

Submission Template

Proposed changes to the NZSL Video Interpreting and Relay Services

We want to know what you think

We want to get your feedback about the proposed changes to the NZSL Video Interpreting and Relay Services.

What do you think about the proposed changes?

Do you have any concerns about them?

Here is a recap on the proposed changes:

- **Change 1:** Get you to register as a user
- **Change 2:** Make the video interpreting service more available
- **Change 3:** Move to digital text-based relay services
- **Change 4:** Phase out CapTel equipment
- **Change 5:** Stop using Teletypewriter (TTY) equipment
- **Change 6:** Stop speech-to-speech services

How you can have your say

- You can tell us what you think by writing in the form below and can then either **email** us your feedback, or print it out and **post** it to us:

Email: relayconsultation@mbie.govt.nz

Post: Communications Policy
Building, Resources and Markets
Ministry of Business, Innovation & Employment
PO Box 1473
Wellington 6140
New Zealand

- If you use New Zealand Sign Language you can also send in a video of your signed response. Go to the website www.seeflow.co.nz/direct where you will be able to create your video message.

Closing date: We need your feedback by **9am, Monday 15 April 2019**

Please tell us about yourself

Name:

Email or Address:

Do you use any of the services?

No

Is there anything else you would like us to know?

I am contracted to do work within the greater Wellington DHB looking at improving deaf patients access to interpreting services
I am a qualified NZSL interpreter

Please tick ✓ if you **do not** want us to publish information about you.

We will publish some feedback

We intend to publish some of the feedback that people send us.

Please let us know if you do **not** want us to publish your name, or to publish any particular part of your feedback.

Any information you give about yourself will only be used to help us make decisions about the proposed changes.

The Ministry of Business, Innovation and Employment are part of the government, people will be able to use the Official Information Act 1982 to ask us to show the feedback we get.

When responding to these requests we will take into account those who did not want their personal information published.

Questions

Change 1: Get you to register as a user

Q: What do you think about requiring users to register to use the services? Do you have any concerns about this?

NA

Change 2: Make the video interpreting service more available

Q: What do you think about our proposals for making the video interpreting service more available? Do you have any concerns about them?

I would like to support the extended hours and the notion that interpreters can work from places other than the call-centre. In particular, I would like MBIE to consider interpreters from areas other than Auckland being employed. This is particularly relevant if, for example, local interpreters in Wellington are familiar with the people, the jargon and terminology used in a Wellington Deaf person's workplace. Their familiarity will, for example, make interpreting a work meeting far easier as a result of them being used to people's communication styles, and the content and context of the discussion.

This is also relevant for Deaf people's access health services through the VIS. It is critical that there is a good language match between the Deaf individual and the interpreter, particularly for those Deaf people who have had limited access to education and cannot easily understand written and spoken English. It would be helpful if, under the new system, there was a process for ensuring that the Deaf individual and the interpreter are a good match in these important situations.

There is a raft of research which shows that interpreter familiarity with the context and the participants of interpreted interaction has a direct impact

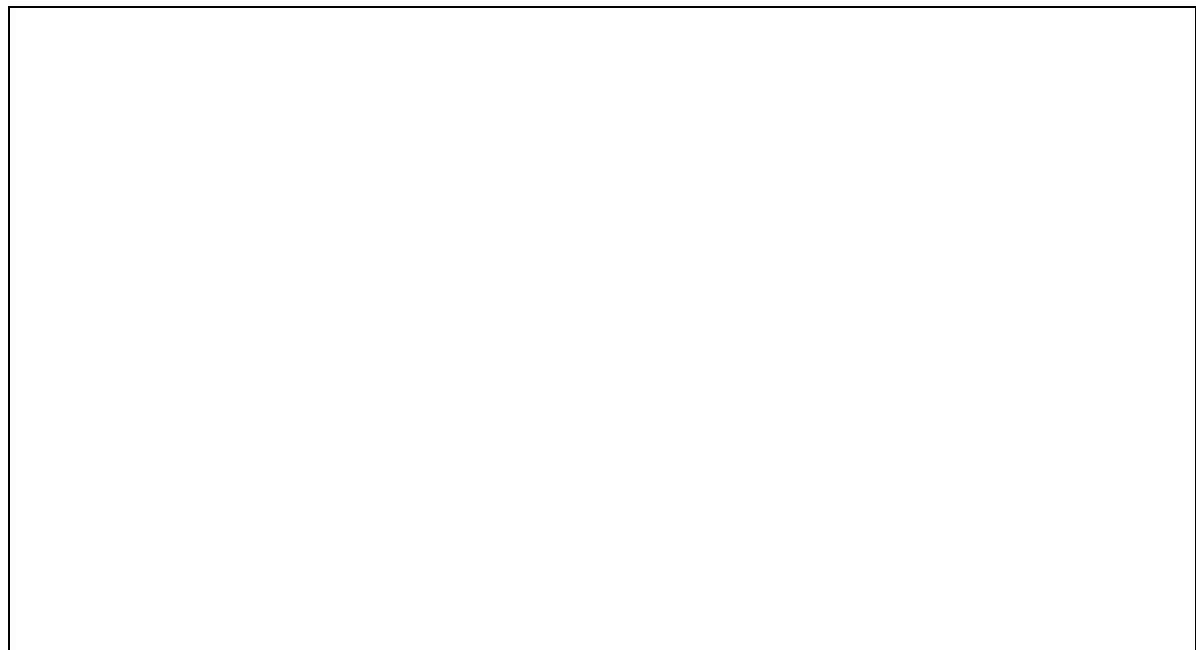
on the quality and comprehensibility of the interpretation.

e.g.

Napier, J. (2001). *Linguistic coping strategies of sign language interpreters* (Doctoral dissertation, Macquarie University).

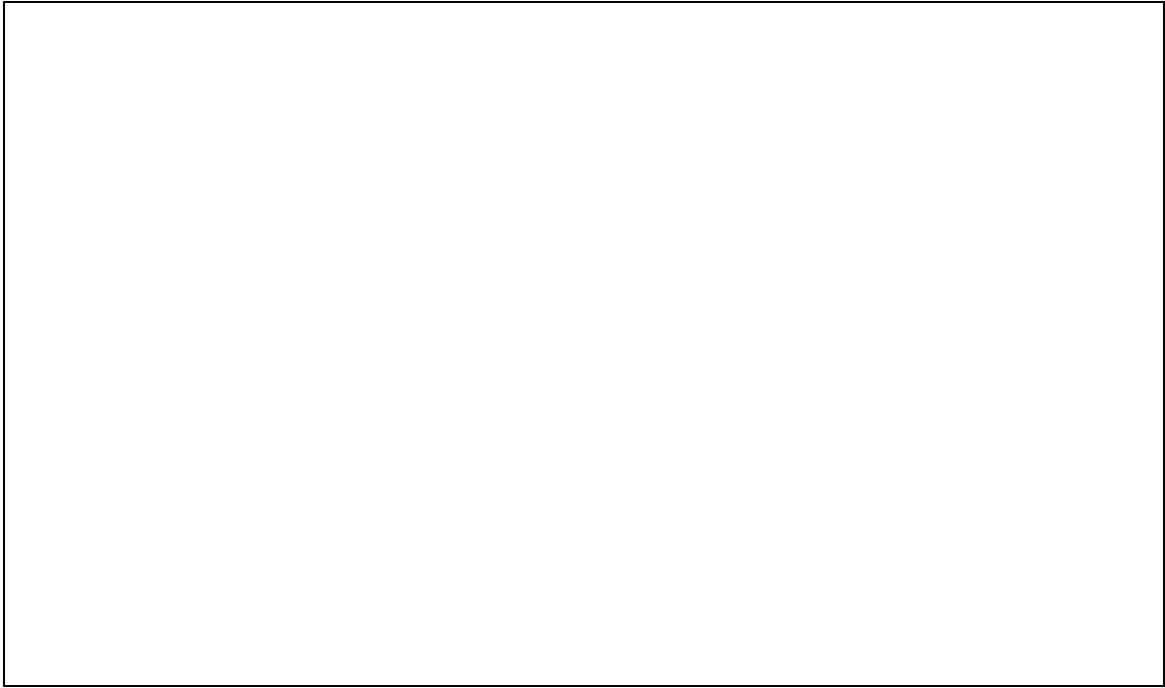
Change 3: Move to digital text-based services

Q: What do you think about moving to digital text-based relay services? Do you have any concerns about this?



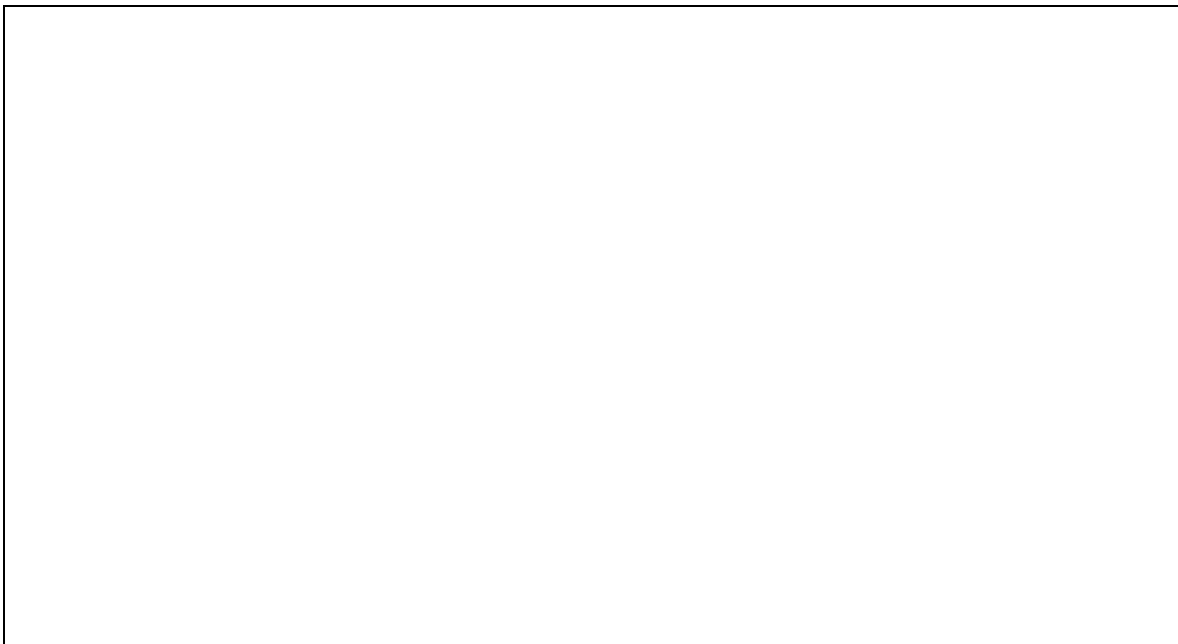
Change 4: Phase out CapTel equipment

Q: What do you think about stopping the use of CapTel equipment? Do you have any concerns about this?



Change 4: Phase out CapTel equipment

Q: What do you think would be a reasonable length of time to allow existing CapTel users to change over to new digital relay services?



Change 5: Stop using Teletypewriter (TTY) equipment

Q: What do you think about stopping TTY services? Do you have any concerns about this, including the timing for doing this?

Change 6: Stop speech-to-speech services

Q: What do you think about stopping speech-to-speech services? Do you have any concerns about this?

Final thoughts

Q: Do you have any final thoughts, comments or feedback?

