

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:

TalkLink Trust, South Island

Email or Address:

south@talklink.org.nz

Do you use any of the services?

We suggest your services to our clients who have communication impairments. We also advised speech language therapy students about the service and other community therapists

Is there anything else you would like us to know?

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?

No

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?

Raises issues with access to technology from an economic and rural point of view. Some people cannot afford this technology and would need help to set it up and training in how to use the service.

For others, they will live in areas with inadequate internet / cellphone coverage to access the service.

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?

Depends on the location of the user. See the points above.
It also depends on the literacy skills of the user. Also may be more challenging for those who are less tech savvy (e.g. elderly clients etc)

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?

No

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?

6 months

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?

Sounds reasonable if there are very few TTY users. We would suggest that existing TTY users receive adequate training to transition to the new digital service.

Also who will pay for the digital devices?

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?

As long as NZ Relay liaises adequately with the likes of TalkLink Trust to train staff and users with the various communication devices to know how to access new digital relay services, we can't foresee any major issues with this.

Final thoughts

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

No