

Minutes of Meeting

NZ Relay Advisory Group

Meeting held Friday 9 November 2018
James Cook Hotel, Wellington

Meeting commenced at 10.00 a.m.

Present: Ben Quay (MBIE, Chair), Chris Sinclair, Kevin Stokes, David Wilson, Brent Burcher, Mike Hamill, Sylvia Pikari, Chris Blum (Sprint), Rebecca Hollingsworth (MBIE), Moshika Chandra (MBIE), John Moore (Sprint), Andrea Cooke (CSD), Jake LaBerge (CSD) and Geoff Thorn (TCF)

Guest Speakers: Natasha Wells and Candice Venter (Arteria), Victoria Wray (DIA)

Sign Language Interpreters: Dan Hanks and Tiana Davidson

Captioner: Helen Hoffman

Proceedings:

1. Welcome and introductions

Ben Quay welcomed everyone to the meeting and introduced himself. There were a round of introductions.

2. Minutes of previous meeting, confirmation of publication

Minutes for the previous meeting were sent out in May; members asked that due to the time between meetings the minutes should be sent out with the agenda so members have time to look over them.

Members discussed the Official Information Act request for NZRAG meeting transcripts. Some members were uncomfortable about the release of the transcripts for privacy reasons.

The Chair stated that there is general agreement that the meeting minutes are the official record for the meeting. The transcripts are an accessibility tool.

MBIE informed members that it does not intend to receive the transcripts from the captioner in the future. MBIE attendees take notes and use these notes to create the minutes.

Some members would like to receive the transcript for their personal use for accessibility reasons. It was made clear to members that the transcript should not be shared. If members need to share information about the meeting, they should share the minutes.

It was agreed that MBIE would speak to Sprint about the best way to allow members to receive the transcript for their personal use only.

3. Presentation from Sprint on CapTel marketing

Natasha Wells presented the NZ Relay marketing plan, providing an update on the CapTel marketing plan and future marketing plan. She outlined the improvements made to the CapTel website, including a simpler request form and the addition of a supportive person to request a CapTel phone on behalf of a user.

Chris Blum provided an update on relay service monthly call minutes, trends of use of the service and their outreach plan with Deaf Aotearoa.

Candice Venter provided an update on the NZ Relay marketing strategy and marketing objectives to raise awareness of relay services, building the NZ Relay brand across demographics to increase visibility with both NZ Relay customers and hearing people. This strategy included growing video-assisted Speech to Speech and increasing Mobile Text Relay minutes.

John Moore shared a video that they created in the US to promote the Speech to Speech service. He sees an opportunity to do a similar video in New Zealand.

4. Presentation from DIA

Victoria Wray presented on DIA's work on digital inclusion, outlining the different disabled peoples organisations they engaged with and how the work on digital inclusion aligns with members of the relay user community.

There was a discussion about the community's experience being able to use the video interpreting service with different government agencies. It was mentioned that Jake LaBerge has been working with Inland Revenue to improve understanding. Members would like to see similar efforts with Work and Income frontline staff.

Victoria took questions at the end of the presentation. If members have further questions, they are welcome to contact Victoria. Her email address is: Victoria.Wray@dia.govt.nz.

5. Presentation from CSD

Jake LaBerge presented on the promotion of the Video Interpreting Service through his roadshow presentations around New Zealand. These presentations included visiting Wellington DHB's, NZSL tutor camps and Inland Revenue.

There was a discussion about interpreter preference and how VIS users can choose their preferred interpreter. Andrea Cooke outlined to members that if they have a preferred interpreter then to book them in advance.

NZ Relay Advisory Group business concluded at 12.30pm.

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 decision to pause the procurement of relay services, and for members to discuss the relay services and the needs of their communities without the providers in the room.