

Response ID ANON-C5F6-7WQ2-5

Submitted to About the Act and Code Review

Submitted on 2024-08-12 18:37:53

Your details

1 What is your name?

Name:

[REDACTED]

2 What is your email address?

Email:

[REDACTED]

3 Are you submitting as an individual, or on behalf of an organisation or group?

I am submitting on behalf of an organisation/group

4 How did you hear about this consultation?

Select from the following options:

Other (please specify)

If you selected other, please specify below:

I found out this was happening via my board role on the New Zealand Sign Language Board

Questions for organisations/groups

1 Name of your organisation or group (if applicable)

Organisation:

New Zealand Sign Language Board

2 Type of organisation/group (if applicable)

Organisation - type of organisation/group/ropū :

Other (please specify below)

Please feel free to provide any further detail below:

New Zealand Sign Language Board is a ministerially-appointed Board, which provides advice to the Minister of Disability Issues, and other central government agencies, on the acquisition, promotion & maintenance of NZSL, an official language of Aotearoa NZ. The Board is supported by Whaikaka, Ministry of Disabled People.

Share 'one big thing' or upload a file

5 Are you here to tell us your 'one big thing'?

Your one big thing::

Improving the experience of Deaf people:

- Explicit Inclusion of NZSL:

The Code should explicitly mention the right to use NZSL in health and disability services, ensuring that Deaf individuals can communicate effectively. This should include the right to access qualified NZSL interpreters, and not communicators (unqualified interpreters) or family members.

- Mandatory Training for Healthcare Providers:

Include provisions for mandatory training for healthcare providers on Deaf culture, worldview, and the use of NZSL to improve the understanding and interaction with Deaf consumers. The training should also explain why qualified NZSL interpreters are to be used, and why face-to-face interpreting is often the best option (and not video interpreters).

- Provision of New Zealand Sign Language Interpreters:

Clearly state the obligation not only to provide qualified sign language interpreters but also the consumers' preferred interpreters, in all health and disability services settings, ensuring no barrier to communication. And often face-to-face interpreter is the better choice, rather than video interpreters. In the event video interpreters are used - the health or disability service provider should enable the Deaf client to use a provided device, or if client uses their own device - access the Wifi network there, rather than expect the client to use their own mobile data at their own cost. Providers to understand it

should be their responsibility to book a NZSL interpreter, and ideally well in advance. Communicate with their client - maybe some clients prefer to book interpreter themselves (for peace of mind/assurance).

- Cultural Competency Requirements:

Include specific requirements for cultural competency that address the unique needs of the Deaf community, including awareness of Deaf culture, worldview, and the importance of visual communication.

- Feedback and Complaint Mechanisms:

Establish clear and accessible feedback and complaint mechanisms for Deaf consumers to report issues related to communication barriers and receive appropriate responses. 'Accessible' includes the ability to give feedback in NZSL. All panels and groups responding to complaints from Deaf consumers must include Deaf people knowledgeable in NZSL, Deaf culture, and world view.

Refer to NZSL Act 2006, the NZSL Strategy, and the United Nations Conventions on the Rights of People with Disabilities regarding special significance given to Deaf people and sign languages.

Making these adjustments will ensure Deaf and NZSL users receive equitable and respectful care in line with their rights.

6 Upload a file

File upload:

No file uploaded

Not Answered

Publishing and data protection

May we publish your submission?

Yes, you may publish my submission

Please note any part(s) of your submission you do not want published::

Reasons to withhold parts of your submission

Yes, I would like HDC to consider withholding parts of my submission from responses to OIA requests.:

No

I think these parts of my submission should be withheld, for these reasons: :

If needed, can we to contact you to follow up for more detail on your submission?

Yes, you can contact me

Would you like to receive updates about the review?

I'd like to receive updates about the review, I'd like to receive updates from the HDC about this and other mahi