

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:

Lorraine McQuigg

Email or Address:

Lorraine.mcquigg@yahoo.co.nz

Do you use any of the services?

Yes, I use primarily the VCO service through TTY regularly, but I have also used the VIS service occasionally.

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 I have no problem with this.

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?

This is a fantastic and necessary change.

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?

Yes I am concerned to know how digital text-based relay services will work. I have attended consultations but I have not seen any information about this yet. Specifically, I would like to know if , when using a text based service, the call will be made to the relay service first and introduced (like current relay VCO services) or if the call will be placed and then you wait for a relay assistant to join the call (like CapTel)? Through trial and error I have found that I need to contact the relay service first and have the call placed for me (ie: the current VCO service). The current CapTel method does not work for all service users, as for some there is confusion at the point of placing the call. (ie – not knowing whether you have reached a person or whether the signal light is being activated by a dial tone, or some other noise).

If I can use the digital text-based service and use my voice in the same way that I currently use VCO, except with my mobile phone, I will be happy with that.

However if the new service only works the same way as the current CapTel service some users will fall through the cracks, as CapTel does not work for everyone who uses their voice (eg – people who have no hearing at all).

I think there needs to be more than one type of digital texted based service to meet the needs of different users.

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 I don't mind the Captel equipment being phased out. It is the method of placing a digital text based call regardless of the equipment being used that concerns me.

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?

Better answered by CapTel users.

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 have any concerns about phasing out the equipment which I agree is now dated. Sometimes the equipment seems to be faulty and the call is not processed properly (eg – a common problem is when someone is talking the text changes to random numbers and digits so you no longer know what they are saying). Hopefully the change will help overcome these problems.

I have no concerns with the timing.

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?

NA

Final thoughts

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

