

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:

Susan Broadhurst

Email or Address:

esbroadhurst@xtra.co.nz

Do you use any of the services?

Yes – Captel phone.

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?

I have a general concern for deaf and hearing-impaired people many of which are elderly and do not have access to modern technology or have difficulty using computers. Apart from that I agree with a registration requirement if this provides easier and more targeted access to services for people with hearing difficulties. I assume that the information provided would be held securely and not divulged to any third parties with the expressed permission of the person to whom it belongs.

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 do not use sign language so this function would not benefit me.

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?

I agree with this proposal if it will make access to the services easier. The necessary software applications need to be readily available and easy to use. Again I am concerned that many recipients of these services may not have ready access to the technology and equipment required.

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?

I use a CapTel phone and find it very useful. I agree that the upfront cost and the need for a broadband connection can be a barrier for the uptake of this particular equipment. Replacement with a digital text based service using a computer or smart phone is ok as long as the access software and process is easy to use. The barrier will still exist for those who do not have or cannot use the technology required.

I also use the CapTel phone's answering function which is useful as it replays the recorded message on the screen. I have however found problems with this function since my phone service was changed to the fibre network. It would be useful if the new digital text based service included the ability to record messages as an answerphone.

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?

I think 12 months from 30 June 2010 would be a reasonable time for the changeover provided that the software required to access the new service is available, complete and fully tested by 30 June 2020.

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?

I do not use this service so am not qualified to comment.

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?

I do not use this service so am not qualified to comment.

Final thoughts

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

I think the proposed changes are a step in the right direction to providing deaf and hearing-impaired people with better access to the communication assistance they need.

The changes however will only achieve their full potential if help is provided to current users and potential users of these services in the transition and future uptake.

One way this could be done is for Government to fund specific targeted advice and education and direct assistance through established agencies that provide deaf and hearing-impaired services. For example, NFD, Audiologists, Life Unlimited, Deaf Societies, Hearing New Zealand, Hearing associations etc.