

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:

Rev Vicki Terrell

Email or Address:

vterrell@actrix.co.nz

Do you use any of the services?

Speech to Speech (infrequently)

Is there anything else you would like us to know?

I advocated for Speech to Speech when it was set up back in 2005. I was on the Relay Advisory Group from 2005- 2008

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 am unsure of the value of this to the user. It is putting an extra step in the process of using the equipment other people who use telecommunication network do not need to use 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?

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?

Maybe this would be some help with STS.

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 am not sure 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?

I do have great concerns about this because the speech-to-speech (STS) service has never been adequately promoted in the speech-impaired community or resourced properly to ensure its success. For the small numbers of users this service is vital and it is not clear what will replace it.

As it is STS is not being used much but this does not mean people with speech impairments do not need a public phone service. I get the impression that it is too hard to provide a service that caters to people with speech impairment because there are a wide variation in needs and it is complex. This is no reason not to put resources into exploring an alternative.

I think the system needs to be redesigned in close consultation with people with speech impairments and Speech language therapists and others who support people with Speech impairments. The Relay Assistants need to be trained in how to support people with Speech Impairments. Preferably training needs be done by people with Speech impairments and people who support them.

Final thoughts

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

Speech to speech has been difficult for people to use and some people who have tried to use it found it too hard to use. As an advocate for it I did use it in the early days and found it useful however I needed to be very assertive as to how I needed the Relay assistant to assist me. Then I found my speech and/or confidence improved so I haven't used it very much recently. The odd time I have used it recently, it was frustrating because the RAs didn't understand that I needed a minimum of help when people didn't understand particular words. I think I might use it more if the initial conversation with RAs was easier eg If RA could say "This is STS how would you like me to assist you in making the call today" and not have a set patter. I often find STS complicates rather than facilitating telephone calls.

From the beginning of the Relay service the provider "Sprint" and others assumed the ways of consultation used in Deaf community would work for the Speech impaired community. Those of us in the Speech impaired community including support people spent time and energy trying to educate the provider and others about the need to work differently- this has very limited success with the result of the proposal to stop the Speech to Speech service without a commitment to seeking to consult on a possible alternative. This is unfair and discriminatory!

