiles – I had to but card to top up

Older users

- Older people – how to access? – equipment? – no training – reluctance to use/spend \$ on equipment

Independence important

- Want independent provider(s) to ensure: quality, confidentiality, transparency

Registration

- Q) Registration – purposes – criteria – ease of access – non-member (family) can use or not?

Travel

- Q) Deaf people overseas – do they need to register?

Technology

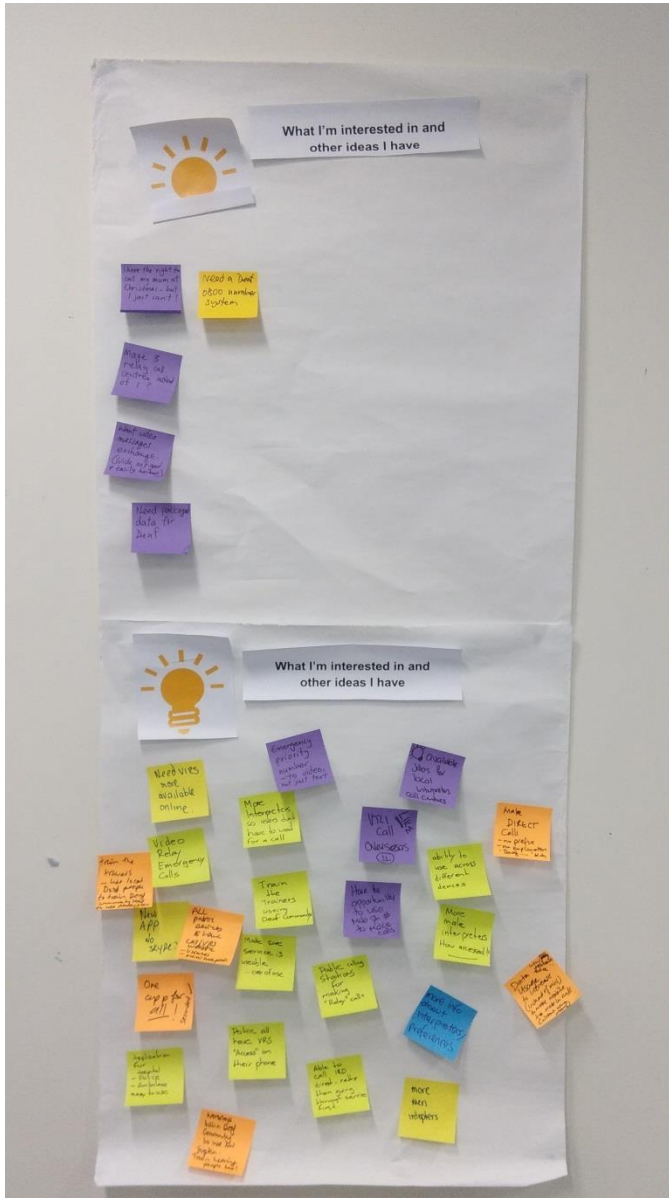
- Don't want A.I (Artificial Intelligence) (Robot Voice)
- Skype, Glide – both keep freezing
- Skype is not as good as other apps

Transition

- How to manage transition to new services efficiently. Cost vs Time

Vision-impaired users

- Q) How do visually impaired use the service?



What I'm interested in and other ideas I have

Availability of Video Interpreting Service

- Need VIS more available online
- Maybe 3 relay call centres instead of 1
- I have the right to call my mum at Christmas - but I just can't!

Emergency calling

- Emergency priority number – to video not just text
- Video relay emergency calls

Interpreters

- Available jobs for local interpreters – call centres
- More interpreters so users don't have to wait for a call
- More male interpreters
- More info about interpreters- preferences

Direct calls

- Make direct calls – no prefix – no explanations – 'deaf.....' blah
- Have the ability to use mobile phone # to make calls
- Need a deaf 0800 number system

Education and training

- Train the trainers – use local deaf people to train deaf communities to use the new system

- Workshops to train deaf community to use system. Train hearing people too!

Multiple devices

- Ability to user service/app easily across multiple devices – common look, feel and behaviour
- Would like video relay calls overseas
- New app – no skype

Access to VIS in public places and for public services

- All public services to have call relay service websites – libraries –police- hospitals
- Public calling stations for making calls– libraries- malls- train station etc
- Police should all have relay service app on their phones

Easy to use services

- Make sure service is easy to use
- One app for all relay services

Access to mobile data

- Data usage to increase (instead of using minutes) to make mobile to mobile calls – why pay twice
- Need packaged data for deaf

Video messages

- Want video messages exchange (Glide not good and easily hacked)