

Minutes of Meeting

NZ Relay Advisory Group

Meeting held Friday 17 May 2019

James Cook Hotel, Wellington

Meeting commenced at 10.00 a.m.

Present: Chris Sinclair, Kevin Stokes, David Wilson, Brent Burcher, Mike Hamill, Sylvia Pikari, Chris Blum (Sprint), Maggie Schooler (Sprint), Moshika Chandra (MBIE), Greg Smart (MBIE), Osmond Borthwick (MBIE), Neil Brittain (MBIE), Ken Bowater (ODI), Shona Jones (ODI), Jake LaBerge (CSD) and Geoff Thorn (TCF)

Sign Language Interpreters: Dan Hanks and Tiana Davidson

Captioner: Helen Hoffman

Proceedings:

1. Welcome and introductions

Chris Blum welcomed everyone to the meeting and introduced himself. There was a round of introductions. It was proposed by MBIE and agreed to by Sprint that chairing duties will be shared, with Sprint, CSD and MBIE chairing parts of the meeting they will be presenting.

2. Presentation from Sprint

Chris Blum presented on the promotional and marketing activity for relay services, followed by an update on the monthly call minutes and trends of use of relay services.

Promotional and marketing activities for relay services included an online survey for speech-to-speech services, designed to learn more about users of the service. Other activity included advertising mobile text relay in the Auckland Deaf Society newsletter and promoting this service to Deaf seniors in Auckland and Christchurch.

Chris provided an update for the promotion of CapTel which included attending the Hearing Expo in Te Awamutu and the Retirement Lifestyle & Travel Expo. Marketing activity included new customer testimonial for the service, setting up a Facebook page for CapTel NZ and updated brochures with simpler information based on previous customer feedback.

Chris provided an update on the monthly call minutes and trends of use for relay services from the period of April 2017 to March 2019 and also outlined the objectives for NZ Relay. These objectives included building collaborative industry partnerships, raising the awareness of relay services across users, business and organisations, building communities across all NZ Relay customer demographics and developing a communications platform for service announcements and ongoing customer support.

3. Presentation from CSD

Jake LaBerge presented on the promotional activities for the video interpreting service and outlining the goals for the service which includes increasing minutes of use, promoting to the hearing community and increasing the utilisation of video interpreting.

The promotional activities for the video interpreting service included attending two NZSL camps and the Auckland University of Technology silent camp, presenting to Deaf seniors in Auckland and Christchurch, attending the Hearing Expo in Te Awamutu, visiting medical and health centres in Hamilton and Cambridge. Other activities included demonstrating VIS calls to NZSL classes in Cambridge and officials from the Ministry of Social Development and meeting with resource teachers working with the Kelston Deaf Education Centre in Hamilton.

Jake also outlined future and upcoming promotions of the video interpreting service, this plan included advertising through billboards, the Education Gazette and working to create monthly vlogs for the video interpreting Facebook page.

4. Presentation from MBIE

Moshika Chandra presented on the findings following the joint public consultation with MBIE and ODI on the proposed changes to NZSL video interpreting and relay services. The group were provided with a brief overview of the consultation process, which was followed by a summary of the feedback.

The presentation discussed the feedback that was received on each of the six proposed changes which were introducing registration for users, making the video interpreting service more available, moving to digital text-based services, phasing out CapTel equipment, stopping the use of TTY equipment and stopping speech-to-speech services.

Moshika also presented additional feedback received during the consultation process on interpreter preferences and the need for local interpreters for the video interpreting service, education and training for both users of the services and business and organisations, the effect of the proposed changes on older users of relay services and wider issues of affordability and connectivity for users.

The presentation also discussed the learnings from the consultation process and next steps. During the presentation members of the group asked questions which were answered by representatives from MBIE.

NZ Relay Advisory Group business concluded at 2.00 pm.

There was a closed session not attended by Sprint and CSD in the afternoon. The purpose of this session was for MBIE to provide an update to members on its procurement timeline.