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:

Ann Smaill

Email or Address:

ann.smaill@talklink.org.nz

Do you use any of the services?

Yes – to communicate with speech impaired people.

Is there anything else you would like us to know?

I am the Chief Executive of the TalkLink Trust. TalkLink supports people with complex communication needs. I have also been on the NZ Relay advisory panel in the past.

☐ 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?

> **If registering helps people to more easily access the service and be supported in using it, then this is a good idea. However it needs to be easy to do and should not require people to remember passwords etc.**
>
> **If registration also provides more accurate data than is available at present regarding the different services speech impaired people use then registration would be hugely useful.**
>
> **What happens if I want to use the service to ring someone who is deaf or speech-impaired and that person is not registered?**

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 sounds great. However this should not be at the expense of other services like speech to speech.**

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?

This sounds exciting. Increasing options is always good and there should be smarter ways of doing things as technology evolves. It will be important to ensure people understand the changes. Some of the difficulty at the moment, especially with Video assisted STS, is that it is difficult to set up, which is a barrier to a lot of people if they don't have someone who is tech savvy to support them.

Again this should not be at the expense of other services.

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?

As long as there is a transition and people are supported with the changes.

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?

12 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?

This is old technology so it is good to be moving to other options. Again people need to be supported to change

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?

> **Yes this is a big concern. STS services are presently underutilised, but have huge potential to assist speech-impaired people.**
>
> **Moving to more digital based options would help some speech impaired people, but not all. There needs to be options for people whose main mode of communication is speech. Making VA STS more user friendly, would help, and if this along with the more digital options come on line, one would hope that there would be increased awareness and increased take up of all the STS services.**

Final thoughts

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

> **There needs to be more public awareness of these services so that the general public initiate calls not just receive them!**
>
> **VA-STS would work better if the Relay Assistant could be seen, as sign-language interpreters are able to be seen. This is because body language, facial expressions etc can help those speech-impaired persons who have language comprehension difficulties better understand the conversation.**