Prepared for the NZSL Board

NZSL
New Zealand Sign Language
Board

NZSL Online Hub report

MERGE

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August 2017

Acknowledgement

Merge NZ thanks the Office for Disability Issues (ODI) and NZSL Board for allowing us to get actively involved in this survey project.

Merge NZ is grateful for the support from local Deaf communities, particularly Deaf people in assisting with hosting community meetings, collating useful information and administration support - your contribution has been greatly appreciated.

Our sincerest thanks members of the Deaf community, families with Deaf children, NZSL interpreters, teachers, professionals and NZSL-related organisations who took the time to share their views and ideas on the potential establishment of the NZSL Online Hub in person at face-to-face meetings or electronically.

Fitzgerald & Associates also assisted with this project. We appreciate your guidance and support.

Lastly, Merge NZ hopes this report will go a long way in building conversations on merging all relevant NZSL information, services and resources from all NZSL-related websites into one place online.

Contents

Executive Summary

The NZSL Board wanted to understand if the current wide range of NZSL websites meet the needs of NZSL users and what is working well. If and what changes are required and would an 'Online NZSL Hub' improve access to NZSL information online and therefore ensure the effective and efficient promotion and maintenance of NZSL.

A survey of the New Zealand Sign Language (NZSL) community was carried out during July-August 2017 on behalf of the NZSL Board. There are currently many key organisations that provide online NZSL information, resources and services to the wide range of NZSL users.

Online information and resources are becoming an efficient way to gain information about NZSL. A centralised place, a "hub" would help a wide-range of users to source information easier and to become aware of other current websites, resources and information available.

In total 240 individual responses via online survey were collected. Seven organisations provided feedback in face to face meetings and eight organisations provided written feedback. Four community meetings were held. Diverse age-groups and ethnicities were represented.

Overall respondents, both organisations and individuals provided the following feedback:

- Overwhelmingly supported the concept of one central online NZSL website.
- The NZSL Online Hub should be for everyone to use.
- The website should serve as a directory.
- The websites ability to be able to filter information to suit the user e.g. families of Deaf child, NZSL learner, Deaf community member, was identified as being key to the websites easy navigation.
- Various organisations receive enquiries about where to find general/specific NZSL information.

While feedback was overly positive, concerns raised were:

- the potential hub taking traffic and users away from other current websites, causing them to lose business, or no longer be needed.
- that hearing people, organisations, government may take too much ownership in the website content and management causing it to be disconnected from Deaf culture and the NZSL/Deaf community.
- that NZSL Online Hub may affect face to face interactions within the Deaf/NZSL community impacting on Deaf culture and weaken NZSL.

Recommendations

Based on information and feedback gathered, the following recommendations are:

1. **Establish** a NZSL Online Hub independent website.
2. **Design** an NZSL Online Hub to match the needs of its main user groups.

Proposed content of NZSL Online Hub would be:

3. **Ensure** that purpose of the NZSL Online Hub would be a NZSL-related only directory service or links to information instead of taking place of existing websites, the "hub" would direct users to the appropriate existing websites, perhaps, with a brief description of the websites content.
4. **Investigate** further the type and number of categories the website needs, Merge NZ can recommend that the following main user groups could be included:
   a. Deaf community
   b. NZSL learners
   c. Families/whanau of Deaf children and
   d. service providers offering their information/services to NZSL users.
5. **Create** a filter function that will sort information based on the user. As an example, a Deaf community member would receive all information and websites links relating Deaf news, events and services rather than information about learning NZSL. This will could be beneficial and essential for the easy navigation and continued usage of the website for its users.
6. **Organise** a list of all NZSL or Deaf relevant events (both from local, regional or national and area of interest from different communities listed on events calendar).
7. **Appoint** a live-person with full knowledge of NZSL-related services, information and resources that is available for live-chat in NZSL to assist with navigation. Having NZSL live-person available online few hours once a week as a start would be beneficial.
8. **Contain** a well-balanced list of Deaf/NZSL friendly businesses.

Management of the NZSL Online Hub:

9. **Set up** a further investigation in the second phase of this project would need investigation onto costings and management of its recommended that a Deaf person or/and a team of NZSL fluent people including Deaf person/s be involved in the design, management and content of the website.

10. **Hire** a consult to arrange meetings with service providers, organisations and discuss in detail about NZSL information sharing between organisations and the NZSL Online Hub.

Secondary Recommendations:

11. During information gathering for this project, there was an overwhelming concern within the NZSL community regarding government information videos translated into NZSL. These videos use a high level of English register and do not contain much NZSL expressions or movements accessible to all levels of Deaf people. As a result, the videos are not accessible to all and do not meet the needs of the target audience. It is recommended that service providers and/or government departments are encouraged to seek further advice on the current translation and delivery of their NZSL videos. Suggested advice to be obtained from:

    a. NZSL-English professional translation services or suitably qualified Deaf led organisations, that have NZSL teaching/translation work experience, and/or

    b. qualified NZSL coach (these coaches would ideally have a full Teachers' registration approved by NZSLTA - New Zealand Sign Language Teachers Association)

While respondents supported the concept of NZSL Online Hub functioning as a directory service, many suggestions were made for information to be provided that is not currently available, either in NZSL or about NZSL. These gaps have been noted *(Appendix F)* and recommend that a further, more in-depth survey is undertaken specifically to identify gaps in services, resources and information for the Deaf community.

Methodology

The aims of this survey were to:

1. **Understand** if the current wide range of NZSL websites meet the needs of NZSL users or if changes are required.
2. **Determine** if and what changes, improvements to the current NZSL online services need to be implemented to strengthen the promotion and maintenance of NZSL to all NZSL users.
3. **Confirm** there is a need for one central NZSL Online Hub website that all other websites (including social media) that contain NZSL relevant information could link to.

An online survey link was disseminated via websites, newsletters and social media websites (Facebook) of NZSL related organisations and groups. Over 150 emails were sent directly to members or the Deaf community inviting their participation in the online survey via Survey Monkey, they were asked to complete all 16 questions on the questionnaire. As well, emails were sent to organisations inviting their staff members to participate in the online survey. **A total of 240 respondents completed the online survey.**

Hard copies of the survey were also made available at each of the four community meetings. Open-ended and direct questions on NZSL translated videos, signed by a Deaf narrator, were sent out to participants from different groups within the NZSL/Deaf communities and organisations.

A group of local Deaf community members assisted with organising local face-to-face Deaf community meetings in four cities (Christchurch, Wellington, Hamilton and Auckland) to seek feedback, views and enable open discussions about ideas and the needs for the potential NZSL centralised website, and what the benefits would be, if any. The values of Deaf Culture include information sharing in culturally-appropriate way in a group setting, allowing members to discuss and express themselves face to face.

These community discussions involved heavy usage of NZSL to ensure full understanding from various groups within the NZSL community. Meetings catered for both Deaf, hearing, hard of hearing and hearing people.

Responses were gained from discussions at these meetings, which were held in NZSL with sign language interpreter/s present. Deaf Community meetings were held in:

City	Dates	Attendees
Christchurch	5th August 2017	8
Auckland	8th August 2017	9
Hamilton	11th August 2017	12
Wellington	18th August 2017	19

Diverse age-groups, ethnicities and professions were represented at community meetings.

In addition, thirsty (30) Deaf/NZSL-related organisations were contacted and asked to submit feedback. Of the 30 contacted, seven (7) organisations attended face to face meetings with Merge NZ. Eight (8) organisations also submitted written feedback.

| Response	Count
Online Survey	240 individuals
Community meetings	48 (4 meetings)
Organisation's face to face meetings	7
Organisation written feedback	8

Feedback was also obtained on perceived responsibilities for the ongoing maintenance and funding of the NZSL Online Hub as well as its content.

Individual Respondents (Online Survey)

Introduction to questions 1-3 which covers demographics. A full list of survey questions is available in *'Appendix A'* of this report.

Question #1: Demographics (Residence)

Residence of Survey Respondents
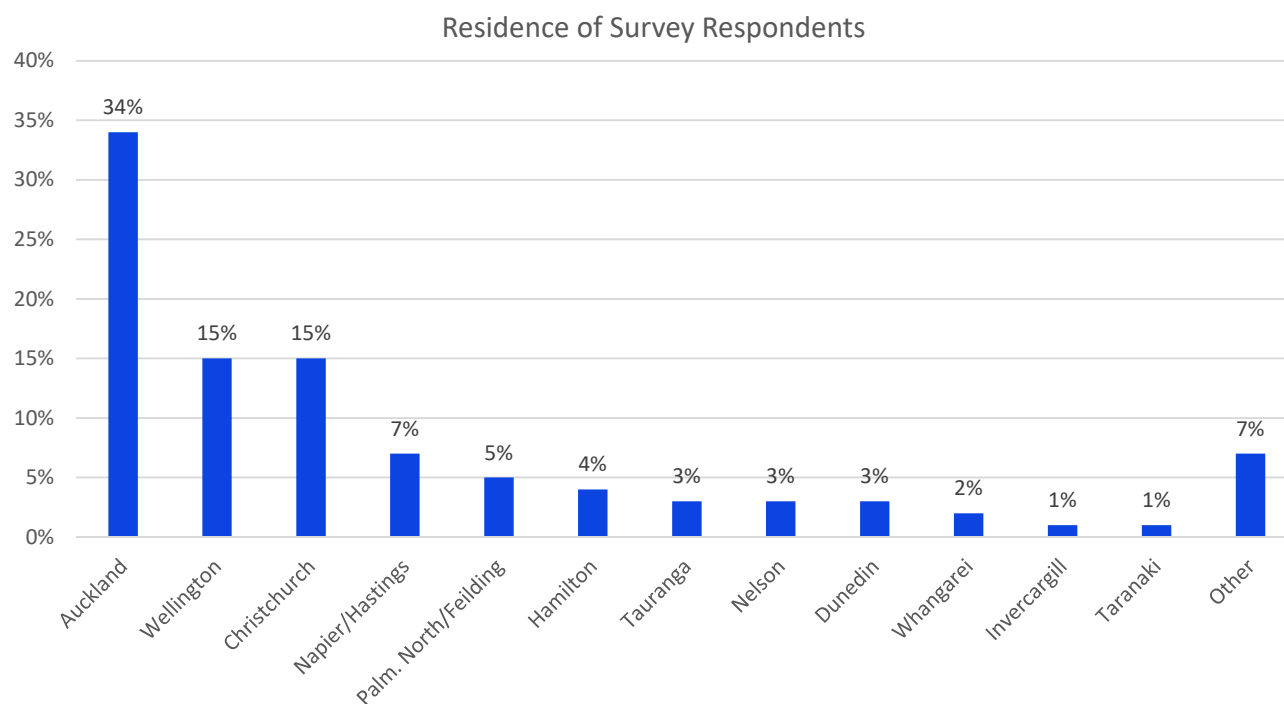
AKL	WGN	CHC	NAP	PN	HAM	TGA	NEL	DUN	WHA	INV	TKI	Other
82	36	36	16	12	11	5	5	5	4	2	2	16
34%	15%	15%	7%	5%	4%	3%	3%	3%	2%	1%	1%	7%

Q2: Demographics (Identity/Language used by respondents)

A wide range of people, Deaf, hard of hearing and hearing participated in the online survey:

- Deaf and use NZSL as an everyday language (40.17 %)

- Deaf or hard of hearing and sometimes use NZSL (11.30 %)

- Non-Deaf and regularly use NZSL (17.99 %)

- Non-Deaf and learning NZSL (20.92 %)

- Other (9.62 %) *e.g. parents of Deaf child - new to NZSL, child wanting to learn NZSL, non-verbal and using NZSL, non-Deaf and use NZSL sometimes, CODA (Children of Deaf Adults), Deaf with Cochlear Implant wanting to learn NZSL and Hard of Hearing and learning NZSL).*

Demographics (Identity/Language used by respondents) cont.

Deaf (use NZSL everyday)	Deaf/HH (sometimes use NZSL)	Non-Deaf (use NZSL regularly)	Non-Deaf (learning NZSL)	Other - listed below	Total:
96	27	43	50	24	240
40%	11%	18%	21%	10%	100%

Personal background: Identity and Language

Other groups:

- Hard of Hearing and learning NZSL (18%)
- Deaf with Cochlear Implant wanting learn NZSL (26%)
- Non-Deaf and uses NZSL sometimes (13%)
- Child wanting learn NZSL (13%)
- Non-verbal - using NZSL (9%)
- CODA (Children of Deaf Adults) (8%)

Deaf or HH and sometimes use NZSL, 11.30%
Deaf and use NZSL as an everyday language, 40.17%
Non-Deaf and regularly use NZSL, 17.99%
Other, 9.62%
Non-Deaf and learning NZSL, 20.92%

- Deaf or HH and sometimes use NZSL
- Non-Deaf and regularly use NZSL
- Other
- Non-Deaf and learning NZSL
- Deaf and use NZSL as an everyday language

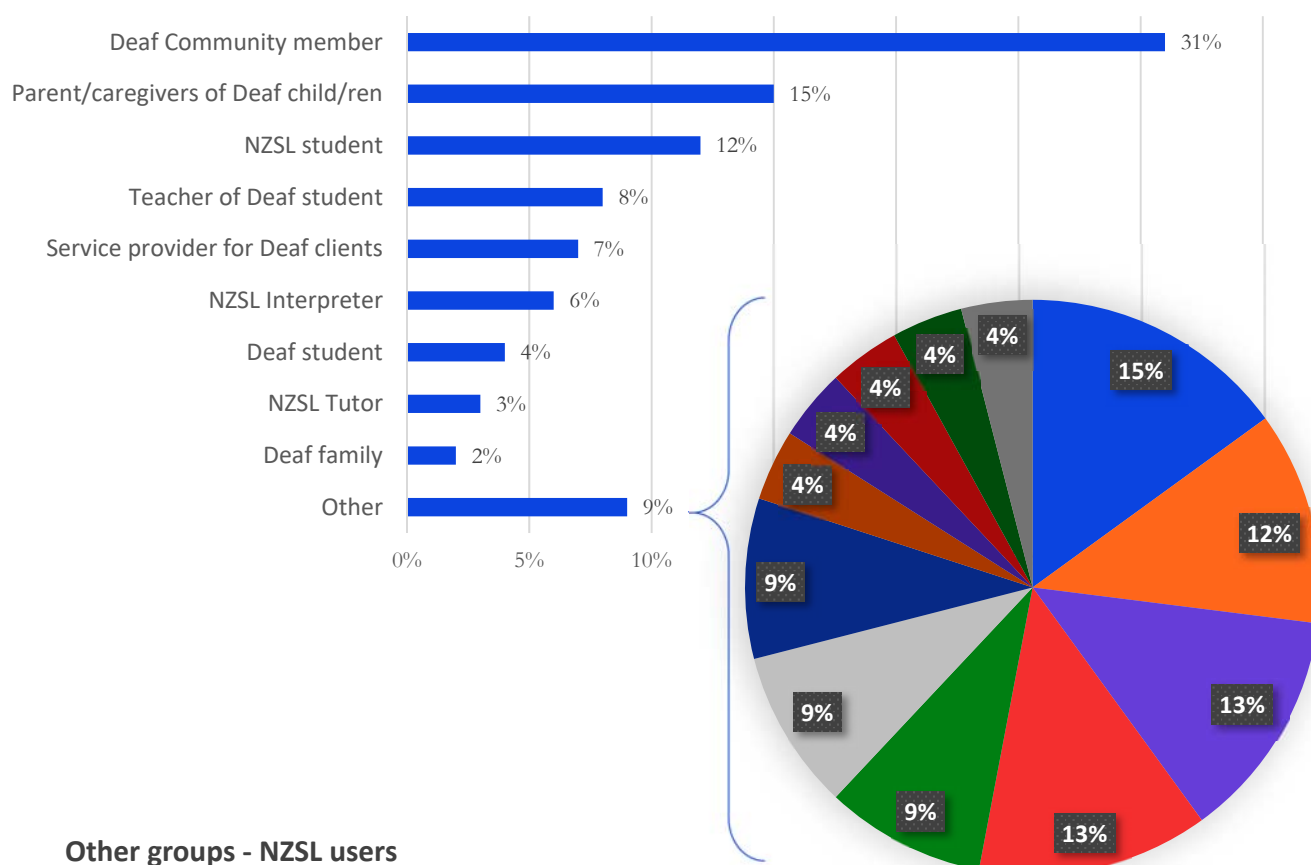## Q3: Demographics (NZSL users identified by respondents)

'NZSL users' includes many different groups of people with different levels of skill in and use of NZSL, ranging from those who grew up being Deaf and used NZSL as their first language from the birth (native NZSL users); Deaf families (both parents or one parent is Deaf and either or both children are Deaf); Deaf and hard of hearing, people who learnt NZSL later in their lives; hearing people that have engagement with Deaf person/people for e.g. family/whanau member of Deaf person, NZSL

interpreters, teachers of the Deaf children; hearing person learning NZSL; and hearing person interacting with Deaf colleagues, staff or clients/customers (service providers).

In this survey report, the highest percentage of respondents were Deaf community members (31%), including both Deaf and hard of hearing people. The second largest group were parents of Deaf children (15%), while NZSL students came in closely at 12%.

The NZSL community is very diverse and over 9% of survey respondents had multiple roles within the NZSL community. For example, NZSL interpreter also had a Deaf child, Child of a Deaf Adult (CODA) works as Teacher for the Deaf and many more.

NZSL Users - Group's background

Other groups - NZSL users

- ECE (Early Childhood Centres) (15%)
- Teacher Aide/Communicator (12%)
- Works with Deaf student at mainstream school (13%)
- Pastoral workers (13%)
- SODA (Siblings of Deaf Adults) (9%)
- CODA (Children of Deaf Adults) (9%)
- Works with non-verbal students (9%)
- NZSL user/suporter (hearing person) (4%)
- Adviser on Deaf Children (4%)
- Deaf, learning NZSL (4%)
- Ex NZSL student (4%)
- Sports Coach (4%)

Current NZSL websites and social media

A general overview of NZSL users and their engagement with NZSL related websites including social media.

Questions 1-3 covered the survey participants demographics.

Question #4 asks: "*In a typical month, which of the following websites/social networking websites do you use for NZSL information, services and resources most often?*"

The numbers of NZSL related websites and social media is growing. Below is the response from individual participants regarding websites they visit and how often.

In general, some websites had a high number of participants respond that they had either never visited the site or were not aware of it. For some NZSL-related websites, this reflects the specific target audience the site caters for, however for others it may be due to lack of promotion and general lack of awareness of their websites. This may improve with a central NZSL Online Hub to help users become more aware of what NZSL relevant websites are available.

The **NZSL Dictionary** was the most used NZSL related website (50%), predominantly among NZSL learners (hearing participants). This website includes NZSL vocabulary and sentence (phrases) example videos and is the only of its kind in New Zealand. The **NZSL Dictionary app** was used by less users (7% of respondents) but was reported as being easy to use in conjunction with the website. This website was used by NZSL users for NZSL learning and clarification purposes.

Among NZSL users (both Deaf and hearing) **NZSL - Tangata Turi o Aotearoa, New Zealand Deaf Community - Facebook page** and **Deaf Aotearoa's Community Weekly newsletter** were popular. These NZSL users appreciated the regular news and updates about what was happening within the NZSL community in New Zealand. The importance of "Deaf news" and information sharing was noted throughout the survey.

Facebook was reported as being the most used social media both in the individual online survey and in the community meetings. Both including Deaf and hearing participants.

Below is the response from participants for the overall use of the following websites:
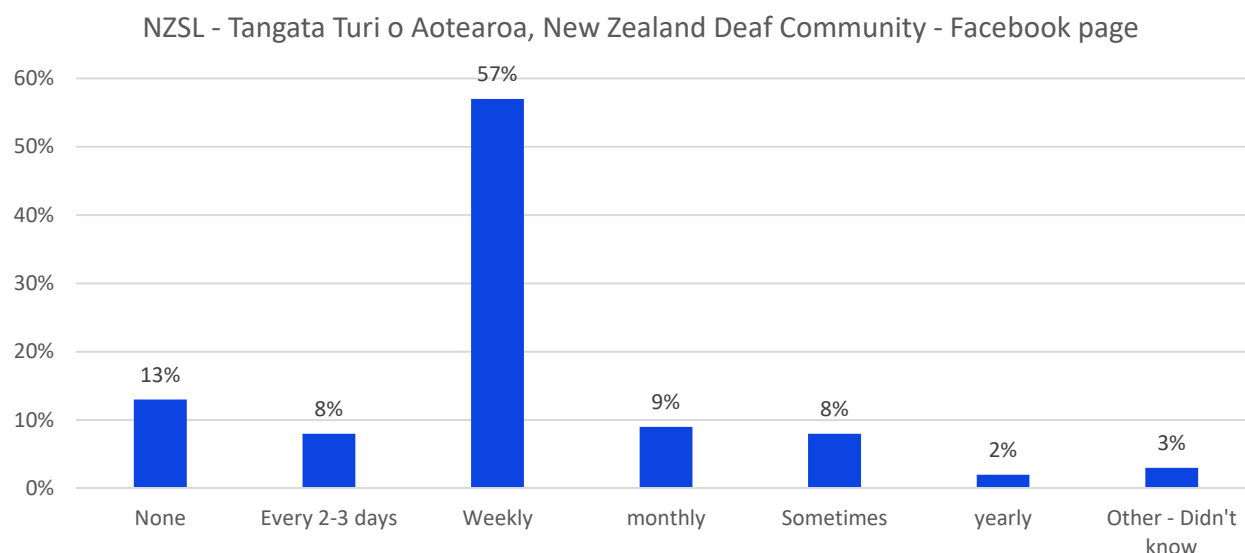*(Respondents could pick as many websites as they liked)*

Answer Choices	Responses
Online NZSL Dictionary - Home page	85%
Deaf Aotearoa - Community Weekly	76%
LearnNZSL - Home page	74%
NZSL - Tangata Turi o Aotearoa, NZ Deaf Community - Facebook page	70%
NZSL Week - Home page	67%
Sign Ninja website - NZSL history	67%
Van Asch Deaf Education Centre - sign vocabs	66%
TKI website - Thumbs Up	64%
Kelston Deaf Education Centre - Online Learning	62%
TeachSign - NZSL Teaching	61%
NZ Federation of Deaf Children - YouTube video	60%
Office for Disability Issues – NZSL Board	59%
NZSL Timetable & Registrations - Auckland Deaf Society	59%
Wikipedia - NZSL page	55%
SignDNA - Sign Language Deaf National Archive	28%
Other (please list):	30%

In the "Other" category (30%) the following websites/social media pages were listed:
- Deaf Aotearoa New Zealand Facebook page and website
- Deaf Action New Zealand Facebook page
- Dunedin NZSL users Facebook page
- First Signs Facebook page and website
- Merge NZ Facebook page and website
- NZSL teacher aide - http://nzslteacheraide.weebly.com/
- New Zealand Sign Language Teachers Association New Zealand Facebook and website
- Van Asch Deaf Education Centre YouTube for NZSL Bites and Turi TV website
- Victoria University of Wellington Facebook and websites
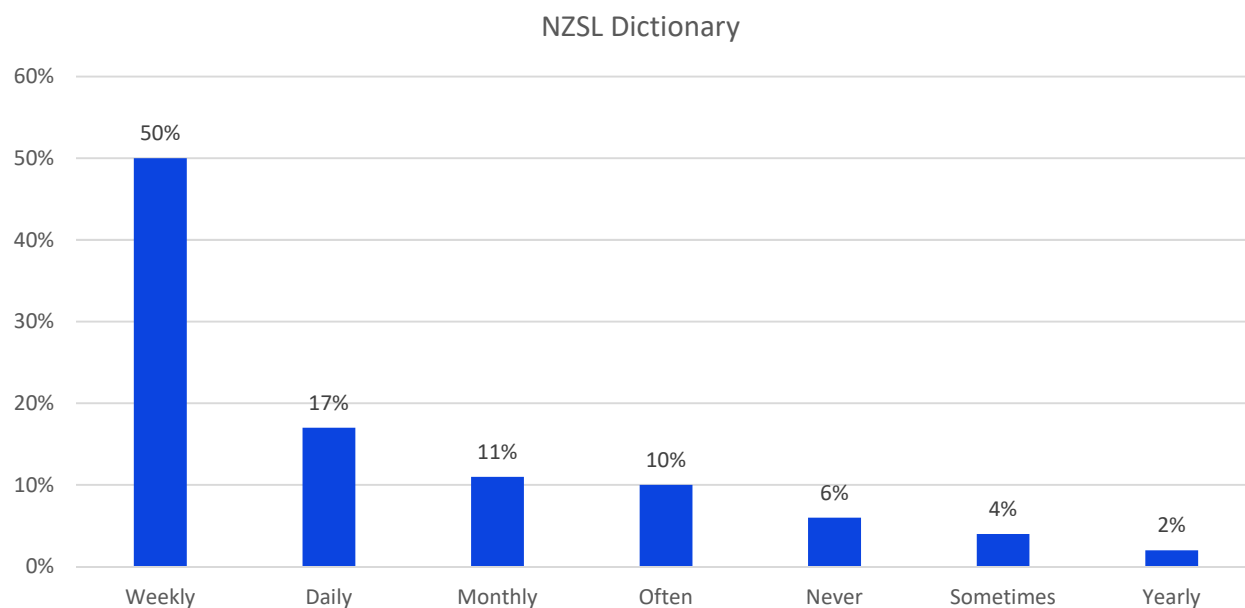- Wellington NZSL Bubs and Tots Facebook page

At the Community Meetings, most people reported Facebook was the most used social media by participates (more than websites), however should be noted some older members of NZSL community identified as not using social media in any form. Very few used Twitter to access to information due to strong English influence in the content.

Q4: How often do you use these NZSL websites/social media?

Out of the 92 (70%) respondents who use the Facebook page, NZSL- Tangata Turi O Aotearoa more than half do so weekly. This reflects the high percentage of survey participants that use Facebook as their main social media on a basis format. Doing this through Facebook very easy. It also reflects the value places on videos in NZSL and information sharing amongst the community.

NZSL - Tangata Turi o Aotearoa, New Zealand Deaf Community - Facebook page

| Category	Percentage
None	13%
Every 2-3 days	8%
Weekly	57%
monthly	9%
Sometimes	8%
yearly	2%
Other - Didn't know	3%

The NZSL Online Dictionary was the most visited website by respondents; for NZSL learning and for clarification purposes; and NZSL tutors who use and teach NZSL students correct signs/handshapes.

NZSL Dictionary

| Category	Percentage
Weekly	50%
Daily	17%
Monthly	11%
Often	10%
Never	6%
Sometimes	4%
Yearly	2%

A new website, LearnNZSL was launched earlier this year in May 2017 (under Victoria University of Wellington).

A total of 97 survey respondents visited the website. 31% of those visited on a weekly basis.

LearnNZSL
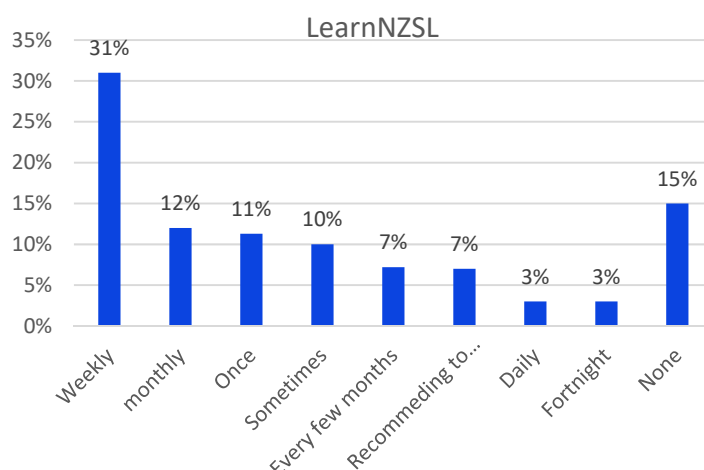
46% of respondents have never used the website. However, this number is understandable because TeachSign website caters to NZSL tutors, given the small percentage of NZSL tutors in New Zealand. Those that used the website more than half reported doing so regularly (on a weekly, monthly basis).

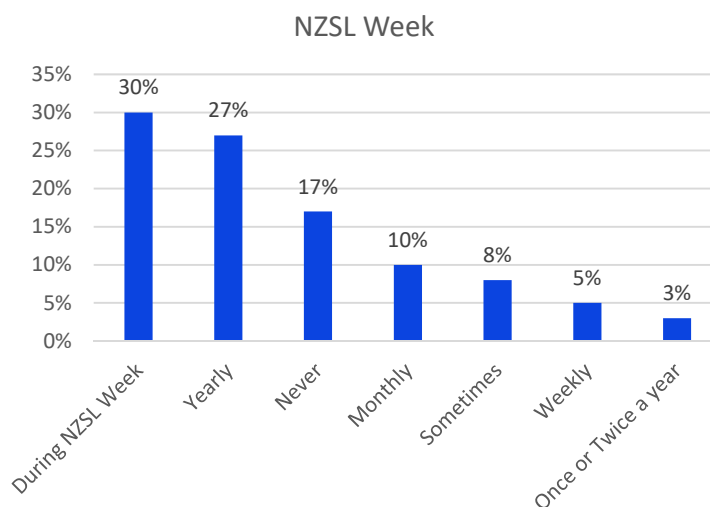**TeachSign - NZSL Teachers Association of NZ**
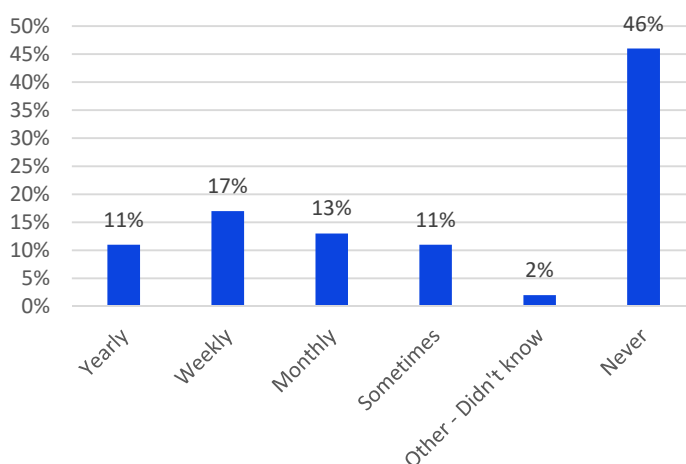
Over half of respondent's accessed Deaf Aotearoa's Community Weekly electronic newsletter on weekly basis (65%). This newsletter is circulated every Friday to members of Deaf Aotearoa New Zealand.
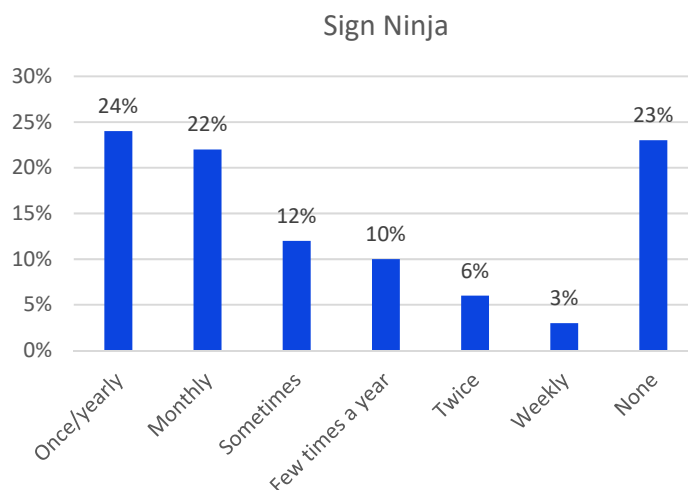
Deaf Aotearoa - Community Weekly
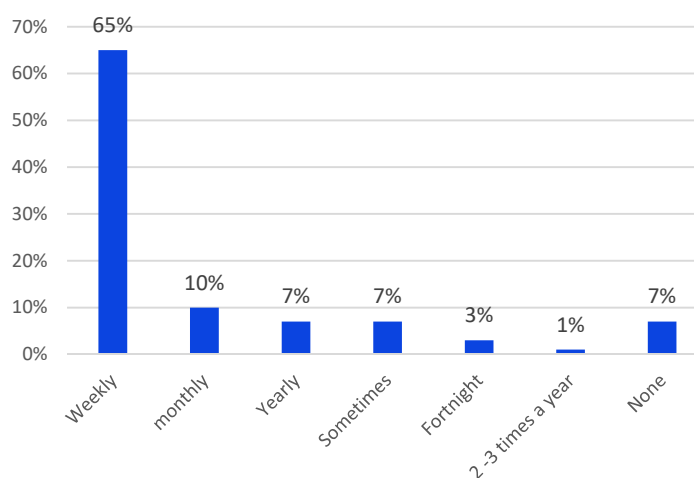
83 respondents visited the NZSL Week website. Of this, more than half visited the website once a year/during NZSL Week only.
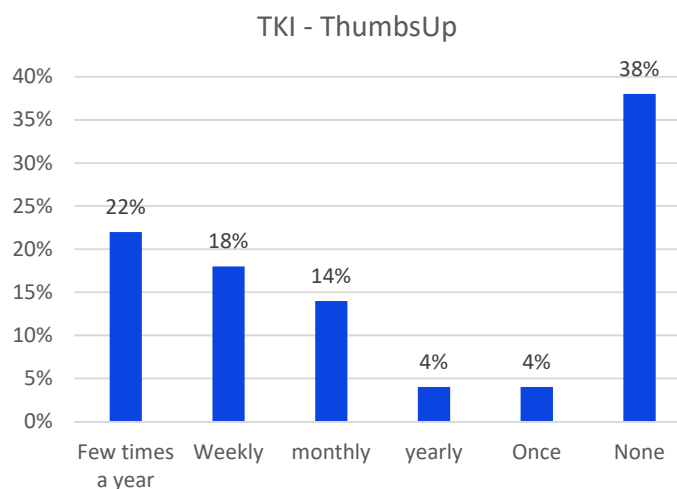
NZSL Week is an annual event and promotion of the website is targeted once per year in May.

NZSL Week

Category	Percentage
During NZSL Week	30%
Yearly	27%
Never	17%
Monthly	10%
Sometimes	8%
Weekly	5%
Once or Twice a year	3%

Sign Ninja, developed by Deaf Aotearoa was more likely to be visited once or twice by users as opposed to regularly. Almost a quarter of participates have never visited the site. This is likely because the website is targeted to those wanting to learn NZSL and may not appeal to Deaf people in general.

Sign Ninja

Category	Percentage
Once/yearly	24%
Monthly	22%
Sometimes	12%
Few times a year	10%
Twice	6%
Weekly	3%
None	23%

This Ministry of Education's (under TKI – Te Kete Ipurangi) website "ThumbsUp" has a specific target audience of students learning NZSL in years 7-8 and this may be the reason for the high number of respondents who had not visited the website or who don't do so regularly.

TKI - ThumbsUp

| Category	Percentage
Few times a year	22%
Weekly	18%
monthly	14%
yearly	4%
Once	4%
None	38%

24% of respondents use this website weekly, while 30% reported have never using this website. This may reflect that the website is used by those with an affiliation (e.g. parents of children attending, staff, teachers) to the Deaf education centre.

Kelston Deaf Education Centre
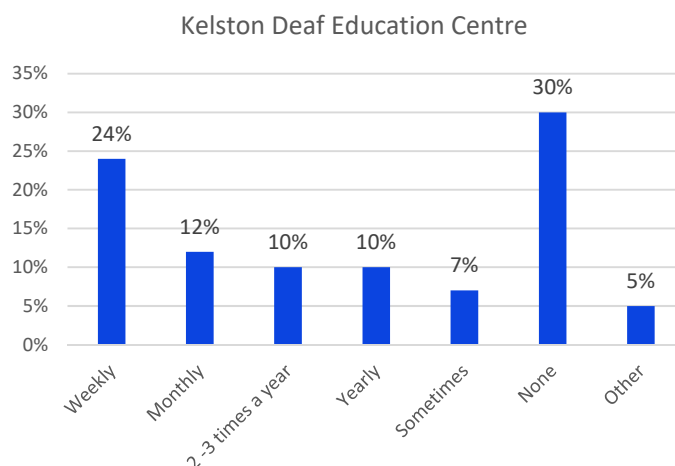
Almost half (41%) of the participants had never heard or visited this website. This may be due to NZSL users viewing it as a website solely about the Deaf education center itself and not designed for use by the general public.

Van Asch Deaf Education Centre
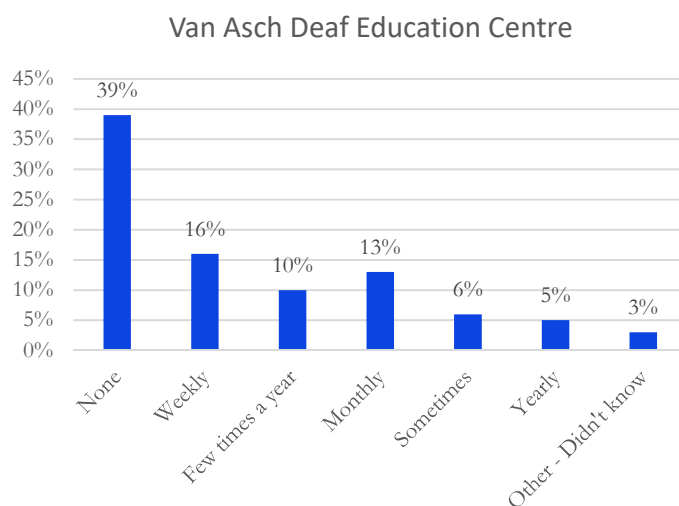
54% respondents had yet to visit the site. This reflects the website has a specific target audience which may not draw all to visit.

NZ Federation of Deaf Children
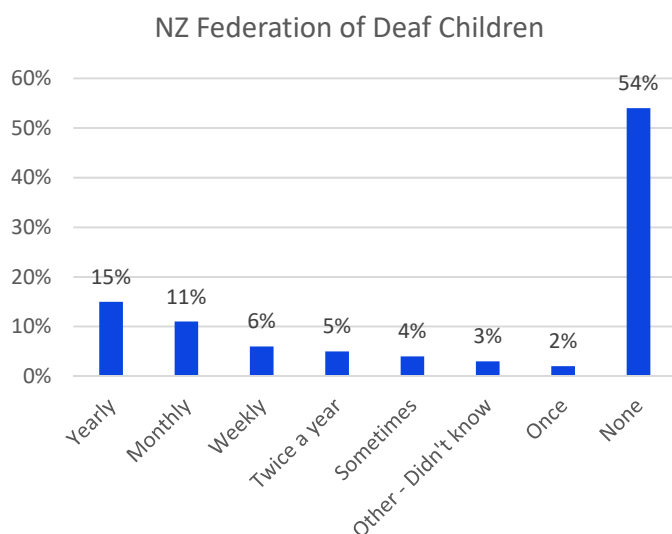
The high percentage (67%) of participants who have never used the Auckland Deaf Society website likely reflects the local nature of the page, and specific target audience.

Auckland Deaf Society
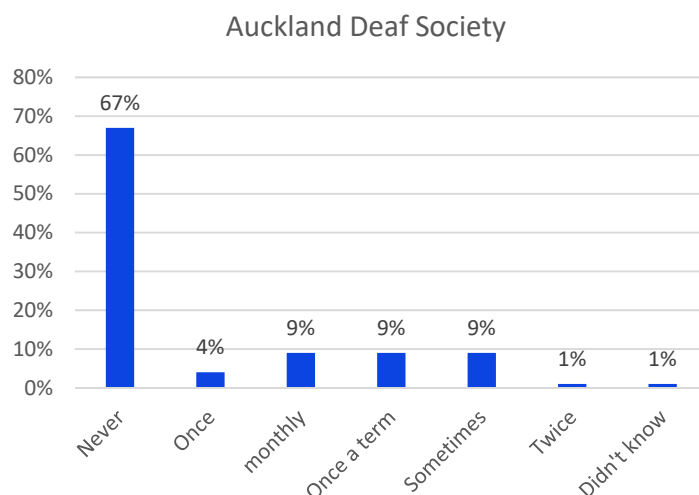
36 respondents commented on their use of this website (SignDNA). None used the website on a regular basis, with most visiting once or twice through the year. A large proportion have yet to visit the website.

SignDNA

Office for Disabilities Issues - NZSL Board
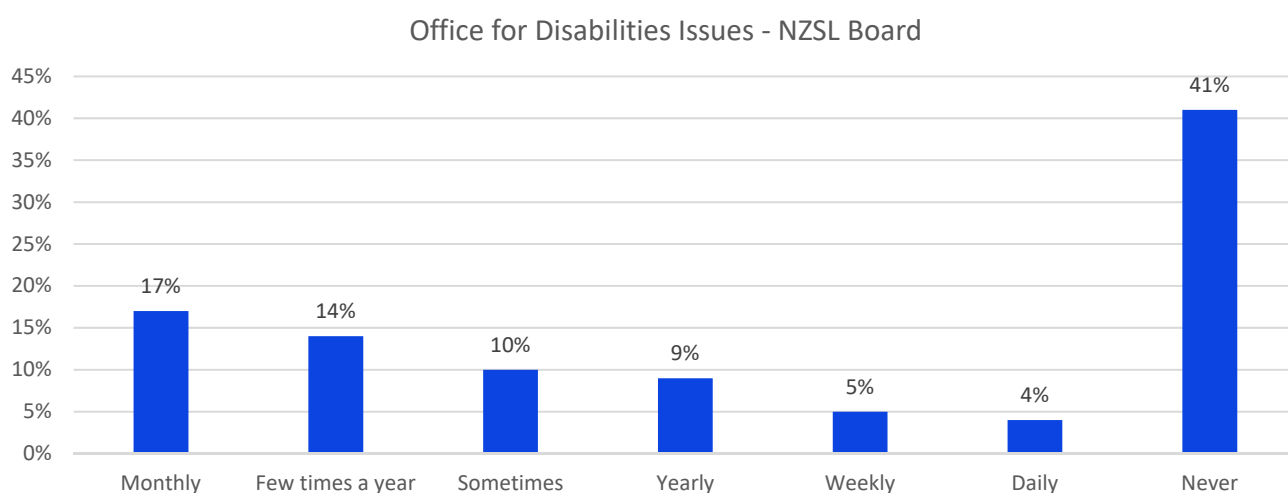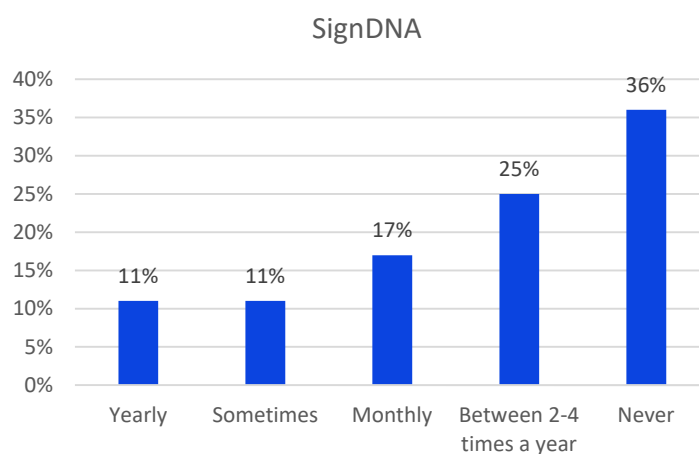
Respondents were more likely to visit the ODI/NZSL Board homepage as updates or new information became available, rather than a website used on a regular basis.

Purpose of visiting websites/social media

Q5: Why do people visit websites/social media, what is the purpose?

This section covers the question #5: *"On the current NZSL websites/social media you like using, what NZSL information, resources and services, etc. do you like to use?"*

There are many existing NZSL related websites (approx. 50), and over 80 to 90 social media platforms related to NZSL/Deaf in New Zealand *(Appendix E & F)*. Survey respondents gave more than one answer for their purpose of visiting the website/social media.

This section outlines the purpose and reasons for visiting NZSL-related websites and/or social media from individuals, who have completed an online survey. Respondents' **visited NZSL-related websites and social media** to:

- Learn and practice NZSL (via NZSL Dictionary, LearnNZSL and practice vocabs/phrases) (27%)
- Access to current affairs (news, announcements, discussions, debates, etc.) (19%)
- Seek information and use NZSL-related services (17%)
- Access for NZSL teaching purpose (NZSL resources, NZSL videos and other materials) (10%)
- Find out what's on, events in their local areas or any national events i.e. NZSL Week (10%)
- Use websites to refer to other people/organisations, sharing information related to NZSL (3%)
- For other various reasons (4%)

Current NZSL websites/social media - purpose of visiting
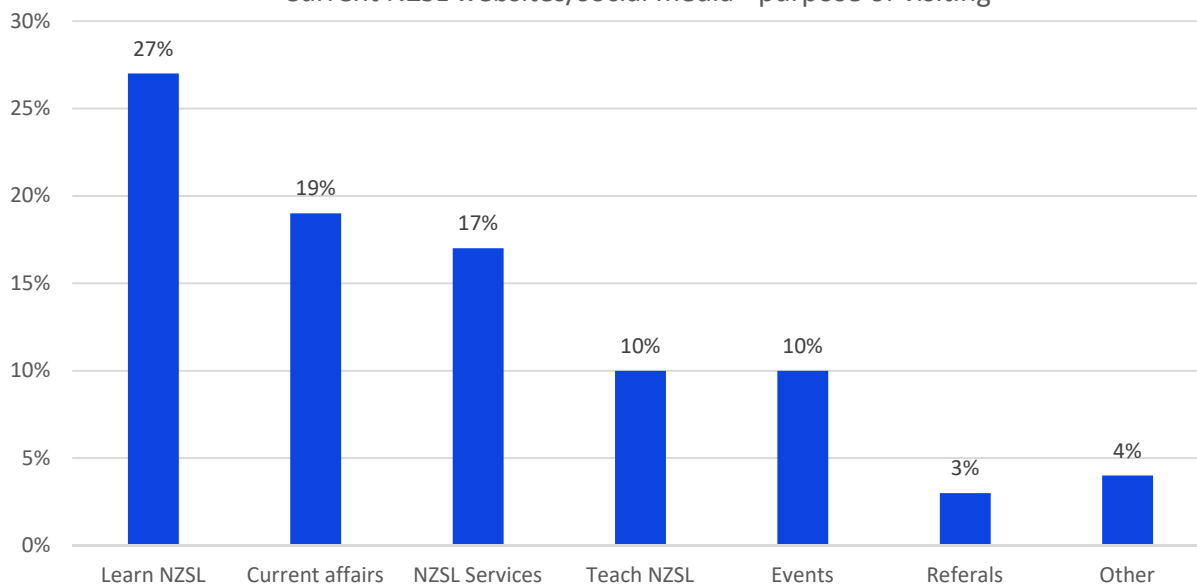
Learn NZSL	Current affairs	NZSL Services	Teach NZSL	Events	Referals	Other	Total:
45	32	29	18	18	5	6	153
27%	19%	17%	10%	10%	3%	4%	100%

1) *Learn and practice NZSL:*

Respondents shared their perspectives on their reasons for visiting various NZSL-related websites and/or social media sites. Approximately 21% of total respondents from the overall survey were NZSL learners (27%) wanting to access several websites to learn NZSL, have an opportunity to practice relevant vocabularies and phrases. These users wanted to communicate with their Deaf children, work colleagues, Deaf customers/clients as well to access NZSL-related resources. NZSL-related resources used were noted as:

- NZSL Dictionary (55%)
- NZSL Dictionary app (7%)
- ThumbsUp under Te Kete Ipurangi (TKI) (9%)
- LearnNZSL (7%)
- NZSL Exercises (2%)

"I like using websites to learn NZSL as it has taught me understand NZSL grammar better. I enjoy using the NZSL Dictionary."

"I like watching NZSL videos to help build my fluency, and just to see NZSL in action. I also enjoy watching videos myself to help keep my receptive skills up."

"Anything online that is slow enough for me to follow NZSL videos - as I am learning, I sometimes struggle understanding NZSL videos with fast signing."

Learn and practice NZSL via?

Websites to learn NZSL:
- ■ NZSL Dictionary (55%)
- ■ NZSL Dictionary app (7%)
- ■ TKI - ThumbsUp (9%)
- ■ LearnNZSL (7%)
- ■ VUW - NZSL Exercises (2%)
- ■ Skype (online) (2%)
- ■ Other: NZSL videos (18%)
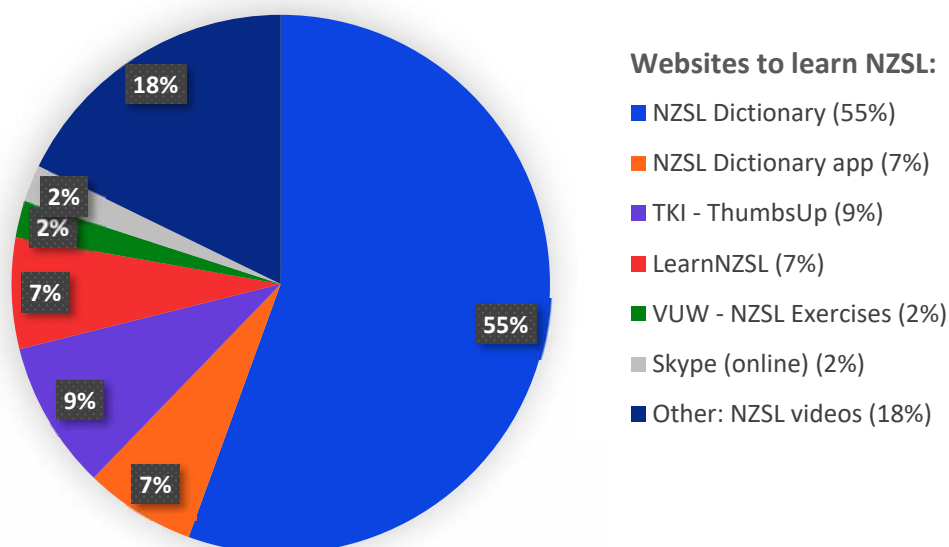
NZSL Dictionary	NZSL Dictionary app	TKI - ThumbsUp	LearnNZSL	VUW - NZSL Exercises	Skype (online)	Other: NZSL videos	**Total:**
55%	7%	9%	7%	2%	2%	18%	**100%**

2) Current Affairs related to NZSL/Deaf:

The second most common purpose for visiting was related to current affairs, NZSL or Deaf related news as well as general news delivered in NZSL (19%). They liked following Deaf Aotearoa's Community Weekly newsletter as well as following other news, updates and announcements from various places through social media (Facebook). News included important information from NGO (Non-Profit Organisations), government organisations, NZSL/Deaf services as well from NZSL-related businesses. Most news were reported as being sourced from social media (Facebook). Respondents commended this as being fast and effective way of receiving the most recent, 'fresh' news.

"Information on upcoming events; vlogs, discussions about the language and issues relevant to the Deaf community and interpreters; mentions of NZSL in the media; games and activities that I can refer other people to; livestreams."

3) Access to NZSL-related Services:

The third group of respondents (17%) explained the importance of accessing NZSL-related services for their everyday use. These services included:

- communicating with frontline staff at Deaf Aotearoa for various reasons including accessing the First Signs service, and its other services
- accessing NZSL information from the government services that have NZSL videos
- organising and booking NZSL interpreters
- accessing services from Deaf Education centres (KDEC/VADEC)
- getting involved in advocacy work via Deaf Action New Zealand
- visiting local Deaf Clubs in NZ as well as visiting NZSL-related business

Breakdown of NZSL-related services
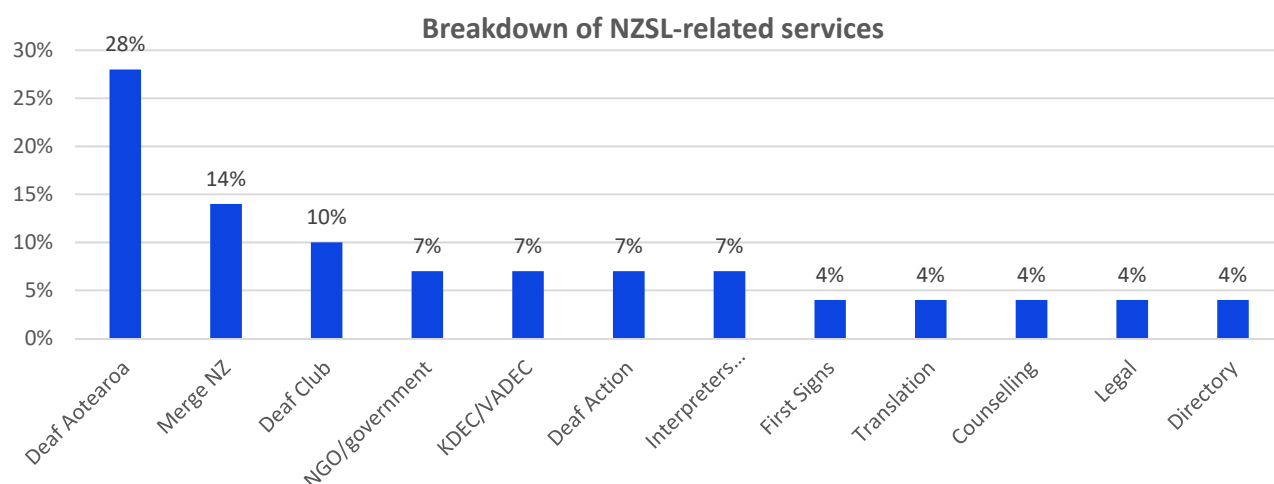
4) Access for NZSL Teaching purposes:

The fourth most common reason (10%), visited NZSL websites and social media to help with their NZSL teaching such as curriculum, resources and other teaching materials from TeachSign website, as well interact with other NZSL professionals. Teachers for the Deaf, NZSL Tutors and NZSL resource developers to share ideas, resources for their work.

"NZSL videos of new signs and descriptive videos to show the Deaf youth and young children learning NZSL. I use the NZSL dictionary lots to create resources for kids."

"Anything that is a resource I can share with parents and teachers - songs, children stories, background information, research, families' stories, vlogs."

"I like using the NZSL Dictionary and Facebook sites where people are discussing new signs and sign language learning resources e.g. new Te Reo songs translated into NZSL/English."

"I like exploring about Deaf arts, especially on visual vernacular (VV), NZSL story-telling for example, to be showcased to enhance public's appreciation of sign language as a beautiful, richly complex language."

5) NZSL-related Events:

10% respondents said they used social media as well as websites to be updated on upcoming events and find out what is happening in their local area including events at their local Deaf Clubs, NZSL Clubs, NZSL Week and other community events such as families of Deaf children's gathering, social and sporting events.

"I like knowing what Deaf events are coming up. I used the NZSL Facebook pages to expose myself to different variations of NZSL and to keep up to date with what is going on in the community."

6) Referring to others about NZSL information:

A low number of respondents (5%) said, they use NZSL websites/social media to refer other people to NZSL information, resources and services e.g. service providers, employers, friends who may will benefit from understanding about NZSL as well encouraging parents of Deaf children to visit NZSL learning websites and practice their NZSL online.

Feedback on current NZSL websites and social media

NZSL user's experience using websites and social media

This section covers the question #6: *What is working well on current the websites/social media, etc. you use for NZSL information, resources and services?*

The answers were categorised into groups under:

1. NZSL videos (25%)
2. Accessibility (23%)
3. Interactivity (20%)
4. Learning NZSL (18%)
5. Access to information (14%)

What works well using website/social media?

Legend:
- NZSL videos
- Accessibility
- Interactivity
- Learning NZSL
- Access to Information
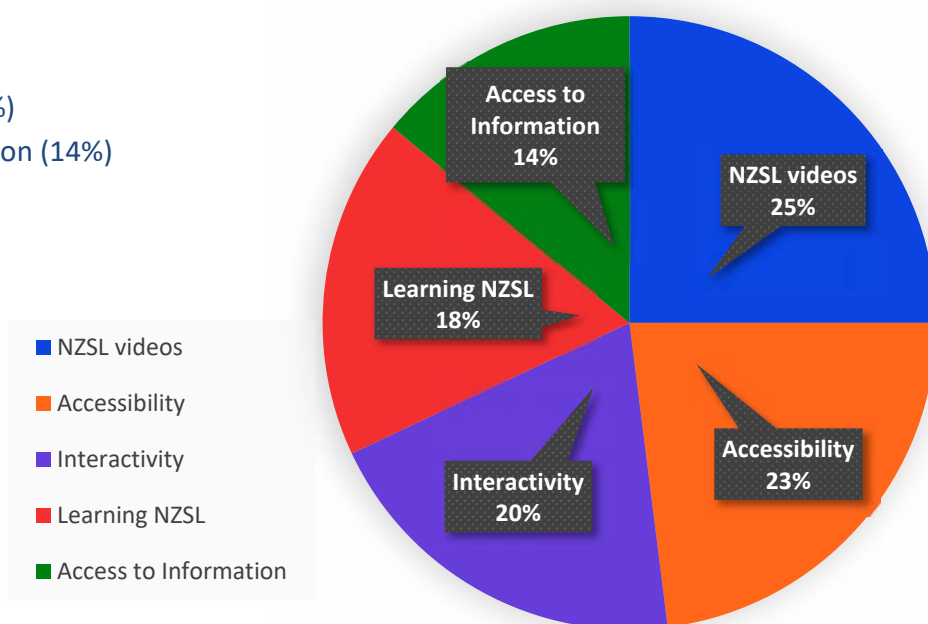
1) NZSL Videos

Most respondents (25% of those that answered the question) thought it was important to include good quality NZSL videos that has a clear signing content. This is becoming more widespread and respondents value receiving information in their own language, in some cases, their first language.

"Ability to watch NZSL videos anytime."

"Technology is catching up with the need for visual communication"

"It would be nice to access information in NZSL and have a break from English".

NZSL videos that contain captions (preferably, with the ability to turn these on/off) were highly valued. This was a trend found throughout the individual responses on the survey and at all four community meetings.

"Good quality videos; legible closed-captioned NZSL videos; clear visual access to NZSL communication during livestreamed events or announcements; ease of access to online NZSL videos via popular apps, e.g. YouTube, Vimeo or Facebook."

"I love the LearnNZSL website for my family and friends to learn NZSL, as it is free and fun. Being able to learn NZSL at home as there is none/very limited access to it face to face in our region."

2) Accessibility (navigation/functions)

The second largest group of respondents (23%) commented that being able to access information online and search within the website for key words made it easier to navigate.

"Colourful, visible categories on websites that allow me for easy reference is fantastic, e.g. Learn NZSL is very visible and easy to navigate. SignDNA also has categories at the top of their website which is easy to navigate videos."

Functions that make using the website and accessing to NZSL-related resources easier, quicker and more user friendly were considered important to participants.

"NZSL Dictionary is easy to follow as you can use slow mode as well as normal for videos. Learn NZSL is easy to follow and I have learnt a lot about NZSL grammar. As well, it's practical to access, search for and can link/download/print for activities."

Participants emphasized the value of websites offering full accessibility, which include visual, easy-to-read English text and NZSL videos (with options for turning captions on/off) as well.

3) Interactivity

The importance of interactive websites and social media, that currently are available were highlighted as important to respondents (20%):

- receive regular, relevant, and NZSL-friendly updates
- get announcements and news
- access to local and national news

"Receiving information in NZSL in news bulletins. Communicating with others in NZSL through social media."

4) Learning NZSL

Participants appreciate the current NZSL learning resources (18%), available online especially the free resources, as having to pay can be a big barrier for some families.

"Lots of the resources are free. Yay! That's amazing. Having to pay for things is a real barrier for parents. Many of the videos are high quality and have great fluent role models."

Feedback was received that, in particular, the NZSL Online Dictionary and the LearnSign websites are great learning tools. Participants also noted that having these online learning resources are particularly important in more isolated areas where face-to-face classes or NZSL tuition is not readily available.

5) Access to Information

Participants (14%) valued websites that have reliable regular updates. They also mentioned, it is important to have good signing NZSL videos and at the same time have well-written English subtitles available online.

"Understanding more but I think we need more information available. I am a parent of a hard of hearing child and I don't know where I can get more information for my child to learn more about Deaf culture and awareness".

At the community meeting, feedback received on trends regarding what is working well for users included, captioned videos, with the option to turn on/off. These are valued by the community, both Deaf and hearing alike.

Feedback on current NZSL websites and social media cont.

This section covers the question #7: **What is not working well with the websites/social media you use for NZSL information, resources, services, etc.?**

A total of 93 respondents answered this question (note some answers contained more than more category so total answers higher than 93). Of the answers received the following trends were seen:

What is not working well

- Hard to find information (32%)
- Need NZSL learning resources (16%)
- Not updated (11%)
- Videos (9%)
- Technical problems (8%)
- Heavy English (2%)
- No feedback (22%)
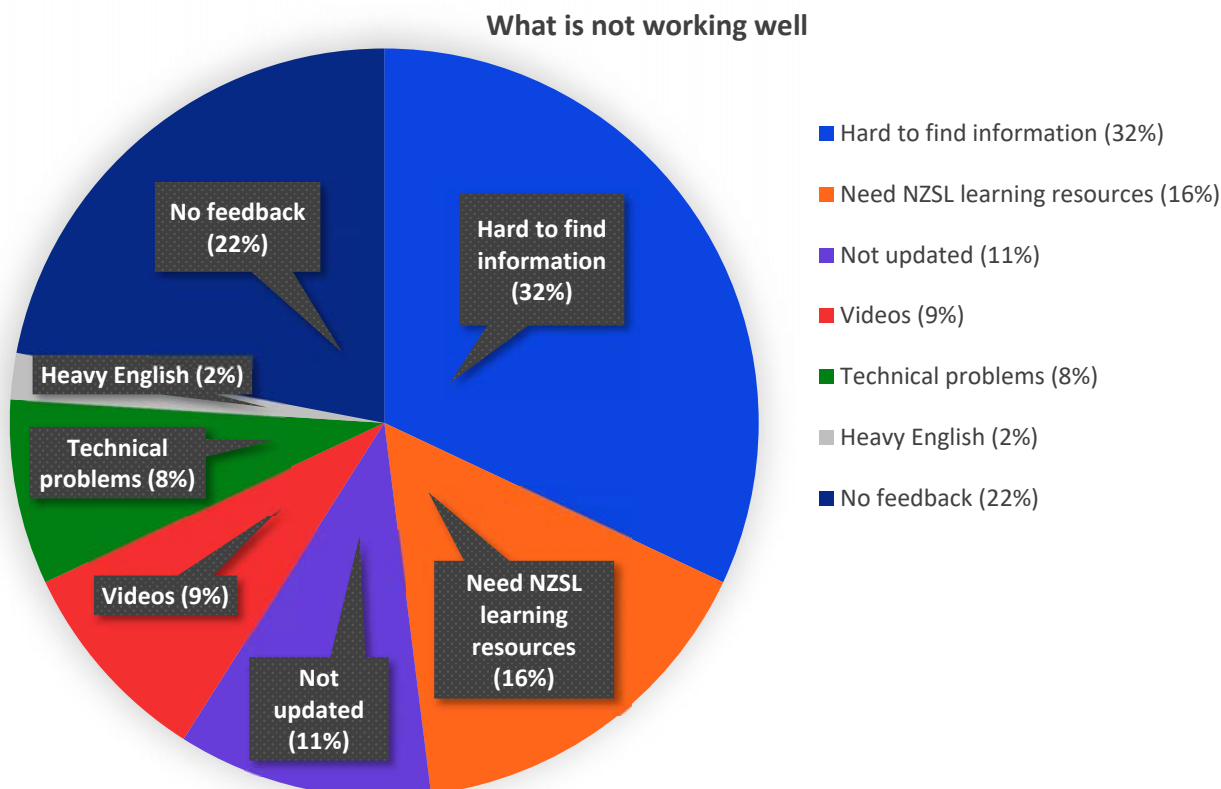
Hard to find information	Need NZSL learning resources	Not updated	Videos	Technical problems	Heavy English	No feedback	**Total**
32%	16%	11%	9%	8%	2%	22%	**100%**
31	**15**	**10**	**8**	**7**	**2**	**20**	**93**

1) *Difficult to find Information:*

The highest group of respondents (33%) found that information was hard to find. Either respondents didn't know where to look, didn't know the resource was available to look for or the sites were too difficult to navigate to find the information wanted. Specific website examples were provided as below:

*"I look for info for how to deal with deaf people in a **health setting**. All the resources are on different pages and I cannot easily navigate."*

*"**LearnNZSL app** - often I cannot find signs for the things I need in class. I have to search a topic or word from different perspectives to find something useful. By the time I have found something the teachable/communication moment has passed I have to catch up or explain later."*

*"Need to put websites for NZSL Tutors for day or night classes for public to contact. There is no administration to update for **NZSLTA**, when we pay fees for a year."*

*"**Connect** and **iSign** sites could do with updating."*

*"I do wish **SLIANZ** had more, but I know this is something they are trying to improve."*

2) *Need more NZSL resources/vocab:*

Under this topic respondents (16%) felt that there was need for more NZSL learning resources or vocab for specific groups/purposes. These included:

- More free of charge NZSL resources for early intervention of Deaf children (0-5 years)
- Resources for mainstream teachers to teach NZSL
- Advanced NZSL learning resources
- Not enough signs for Church interpreting/more Christian signs wanted

3) *NZSL Videos:*

Comments under this category related to videos in NZSL not working well (9%). The reasons being:

- Hard to find information within the video, unable to skip to a topic or bookmark
- Too many videos in ASL (American Sign Language) not in NZSL
- NZSL videos were not translated correctly into NZSL
- Cannot speed up or slow down videos
- NZSL videos were too long
- Videos not captioned

4) *Technical Issues:*

Under this category, respondents (8%) commented on technical issues such as:

- websites not loading fast enough to view NZSL videos

- websites not being friendly for mobile phone use

- some apps not working

5) *Other Comments:*

Other comments made that did not fit into the comments above were:

- Negative comments and judgements made on Facebook or in discussions.

- Facebook is not accessible through Google search unless one is a member.

- Not all Deaf people have the internet and are missing out on a lot of information.

- Not liking the functionality or look of website.

- Private companies profiting from NZSL when they don't represent or align with Deaf community.

Community Meeting Feedback:

Trends regarding what was not working well included, no captions, most websites that had not been updated regularly and difficult to navigate websites.

It is also noted that it was raised at meetings that the current NZSL videos used by organisations *(for example, government, Deaf Aotearoa, NZSL Dictionary, etc.)* are often stiff with limited or no NZSL natural expression i.e. body movement, facial expressions and content information delivered in a high level of language (English Registry). This has caused many to either not watch the NZSL videos, or not understand and connect the signing information.

Improvements for Online NZSL Information:

This section covers the question #8: **What are your ideas for improving the NZSL websites/social media that you use for NZSL resources, services, etc.?**

More than half (57%) of respondents felt that improvements could be in the way of a NZSL Online Hub. A further 43% of suggestions could fit into three additional categories (as noted below).

Further suggestions outside of these groups are noted below also.

Suggested Improvements

Legend: ■ NZSL Online Hub ■ More NZSL learning resources ■ More Promotion ■ Using Livestream/NZSL videos more
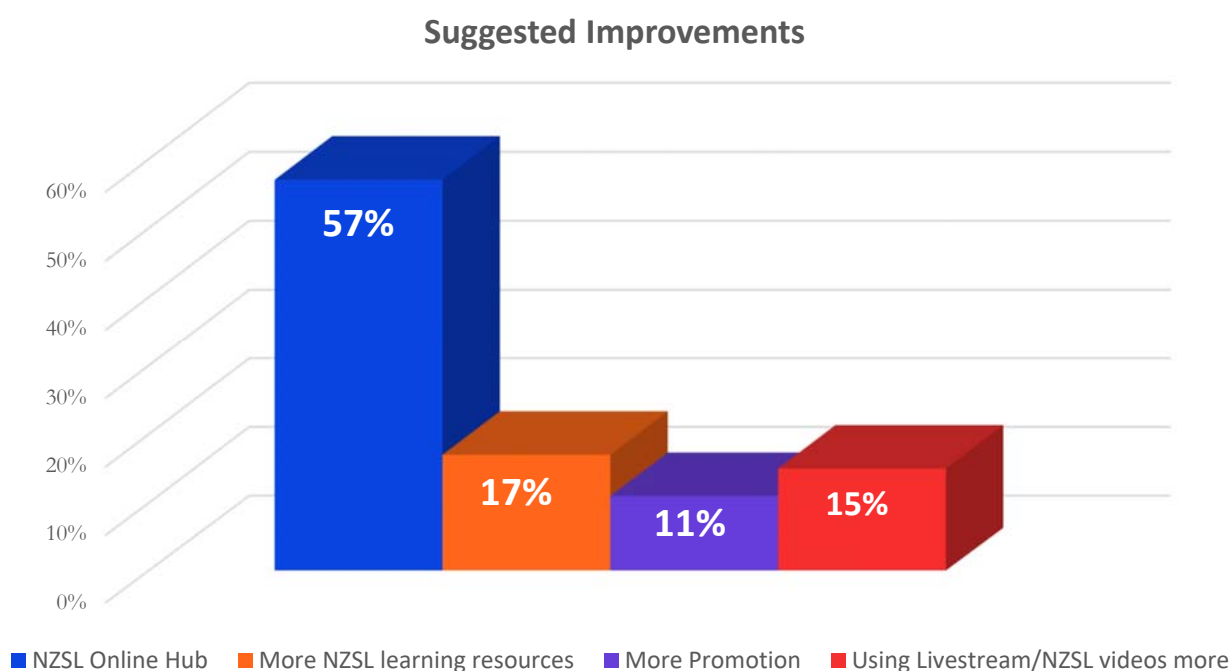
1) NZSL Online Hub

Comments from respondents supporting proposed NZSL Online Hub to be set up to resolve any issues. A central platform with all resources linked from one place so visitors could refer to other people easily.

"I think having one place for information and resources would be amazing as long as it's user friendly and not just one big long list. Grouping websites into categories like songs, or storybooks or NZSL history, or learning NZSL would be very helpful."

2) More/different free NZSL learning resources

17% of the respondents who answered this question felt that there was a need for a lot more for free of charge specific NZSL learning resources for families with Deaf children, and also more exposure of NZSL including NZSL videos and NZSL resources in general.

"I would like to have different levels for learning NZSL e.g. beginners, intermediate, advance and fluent. For the NZSL dictionary I would like to know which the correct sign for one area or age group."

"It's got to be accessible. Free access for families with children at school; free to NZ Federation of Deaf Children members. To build and sustain the language the resources have to be accessible available"

3) Using Livestreaming or NZSL videos more:

Respondents (15%)again showed the importance placed on information sharing and NZSL videos as 15% of respondents who answered this question suggested more livestreaming and/or NZSL videos.

"Live stream is new way to go. Mean anyone can access anytime even watch later. "

"Attaching a video is always very helpful."

4) More promotion of NZSL:

Of the respondents that answered the question, 11% felt that the promotion of NZSL could be done more effectively for the current online resources.

"More Apps, give more awareness to community, as well more marketing to show these things are available e.g. poster everywhere, government website, advertising."

5) Other suggestions that did not fit into the above categories were:

- *Unique /difference being offered from other normal websites e.g. availability of Deaf-friendly/ NZSL users service directory/referrals, new information on accessible and relevant technology or list of how-to video learning tool for Deaf people or availability of Deaf-related software for quick English learning in NZSL or NZSL helpdesk for anything useful to live or move around NZ as a Deaf person / important one-stop emergency information / important Deaf events.*

- *Try to update details and contact address/emails etc. and send out any NZSL and/or Deaf relevant information earlier than every Friday.*

- *Moderators could suggest that someone provides a face-to-face (Live Person chat service) opportunity to clarify and discuss any concerning topics raised on social media, for the sake of coherency in the community.*

- *Ensuring people have the correct information before sharing. Ensuring information is in both NZSL and English. Sharing resources to support each other to learn NZSL. Being open to having both Deaf and hearing work together on things - mutual support so all can learn together.*

- *Make sure sites customise to mobile as well as full website. Link to & support NZSL tutors/teachers - especially in the regions. Validate Baby Sign website.*

- *NZSL chat rooms on variety of topics.*

Feedback on new NZSL Online Hub website

Ideas, suggestions and feedback on new centralised website

This section covers the question #9:

Do you think there is a need for one central website for NZSL information, resources, etc. in one place?

Most respondents (82%) said "Yes" to the idea of setting up a NZSL Online Hub as a central place for NZSL related videos as well other information and resources. However, a smaller group (18%) did not agree with the idea and their reasons were collected and summarised here:

A NZSL Online Hub - should set up?
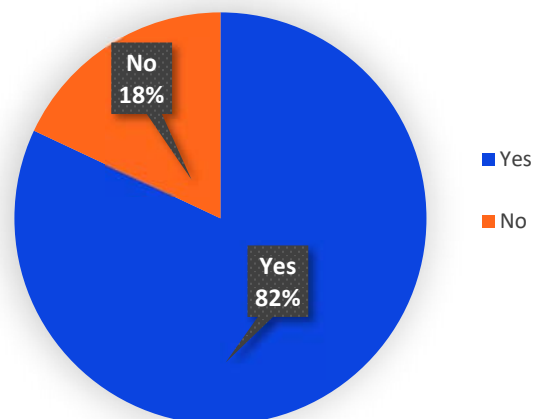
- *I doubt usefulness of website - better funding to go to empowering Deaf people - should target Deaf people and Deaf children to improve their quality of life.*

- *Improve presence on Facebook and the webmasters of NZSL sites could actively be on Facebook and draw attention to content on their organisations sites.*

- *I think it's great all the different websites you can learn from.*

- *More information from Deaf clubs and Deaf Aotearoa are needed. Don't need new businesses doing NZSL.*

NZSL Online Hub – Potential User groups

This section covers question #10: *If there was one NZSL online central hub, who would the websites be for? Who should be able to use the website? Explain your ideas.*

Participants identified a list of following NZSL user groups that future NZSL Online Hub should cater to in order of priority; firstly, to Deaf people; NZSL learners; Families of Deaf children and so on.

NZSL Online Hub - Priority for NZSL users

Deaf people	NZSL students	Families of Deaf child/adult	Educators incl. Teachers	Govt services & other services	NZSL teaching/ NZSL Tutors	Public	Deaf Organisations & business	NZSL Interpreters
26%	17%	16%	11%	8%	6%	6%	5%	4%
32	21	20	14	10	8	8	6	5
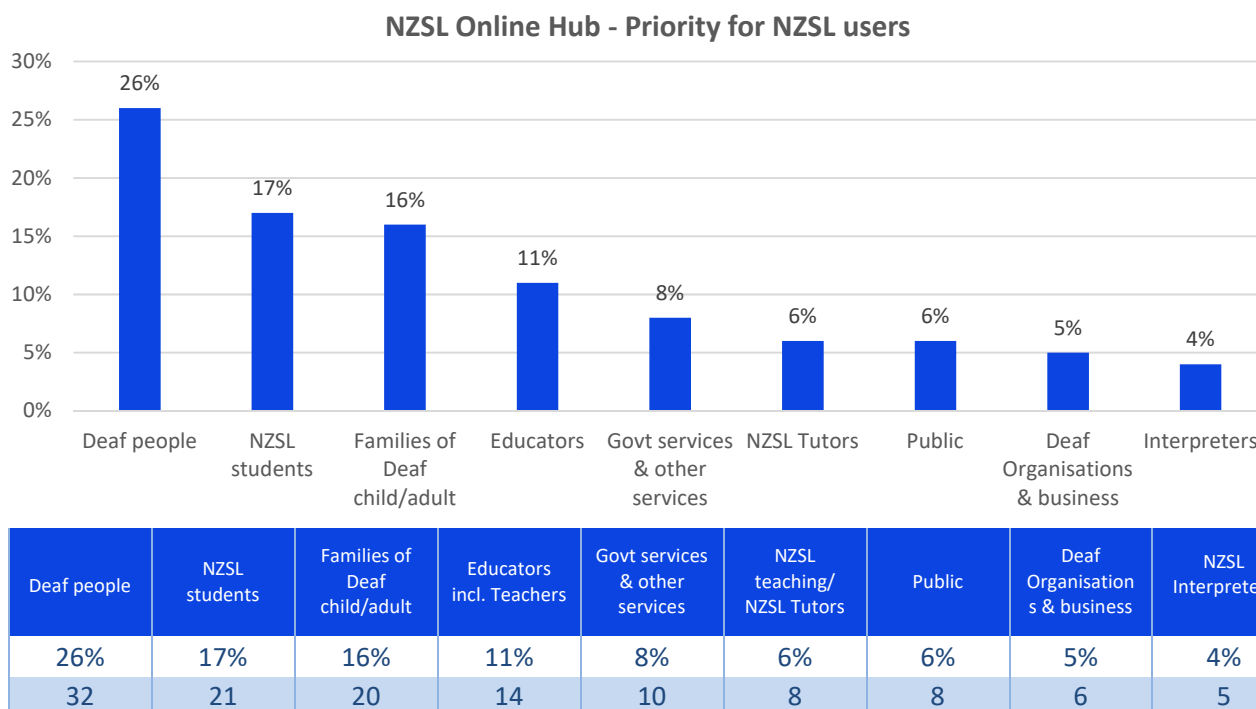
The core NZSL users of NZSL community, are Deaf people *(26% of respondents who answered the question supported Deaf people being the main user group)*

1. Deaf people (adults) and NZSL as their first/native language incl. Maori-Deaf, etc. (69% of the 26%)
2. Deaf people in general including Hard of Hearing learning NZSL later in their lives (19%)
3. Young Deaf children including Deaf students, that are using NZSL in schools, universities, etc. (12%)

NZSL Students/NZSL Learners *(17% supported this group being the second user group):*

4. Hearing people learning NZSL as individuals including people learning NZSL to assist people with disabilities such as non-verbal, autism, etc.

Families/Whanau of Deaf children/adults *(16% supported this group being the third user group):*

5. Parent/s, caregivers, extended families and siblings of Deaf people
6. CODA (Children of Deaf Adults), whose have Deaf parent/s and use NZSL with them.

Education-related service providers and education professionals *(11% supported this group being the fourth user group):*

7. Education service providers and professionals working with Deaf and hearing students include: Teachers of the Deaf, Resource Teachers for the Deaf, Teacher Aides; researchers; resource staff; university lecturers Early Childhood Centre staff, mainstream schools' teachers and high school NZSL teachers (hearing) doing NZSL NCEA (National Certificate of Education Achievement).

Government services and other services for Deaf people starting from the birth *(8% supported this group being the fifth user group):*

8. Hospitals/Birth centers and other educational institutions (health professionals, hearing screening test nurses, audiologists, doctors, Advisors of Deaf children, counselors)
9. Employment, study and training related areas (Work and Income NZ, Study Link, employers and work colleagues)
10. Advocacy (Human Rights Commission, lawyers, court, etc.)

NZSL Teaching/NZSL Tutors *(6% supported teachers/tutors being the sixth user group):*

11. Mostly, a team of NZSL Tutors who are registered with NZSL Teachers Association (NZSLTA) and teach NZSL classes in local areas.
12. New potential NZSL tutors wanting teach NZSL courses, classes, etc.

Public (anyone who have engagement with NZSL users sometime in their lives) *(6% supported the general public being the seventh user group):*

13. Bus drivers, frontline/customer service staff, Deaf international travellers wanting to learn about Deaf community in NZ as well learn NZSL before coming to New Zealand.
14. NZSL allies/supporters.

Deaf Organisations and NZSL-related businesses *(5% supported this group being the eighth user group):*

15. Management and staff involved in Deaf-related organisations, Deaf Schools, Parents Groups in local centers and NZSL business owners.

Communication access support *(4% supported this group people being the ninth user group):*

16. NZSL interpreters incl. trilingual interpreters (Maori-NZSL-English), Deaf-blind interpreters and Deaf Interpreters (Deaf skilled and trained people adjusting information and content from hearing qualified NZSL interpreters for Deaf people.

NZSL Online Hub Content

Question #11: ***What NZSL information, resources, services, etc. do you think should be on the NZSL Online Hub?***

Respondents in the individual survey responded to the question regarding content of the NZSL Online Hub as shown in the graph *(right).* Further suggestions were also made that didn't fit into the categories above.

- Everything (31%)
- Learning NZSL/Deaf Culture (28%)
- Deaf/NZSL Services (17%)
- Deaf/NZSL News (15%)
- Teach NZSL resources (9%)

Content of NZSL Online Hub
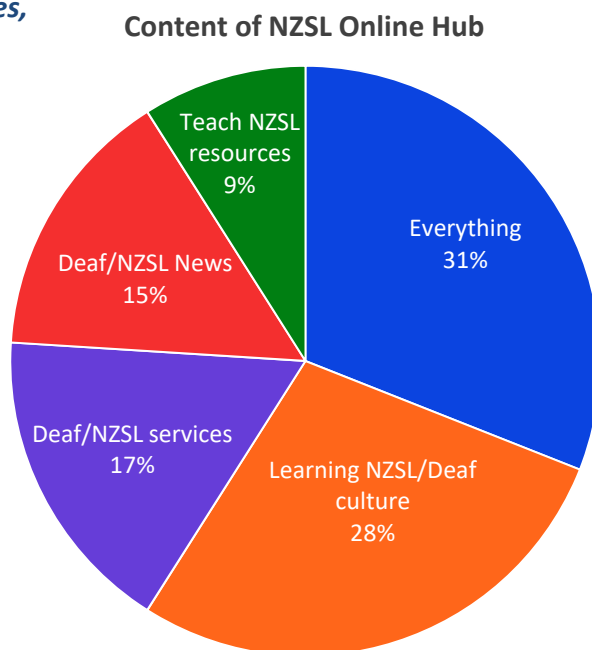
Of the 137 individual responses to this question, 4 respondents referred to families of Deaf children and resources, information for this group to be catered for on the website. Also, a further 4 respondents commented on the need for NZSL videos to be included.

Mention was also given to the following *(in no particular order):*

- Information on the New Zealand curriculum
- Making NZSL-friendly videos information
- Daily news summarised in NZSL
- Live NZSL interpreter
- Printable downloads
- Te Reo Maori
- NZSL songs
- A rating system or ability to rate businesses/organisations based on how Deaf/NZSL friendly they are from the user's perspective

It's noted that some of the content suggestions are not currently provided for in the present websites/services available. This would make it difficult to include in a central directory website.

However, these are valued by the survey participants and are important to note as gaps in current resources, information and services available to the NZSL community.

Mention was also given to the following function:

- RSS feed function (also raised at community meetings, a filter function)

Community Meeting Feedback.

Many participants valued Deaf news, current affairs and national/local events on websites and social media. Deaf Aotearoa's newsletter was used by most participants.

The concept of a live Deaf "help person" as part of the website was raised, allowing the NZSL using community to ask for help in finding specific information in NZSL.

Users also agreed a list or directory of Deaf/NZSL businesses would be valuable.

> **It is important to note that, Merge NZ is aware of a project based on stories in NZSL which will be launched before the end of 2017.**

NZSL Online Hub and other NZSL websites/social media

This section covers the question #12: ***Should the NZSL Online Hub link to other NZSL/Deaf-related websites/social media sites?***

A clear consensus amongst respondents (94%) was received that the NZSL Online Hub should link/refer users to existing established websites.

Yes	No/Not sure	Total
94%	**6%**	**100%**

Link to other NZSL websites?

■ Yes
■ No/not sure

No/not sure 6%

Yes 94%
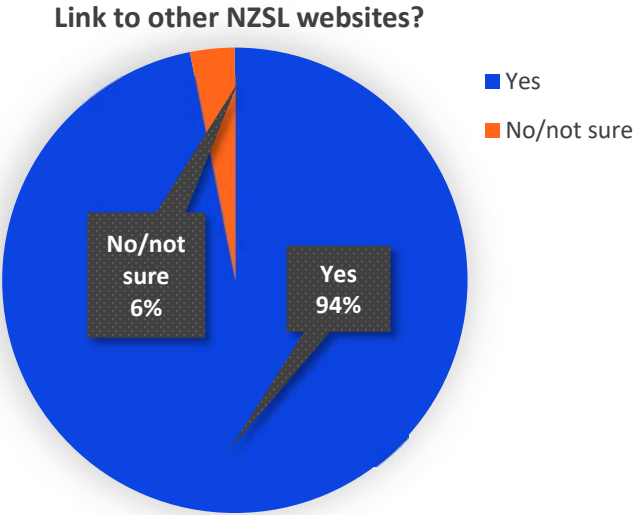
A sample of participants responses:

- *"Yes, if there are well established and used sites then links to them would benefit both sites."*
- *"Yes, I think that's one of the central functions of a hub. Rather than replicating existing information, I would see the hub as a first point of call to explore existing sites."*
- *"Yes. It should link to all NZSL/Deaf related sites to encourage traffic to those sites."*
- *"Yes-we don't need ANOTHER website, we need a hub to bring together information and websites about NZSL."*
- *"Yes, otherwise it's just repetition of what is already out there."*

Those that responded they were unsure:

Of the 6% that did not think links to external sites was beneficial to users, 3 provided reasoning for their response, with considerations around age-appropriate content:
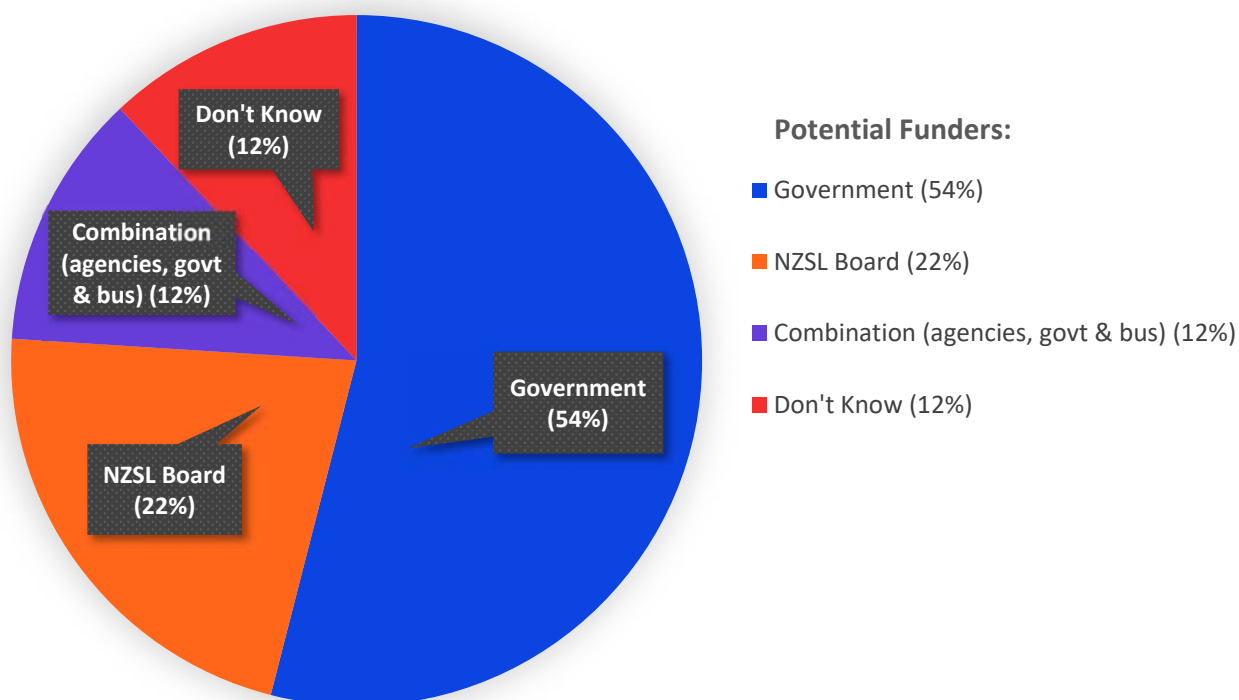
- *"No because it would then become an advertising platform rather than an information center."*
- *"Social media links not suitable for children: don't want to see a rant about different signs for things."*
- *"No, too confusing for younger children when pages link to other pages."*

NZSL Online Hub – Funding responsibility

This section covers the question #13: **Who do you think should fund the website?**

90 out of 240 respondents who answered this question. *(This was an open word question, other respondents commented "N/A", "nothing", "not sure" or left blank).*

Who should fund the 'NZSL Online Hub'?

Potential Funders:

- Government (54%)
- NZSL Board (22%)
- Combination (agencies, govt & bus) (12%)
- Don't Know (12%)

Government	NZSL Board	Combination (agencies, govt, businesses	Don't Know	Total:
54%	22%	12%	12%	**100%**
48	20	11	11	**90**

1) *Government*

Most respondents (54%) believed that NZ Government, under cross-agencies, or single department, should fund NZSL Online Hub since NZSL is an Official Language of New Zealand. Some of respondents (10%) mentioned it's the equivalent with Maori Language Commission's website, resources and other support is being funded by NZ Government. This would encourage building aim towards to have a full inclusion of NZSL within government departments and other government services.

2) *NZSL Board*

The second largest group of respondents (22%) thought NZSL Board should fund NZSL Online Hub as they have NZSL Fund, which currently support the maintenance and promotion of NZSL as a language in New Zealand. However, few respondents (8%) believed that NZSL Fund should be also supported by other funders for the long-term maintenance of NZSL Online Hub's website costings.

3) *Combination of agencies, government and private businesses*

The third largest group of respondents (12%) suggested that a combination of agencies, including government, private funders, sponsors and advertising should contribute the costs toward the NZSL Online Hub. Few mentioned that some companies and businesses should pay for their videos. A suggestion is to look at other model used by other networking website www.bookit.co.nz

4) *Don't Know*

The fourth group of respondents (12%) said they were not sure as it is unknown who will own and set up the NZSL Online Hub. Others just had no idea of who should fund the centralised website.

Four respondents had suggestions outside the above three categories. These are noted below:

NZSL Online Hub – Ongoing maintenance

This section covers the question #14: ***Who should be responsible for managing the website content?***
Out of the 88 respondents who answered this question (this was an open word question and other respondents put N/A, nothing or none) the following feedback was collected:

Who should manage the NZSL Online Hub?
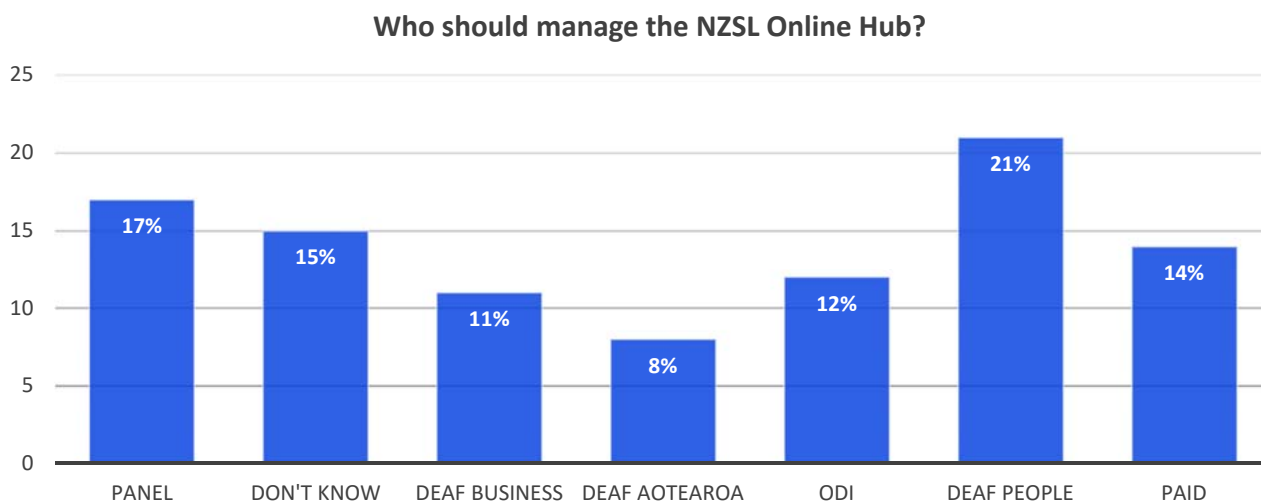
Out of the 88 respondents (some chose more than one category), while they were not sure who specifically should manage the site, 21% felt it should be managed by Deaf person/people.
14% felt that it should be a paid position although they were unsure who should be in the position.

Other suggestions from the individual responses that did not fit into the categories above were:

- *"Someone independent who doesn't have their own agenda."*
- *"An expert. I don't think it matters who they are but need to ensure that all the resources are appropriate and accessible for anyone who needs it."*
- *"Someone who is neutral and won't just promote 1 resource but all resources equally."*
- *"Van Asch/Kelston Deaf Education Centre's.*

Community contribution:

In the Wellington community meeting an option was proposed regarding how the site could be updated. For people to have an opportunity to post on NZSL Online Hub's website, the administration team could offer a level of authority to different people (i.e. you can choose who to upload their information/updates/NZSL videos and where to place them). An example of other organisation, Arts Access Aotearoa (https://artsaccess.org.nz/), which include their members and other groups to upload their information by themselves. A useful website where you can link up with all other websites and social media platforms, would be: www.flightdec.com

General Feedback

In the last part of the NZSL Online Hub survey, individuals were asked to share their ideas and suggestions for **how to improve online information about NZSL (question #15)?**

Of the 72 respondents who choose to answer this question:

No Feedback	Online Hub/Promote NZSL	Other
34	24	14

Almost half of the respondents who answered this question felt that the NZSL Online Hub would be a positive step forward and in improving online information about NZSL, they were keen to see NZSL promoted and made accessible

Among these responses 19 respondents provided new ideas as noted below:

- Everything should be signed. But not sign word for word, translate into real NZSL.
- Live Chat available in NZSL.
- Enforce legislation about information being accessible.
- Set up a trial NZSL Online Hub so others who use it regularly can give constructive feedback on improvements & new ideas.
- Be clear about the provision of info/services/resources - take care not to overlap or over expose the community.
- Challenge to keep this kind of website up to date, and that clear guidelines on what trying to achieve are necessary. All related organisations to be on board with the idea, and feed information into it for it to work well.
- Resources for schools would be amazing.
- NZSL kid's TV show like Sally and Possum (AUSLAN).
- NZSL Board money is better invested in other projects of higher priority like education and giving all Deaf children access to NZSL.
- I generally use apps more than websites for sign language.
- Maybe pay annual membership *(x3 respondents made this comment)* to get all information by notification either text or email. Or if they choose Not to member, they'll need to check on their time to time e.g. login in and off.
- Maybe a board game (like "see it, sign it").
- Not specifically, but I just want to comment that the NZSL video questions for this survey are just what I'm talking about. Very clear and slow enough to follow.

Community Meetings Feedback Summary

In carrying out an online survey that involves the Deaf/NZSL community, face to face meetings are an essential part of the process. The values of Deaf Culture include information sharing in a culturally-appropriate way in a group setting, allowing members to discuss and express themselves face to face.

A discussion involved heavy use of NZSL to ensure full understanding from various groups of NZSL communities. Meetings catered for both Deaf, hearing, hard of hearing and hearing people. Below is the breakdown information of how many community members attended the face to face community meetings:

City	Dates	Numbers
Christchurch	5th August	8
Auckland	8th August	9
Hamilton	11th August	12
Wellington	18th August	19

Results Overview:

	Deaf/HH participants	Hearing Participants	Support central website	Website caters for everyone *	Deaf people involve in website mgmt.
Christchurch	100%	0%	87.5%	100%	25%
Auckland	90%	10%	100%	55%	100%
Hamilton	90%	10%	83%	83%	33%
Wellington	57%	43%	60%	100%	100%
Total:	**79%**	**21%**	**75%**	**90%**	**73%**

*All user groups are included in this statement

At the community meeting, an additional question was asked to brainstorm a name for this NZSL Online Hub. A few suggested names were: SignLine, NZSLHub, SignInfo, KiwiSign.

Feedback from Community meetings:

Feedback trends were identified between the four community meetings about current websites and potential NZSL Online Hub website.

Accessibility:

Trends regarding what is working well for users included, captioned videos, with the option to turn on/off. These are valued by the community, both Deaf and hearing alike. Trends regarding what was not working well included, no captions, websites that had not been updated regularly and difficult to navigate websites.

Content:

Many participants valued Deaf news, current affairs and national/local events on websites and social media. Deaf Aotearoa's newsletter was used by most participants.

Social Media:

Facebook was the most used social media by participates (also used more than websites), however should be noted some older members of NZSL community identified as not using social media in any form. Very few used Twitter to access to information due to strong English influence in the content.

NZSL Videos:

It is also noted that it was raised at meetings that the current NZSL videos used by organisations (government, Deaf Aotearoa, NZSL Dictionary, etc.) are often stiff with limited or no NZSL natural expression i.e. body movement, facial expressions and content information delivered in a high level of language. This has caused many to either not watch the videos, or not understand and connect the signing information.

Ideas for NZSL Online Hub:

The concept of a live Deaf "help person" as part of the website was raised, allowing the NZSL using community to ask for help in finding specific information in NZSL.

Users also agreed a list or directory of Deaf/NZSL businesses would be valuable.

Organisations/Service Providers' Feedback

Face to face meetings with organisations/service providers:

Face to face meetings were held with eight organisations/service providers:

1. Sign Language Interpreters Association of New Zealand (SLIANZ)
2. Geneva-Elevator (Worklife Deaf youth group)
3. Kelston Deaf Education Centre (KDEC)
4. Van Asch Deaf Education Centre (VADEC)
5. Ministry of Education (MOE)
6. Victoria University of Wellington Deaf Studies Research Unit (VUW)
7. New Zealand Relay
8. New Zealand Sign Languages Teachers Association (NZSLTA)

Those organisation's agreed on the need to keep websites up to date. Some organisations found this easier than others. Organsiations with volunteers responsible for updating the website found this harder to keep up to date with than organisations that had paid staff in this role.

Also consistent was the value placed on NZSL videos and ensuring these play a part in their website. For those organisations that do not have many NZSL videos they recognized this as an area of improvement and something that was not working well.

A sample of comments made from organisations regarding what is working well, and what is not working well:

"New First Signs website is vibrant, easy and fun to navigate"- MOE

"At times video captions are not accurately translated"- SLIANZ

"On average 3-4 times a week, VADEC receives a telephone call enquiring for general information or specific information for e.g. where can they learn NZSL, classes information for parents."- VADEC

A sample of comments made from organisations regarding what is not working well:

"Cultural diversity i.e. would be nice to have Maori NZSL Tutors, include Maori Sign."- NZSLTA

Written feedback from organisations/service providers:

Written responses were received from the following organisations who were unable to/or chose not to meet face to face with Merge NZ team due to a variety of reasons:

- Auckland Deaf Society (ADS)
- Seeflow/Deafradio
- Deaf Action
- New Zealand Federation of Deaf Children
- Auckland University of Technology (AUT)
- Emerge Aotearoa
- Deaf Aotearoa (including iSign and First Signs)

Initially the survey questions for organisations were regarding what external websites/social media was working/not working well, however it was determined that directing the questions to each organisations own internal website/social media would add more depth to the survey. Questions were therefore amended to reflect this.

Organisation Feedback:

A sample of comments made from organisations and service providers regarding what is working well, and what is not working well:

"Videos using academic NZSL which is inaccessible to many who will most benefit."-Deaf Action

"There is already quite a lot of resources and good sites available, it doesn't make sense to try and duplicate them, but it does make sense to help people find them."- Deafradio

"People seem to like videos relating to kid's success, in both sign and oral language."- Federation of Deaf Children

"We notice an increase in engagement on social media when we use NZSL videos."- Auckland Deaf Society

"It would be nice if our website had the capacity to include many more NZSL videos". - AUT

Feedback points from organisations/service providers:

Organisations recognised the need for NZSL videos as part of their website. It was noted that increased engagement is noted when NZSL videos are used. When NZSL videos are used with correct delivery and translation they work very well.

In general, organisations agreed that there are a lot of great resources/website currently available, however users were not always aware of these.

ADS (Auckland Deaf Society)
ADS advised they have not surveyed their members on the effectiveness of their website as they have found this is not the best way to get feedback from the Deaf community.
ADS note an increase of engagement on social media when NZSL videos are used.
As a grassroots organisation having the resources to provide extensive NZSL videos (especially with captions) challenging.
ADS believe a NZSL Online Hub would need to be accessible for everyone *(unlike Facebook groups which can be closed to people)* and have a discrimination free policy so everyone is respected.

AUT (Auckland University of Technology)
AUT mentioned the NZSL Online Hub would be very useful for students to go to for NZSL resources, information about NZSL, etc. Generally, AUT felt it should be open to anyone interested in NZSL it would be a first port of call, with links to specific services.

Emerge Aotearoa
Emerge advised they are currently reviewing their website. They currently offer mental health support only. Emerge felt it important that an online hub be useful to their hearing support workers who work with Deaf clients.

Deaf Action
Deaf Action noted that often websites and other places only 'give' information but there's no avenue to explore or discuss further the topic at hand so their closed group allowed for that.
While the concept of a NZSL Online Hub was supported by Deaf Action it was also noted steps should

be taken not to over expose the community. It felt there was a need to maintain some spaces that are Deaf only spaces.

Deaf Aotearoa

Deaf Aotearoa advised they seek feedback from the community, its service users and other stakeholders on all its communication channels. Also noted was Deaf Aotearoa's Community Weekly News provides close to 100% of its information in NZSL. Deaf Aotearoa advised, as far as they know, there is no other country that has a national weekly newsletter that is fully accessible in sign language.

Deaf Aotearoa felt the most appropriate place for an NZSL Online Hub could be a new page within Deaf Aotearoa's existing network of websites.

Deaf Aotearoa commented the NZSL Fund should fund Deaf Aotearoa to update and maintain its existing website to include a new page that pulls together all existing NZSL information, services and resources, and providing links to existing websites and social media. They also believed that they (Deaf Aotearoa) should manage the NZSL Online Hub site.

New Zealand Federation of Deaf Children

NZFDC commented there is a real lack of information in a central spot for parents who wish to learn/ teach their children NZSL, and as time is always very precious to families with small children, this needs to be easy.

Seeflow/Deafradio

They thought it was critical not to duplicate what is already available in the community, but rather any central hub should be primarily about easy navigating to the relevant sites. They had assessed the possibility of this concept a few years ago. If one central site is set up with everything that creates a massive bottleneck of need for posting, making changes, uploading, moderating etc. It would not be feasible unless a large infrastructure could cater for that. Even then people are going to want to control their own sites, naturally enough.

Far better to provide an experience that guides visitors to the sites they want.

Also mentioned was having the option for some prompt questions, (in English and NZSL) so that once someone has arrived on the site they are helped to identify what they want to know.

Content summary from Organisations/Service Providers:

Organisations	Support Central Hub	Central Hub used by everyone	Links to other websites	Membership /subscription	Main content suggestions for NZSL Online hub
ADS	Yes	Yes	Yes	336	• Election information, Auckland council, Civil Defence info • Legal information • Educational and Employment opportunities • Consumer rights
AUT	Yes	Yes	Yes	No membership	• Collection of all translated govt policies, health information, etc, in NZSL, all in one place so Deaf people can find important info easily • Links to NZSL YouTube resources • Easy-to-follow links to NZSL organisations and services (including related organisations e.g. interpreting, schools, etc). • Maybe links to relevant research and community projects. • Links to resources for children and families. • Links to resources for hearing professionals who work with Deaf people. • Links on to how to train to become an interpreter.
Geneva-Elevator	80%	unsure	Yes	No membership	• NZSL Videos • Women's health info in NZSL • Te Reo Signs, option for learning Te Reo signs via a Deaf person • Info about travel for Deaf people (cultural customs, accessing to passport, etc.) • A way for Deaf youth to ask general questions and seek advice on where to find info
Emerge Aotearoa	Yes	Yes	Yes	2 FT staff	• Basic information, explanations and links

Organisations	Support?	For all?	Links?	Memberships ubscription	Main content suggestions for NZSL Online hub
Deaf Action	Yes	Yes	Yes	100+	• General Community Information • Services • Resources • NZSL classes
Deaf Aotearoa	Yes*	Yes	Yes	2500	• Information about NZSL • Information in NZSL • How and where to learn NZSL • Services available in NZSL (such as employment services for Deaf people) • Services to provide information in NZSL (such as interpreting or translation)
Deaf Radio/ Seeflow	80%	unsure	Yes	N/A	• Option for some prompt questions, (in English and NZSL) so that once someone has arrived on the site they are helped to identify what they want to know. • The hub should be a stepping stone, not a destination. • Critical not to duplicate what is already available in the community, but rather any central hub should be primarily about easy navigating to the relevant sites
KDEC	Yes	Yes	Yes		• NZSL Sign resources • Signed English resources for reading and writing • Contact/referrals for parents who have newborns identified as Deaf, • Parents hot-spot, future pathways for Deaf, psychologist for Deaf
MOE	Yes	Yes	Yes		• Resources for families • Learning NZSL resources • Professional development
NZ Federation of Deaf Children	Yes	Hearing families with Deaf children	Yes	900	• Vocab, videos of every day scenarios • Access to people who can give real life feedback • Possibly an online community for deaf kids to connect with other deaf kids and see families signing.

* Deaf Aotearoa supports the concept of an Online Hub within their own website

Organisations	Support?	For all?	Links?	Memberships ubscription	Main content suggestions for NZSL Online hub
NZ Relay	Yes	Yes	Yes		• Serve to all groups of audiences who are engaging with NZSL users/Deaf people. • NZSL-relevant resources, incl. videos (mostly, educational for all parties)
NZSLTA	Yes	Yes	Yes		• NZSL Class listing should be shared with TeachSign website • Guideline how to interact and communicate with NZSL users (use NZSL interpreters and understanding how to book interpreters) • Meaning, background information about NZSL – appropriate terminologies • Shared calendar (filtered to suit people's needs) • Forum to share NZSL Teaching ideas (professional level from different groups of NZSL professionals incl. NZSL Teachers, Teachers of the Deaf, NZSL presenters, NZSL Researchers, etc.) • Must have email out notifications (sales, articles, brief and interesting information) related to audience's interests. • NZSL-related information to cater to all age groups including Deaf children.
SLIANZ	Yes	Yes	Yes		• Deaf people- current affairs, • NZSL resources- parents, learners • Interpreter info, how to work with interpreters, etc. • Deaf cultural info
VADEC	Yes	Yes	Yes	832 students	• Resources for teachers & professional development • Parents- resources, services, info • Students- Deaf students, hearing students, resources services info
VUW	Yes	Yes	Yes		• Deaf people- resources, services, info. • Parent resources • Government info in NZSL

*Deaf Aotearoa supports the concept of an Online Hub within their own website

Organisations/Service Providers' Feedback Summary

Trends from feedback from organisations regarding content of online hub are shown in the table below:

Learn NZSL info	Deaf Services	Teaching NZSL	Parent/family resources	Deaf News
11	6	3	8	4

Generally, organisations felt an online hub would allow users to be more aware of resources available and would make it simpler for users to find the information that they wanted.

It was noted that while all agreed on the online hub being linked to current websites, there was also suggestions of content that is not currently available (noted below). All these relate to the NZSL using/Deaf community and indicate that there are gaps in information, resources and services for Deaf people in New Zealand:

- Future pathways for Deaf
- Parents hot-spot
- Psychologist for Deaf
- Resources for teachers & professional development
- Current Affairs in NZSL for Deaf
- Possibly an online community for deaf kids to connect with other Deaf kids and see families signing.
- Access to people who can give real life feedback
- A way for Deaf youth to ask general questions and seek advice on where to find info
- Election information, Auckland council, Civil Defence info
- Consumer rights
- Access to people who can give real life feedback about having Deaf children
- A way for Deaf youth to ask general questions and seek advice on where to find info
- Educational and Employment.

International Sign Language Hubs

There are no dedicated central sign language resource hubs overseas. However, the websites listed have limited scope.

Europe:

Online collaboration sign language research hub with participating universities in Europe.

http://www.sign-hub.eu/index.php

Belgium:

Flemish Sign Language resource by Federatie van Vlaamse Doven Organisaties

http://www.vlaamsegebarentaal.be/links.php

UK:

BSL on Television - collection of BSL film media

 http://www.bslzone.co.uk/about/sitemap/

There are no central resource sign language directory hubs covering all sign language resources within each country.

Appendixes

A. NZSL Online Hub – Survey for Individuals

B. NZSL Online Hub – Questionnaire for Organisations

C. Online Survey Count (Individuals)

D. Summary of gaps in current NZSL services, resources and information

E. NZSL/Deaf related media (Facebook)

F. Online NZSL Information, resources and type of NZSL information provided.

G. Organisation Response Record (NZSL Online hub)

Appendix A: A NZSL Online Hub Survey

NZSL Online Hub Survey – For Individuals

Purpose of the Survey: The NZSL Board wants to understand if there is a need for a central NZSL website that provides easy access to NZSL information for all current and future NZSL users. The purpose of the NZSL website is that it would be a central website that people could go to for services, resources and information about NZSL. Other websites/social media etc that have NZSL information etc. could choose whether or not they want to link to the central NZSL website. The NZSL Board will use the information from this survey to help decide if a new NZSL website should be set up or not. For full information about the NZSL Online Hub and the survey refer to the NZSL Board's website.

Please note:

- You will be replying to this survey as an individual. Deaf-related organisations will be contacted directly to ask if they wish to take part in the survey.
- Your personal details or names will not be collected.

Background Information

1. **Where do you live?** *Type city/town (or click one place listed here)*

   ☐ Auckland
   ☐ Wellington
   ☐ Christchurch
   ☐ Hamilton
   ☐ Tauranga
   ☐ Napier/Hastings
   ☐ Dunedin
   ☐ Palmerston North/Fielding
   ☐ Nelson
   ☐ Rotorua
   ☐ Whangarei
   ☐ Other? _____

2. **Please select which applies to you the best:**

   ☐ Deaf and use NZSL as an everyday language
   ☐ Deaf or hard of hearing and sometimes use NZSL
   ☐ Non-Deaf and regularly use NZSL
   ☐ Non-Deaf and learning NZSL
   ☐ Other? _____

3. **Describe the 'NZSL user group' you identify with** *(e.g. Deaf student, parent of deaf child/ren, working with a university Deaf student, nurse of Deaf patient, NZSL interpreter, etc.*

- ☐ Parent/caregivers of deaf child/ren
- ☐ Deaf Community member
- ☐ Teacher of deaf student
- ☐ NZSL Interpreter
- ☐ Service provider for Deaf clients
- ☐ NZSL student
- ☐ Deaf student
- ☐ Other (please describe) _____

Current NZSL websites/social media that have NZSL information, resources & services

In New Zealand, there are many websites/social media sites that contain NZSL information, resources and services etc.

Definitions:

- **NZSL Information:** This includes facts about NZSL, what is NZSL, who uses it, etc.

- **NZSL Resources:** This includes NZSL teaching and learning videos, resources for e.g. the NZSL Dictionary, NZSL history, Deaf culture, etc.

- **NZSL Services:** Learning NZSL on-line or face-to-services, Interpreter services, etc.

4. **What websites/social media do you use for NZSL information, services and resources?**
   _____
   _____

	How often *(put your comment)*

Deaf Aotearoa – Community Weekly

Kelston Deaf Education Centre – Online Learning

LearnNZSL – home page

NZ Federation of Deaf Children – YouTube

NZSL - Tangata Turi o Aotearoa, New Zealand Deaf Community - Facebook page

NZSL Timetable & Registration – Auckland Deaf Society

NZSL Week – Home page

Office for Disability Issues – About NZSL

Online NZSL Dictionary – home page

SignDNA – Sign Language Deaf National Archive

TeachSign – NZSL Teaching

TKI website – Thumbs Up

_____

_____

Sign Ninja website – NZSL history

Van Asch Deaf Education Centre – sign vocabs

Wikipedia - NZSL

Other (please list) _____

5. On the current NZSL websites/social media you like using, what NZSL information, resources, and services etc. do you like to use?
_____

6. What is working well on the websites/social media, etc. you use for NZSL information, resources and services?
_____

7. What is not working well with the websites/social media you use for NZSL information, resources, services, etc.?
_____

8. What are your ideas for improving the NZSL websites/social media that you use for NZSL resources, services, etc.?
_____

Brainstorm your ideas and suggestions for a proposed NZSL Online Hub website:

9. Do you think there is a need for one central website for NZSL information, resources, etc in one place?
_____

10. If there was one NZSL online central hub, who would be the websites be for? Who should be able to use the website? Please explain your ideas.
_____

11. What NZSL information, resources, services etc. do you think should be on a NZSL online central hub?
_____

12. Should the NZSL online central hub link to other NZSL/Deaf-related websites/social media sites?

☐ Yes (Explain your ideas and suggestions)

☐ No (Explain why)

13. Who do you think should fund the website?

14. Who should be responsible for managing the website content?

End of Survey – Thank you!

15. Do you have any other comments and suggestions for how to improve online information about NZSL?

16. Can we get in touch with you for more information if we need? Your names will stay confidential.

Thank you for your participation. Outcomes from this project will be available at the end of 2017 under Office for Disability Issues website (under NZSL News).

Appendix B: Questionnaire for Organisations

A NZSL Online Hub Survey – For Organisations

Purpose of the Survey: The NZSL Board wants to understand if there is a need for a central NZSL website that provides easy access to NZSL information for all current and future NZSL users. The purpose of the NZSL website is that it would be a central website that people could go to for services, resources and information about NZSL.

Other websites/social media etc. that have NZSL information etc. could choose whether or not they want to link to the central NZSL website. The NZSL Board will use the information from this survey to help decide if a new NZSL website should be set up or not.

You will be replying to this survey as an organisation. All Deaf-related organisations are now being contacted directly to ask if they wish to take part in the survey.

For full information about the NZSL Online Hub and the survey refer to the NZSL Board's website.

In New Zealand, there are many websites/social media sites that contain NZSL information, resources and services etc.

Definitions:

NZSL Information:
- This includes facts about NZSL, what is NZSL, who uses it, etc.

NZSL Resources:
- This includes NZSL teaching and learning videos, resources for e.g. the NZSL Dictionary, NZSL history, Deaf culture, etc.

NZSL Services:
- Learning NZSL on-line or face-to-services, Interpreter services, etc.

A. Background information:

1. *Name of Organisation:*

2. *How many members do you have (if have membership)?*

3. *How many Likes do you have on your Facebook page?*

4. *Do you ever survey your members when considering how effect your website is?*

5. *On your current websites/social media, etc. what NZSL information, resources and services do you offer?*

6. *What is working well on the websites/social media, that is relating to NZSL?*

7. *What is not working well with the websites/social media, that is relating to NZSL?*

8. *Do you think there is a need for one central website for NZSL information, resources, etc. in one place?*
   Yes
   No – please explain why (end of Survey)

9. *If there was one NZSL online central hub, who would be the websites be for? Who should be able to use the website? Please explain your ideas.*

10. *What NZSL information, resources, services etc. do you think should be on a NZSL online central hub?*

11. *Should the NZSL online central hub link to other NZSL/Deaf-related websites/social media sites?*

12. *Who should fund this website?*

13. *Who should be responsible for managing the website content?*

14. *Do you have any other comments and suggestions for how to improve online information about NZSL?*

Appendix C: Online Survey Count

Survey response measurements

Page 1: Background Information

Question #1 – Residence	Count
Answered	237
Skipped	3
Responses (other)	25

Question #2 – Identity/language	Count
Answered	239
Skipped	1
Responses (please specify)	23

Question #3 – NZSL Users	Count
Answered	214
Skipped	26
Responses (comments)	59

Page 2: Current NZSL websites/social media that have NZSL information, resources and services:

Question #4 – How often visit websites	Count
Answered	131
Skipped	109

Question #5 – Contents	Count
Answered	114
Skipped	126

Question #6 – What works well	Count
Answered	104
Skipped	136

Question #7 – What not works well	Count
Answered	93
Skipped	147

Question #8 – What not works well	Count
Answered	93
Skipped	147

Page 3: Your ideas and suggestions for a proposed (future) NZSL Online Hub website:

Question #9 – NZSL Online Hub Yes/No?	Count
Answered	138
Skipped	102
Responses (explain why?)	4

Page 4: Your ideas and suggestions for a proposed (future) NZSL Online Hub website cont.:

Question #10 – Who/the audience	Count
Answered	96
Skipped	144

Question #11 – NZSL Online Hub content	Count
Answered	92
Skipped	148

Question #12 – Links to other websites	Count
Answered	94
Skipped	146

Question #13 – Who should Fund?	Count
Answered	90
Skipped	150

Question #14 – Management/maintenance	Count
Answered	88
Skipped	152

Page 5: End of Survey – Thank you!

Question #15 – Other feedback?	Count
Answered	72
Skipped	168

Question #16 – Contacts if necessary	Count
Answered	99
Skipped	141

Appendix D: A Summary of gaps in NZSL info, services & resources

During the survey feedback was received from individual respondents on the online survey, community meetings and organisations that there are current gaps in the NZSL services, resources and information available. Below is a summary of the feedback received.

- Te Reo Maori- learning the language and cultural customs from a Deaf qualified person teaching on a website platform or similar. Learning Te Reo through an interpreter is not e
- NZSL chat rooms or forums for specific topics
- NZSL helpdesk / face-to-face opportunity to clarify and discuss any concerning topics raised on social media, for the sake of coherency in the community.
- Information on the New Zealand curriculum in NZSL
    - Daily news summarized in NZSL/current affairs in NZSL
    - Medical/Health information in NZSL, women's health.
    - Budgeting information
    - A rating system or ability to rate businesses/organisations based on how Deaf/NZSL friendly they are from theuser's perspective
    - Parents hot-spot- to share and learn information about having a Deaf child or using NZSL in the family
    - Future pathways for Deaf- a space for Deaf youth to go and learn about what opportunities are out there for them
    - Psychologist for Deaf
    - Resources for teachers & professional development for those working with Deaf
    - Vocab, videos of every day scenarios- family scenes etc for families with Deaf children
    - Access to people who can give real life feedback/advice
    - Possibly an online community for deaf kids to connect with other deaf kids and see families signing.
    - Info about travel for Deaf people (cultural customs, accessing to passport, etc.
    - A way for Deaf youth to ask general questions and seek advice on where to find info (most Deaf children have hearing parents that are not fluent in NZSL, deaf young adults need a safe place to ask questions about sex, mental health, relationships etc. in NZSL)

Information above was collected from respondents in response to online hub survey questions. There was not a specific question on what gaps people identified in NZSL services, resources and information. If this question had been asked we anticipate a larger and more details response. However overall feedback and consensus was throughout the survey that there are gaps that need filling. More investigation would need to be undertaken to identify what these gaps are and what priority they hold within the community.

Appendix E: NZSL/Deaf related social media (Facebook)

NZSL Education (Learning/Teaching)

NZSL-related Social Media	Facebook Fans	Membership
Teach NZSL in NZ High Schools	6,679	Public
Learn NZSL	2,590	Public
NZSL Online Dictionary	1,517	Public
NZSL	842	Public
NZSL Teachers Association	517	Open
Put NZSL on TV	398	Public
VUW NZSL Club Events	192	Public
NZSL Teachers Hub	70	Closed
Learn NZSL Practice	62	Closed
NZSL Northern Branch	41	Closed
AUT NZSL Club	20	Closed

Service Providers/Advocacy

NZSL-related Social Media	Facebook Fans	Membership
Deaf Aotearoa	8,766	Public
Hearing Dogs for Deaf people NZ	1,160	Public
Geneva Elevator	373	Public
Deaf Action	529	Closed
Deaf Wellbeing Society	421	Public

Deaf Education New Zealand

NZSL-related Social Media	Facebook Fans	Membership
Museum at van Ash Deaf Education Centre	497	Public
Deaf Education	488	Public
KDEC - From Old to New buildings	671	Closed
KDEC – Tu Kokiri	303	Public

NZSL/Deaf Communities

NZSL/Deaf related Social Media	Facebook Fans	Membership
Deaf Jobs NZ	1,625	Public
NZSL - Tangata Turi o Aotearoa, NZ Deaf Community	1,595	Closed
New Zealand Deaf Short Film Festival	630	Public
Deaf Ladies Vloggers	346	Closed
Deaf Events NZ	339	Public
Deaf Kiwi Grassroots	304	Secret
Deaf Women Health	278	Closed
Deaf.Sign.Share	233	Closed
Maori-Polynesia, Indigenous Vloggers (Deaf)	210	Closed
Deaf Kiwiland Vlog	138	Closed
Auckland Deaf Community	113	Public
Greater Wellington Deaf Community Noticeboard	102	Closed
Deaf Retirement Village	34	Public

Deaf Societies in New Zealand

NZSL/Deaf related Social Media	Facebook Fans	Membership
Auckland Deaf Society	1,952	Public
Deaf Society of Canterbury	826	Public
Wellington Deaf Society	677	Public
South Auckland Deaf Club	278	Closed
Manawatu Deaf Society	151	Public
Hawkes Bay Deaf Club	123	Public
Taranaki Deaf Club	111	Public
Waikato Deaf Club	74	Public
Te Tai Tokerau - Northland Deaf Society	67	Public

Deaf/CODA Children in New Zealand

NZSL-related Social Media	Facebook Fans	Membership
Deaf Aotearoa – First Signs	1509	Public
New Zealand Federation of Deaf Children	672	Public
Wellington Association for Deaf Children	389	Public
NZ Baby Sign Language	391	Closed
Parenting: It's in Your Hands	134	Closed
Auckland Parents of Deaf Children	112	Closed
NZSL Bubs & Tots (Wellington)	84	Closed
NZSL Bubs & Tots (Auckland)	66	Public
Hawkes Bay Families of Deaf Children	59	Public
Auckland Deaf Society – Wiggly Fingers Kids Club	50	Public

Deaf Youth Groups in New Zealand

NZSL-related Social Media	Facebook Fans	Membership
Deaf Aotearoa Youth Services	979	Public
Deaf Aotearoa – Deaf Youth Aotearoa NZ	729	Public
Canterbury Deaf Youth	633	Public
Auckland Deaf Youth	561	Public
Levin & Palmerston Deaf Youth Group	132	Closed
Wellington Deaf Youth Group	48	Closed
Northland Deaf Youth Group	1	Public

Spiritual/Religion

NZSL-related Social Media	Facebook Fans	Membership
Northland Deaf Church	679	Open
Deaf Christians – New Zealand	159	Closed
Auckland Catholic Deaf Community	148	Secret

NZSL Interpreters

NZSL-related Social Media	Facebook Fans	Membership
Sign Language Interpreters Association of NZ	211	Public
Deaf Interpreting New Zealand	199	Public
NZ Video Interpreting Service	120	Public
Wellington Interpreters	84	Closed

Deaf/NZSL Private Business

NZSL-related Social Media	Facebook Fans	Membership
Merge NZ (Auckland)	997	Public
Little Signs – New Zealand (Queenstown)	946	Public
Deaf Radio	907	Public
SeeCom - Baby Sign Language Aotearoa (Hamilton)	765	Public
Sign a Rainbow (Auckland)	615	Public
NZ Relay	305	Public
New Zealand Sign Language (private business)	208	Public
EyeFilms Productions (Auckland)	169	Public
Baby Signs (South Auckland)	174	Public

Deaf Sport Communities

NZSL-related Social Media	Facebook Fans	Membership
Deaf Sports New Zealand	1,955	Public
New Zealand Deaf Rugby Football Union	3,400	Public
New Zealand Deaf Games	632	Public
New Zealand Deaf 8 Pool	293	Public
Auckland Deaf Basketball Club	143	Public
New Zealand Deaf Football	143	Public

Appendix F: Online NZSL Information, resources and type of NZSL information provided.

The list provided gives a comprehensive overview of NZSL services, information and resources available on line. It is however not complete as there may be more that we personally do not know about.

Name	Focus	Information
Sign DNA	Preservation of NZSL	Historic NZSL videos from 1950's to now. Heavy NZSL video content.
Education Counts **Educationcounts.govt.nz**	Education information	No NZSL videos Scoping support for New Zealand Sign Language users accessing the curriculum-written information. Teaching in NZSL-written info Overview of offering NZSL in education
NZ Parliament – Paremata Aotearoa **Parliament.nz**	Parliament information	NZSL videos: • NZSL Act process • Celebrating NZSL week
Office for Disability Issues **NZSL Board** **Odi.govt.nz**	Promote and maintain NZSL by ensuring the development, preservation and acquisition of the language, and to provide expert advice to government and the community on NZSL.	NZSL board updates- NZSL videos Information on NZSL Board, Disability Action Plan, NZ Disability Strategy, NZSL Act, CRPD, Enabling Good Lives
Disabled Persons Assembly **Dpa.org.nz**	Disability Information	Information about the rights of disabled people through monitoring projects
Deaf Aotearoa **NZSL Week** **Sign Ninja**	Services to Deaf Community National DPO for Deaf NZSL week	Deaf Aotearoa: Information about NZSL, services for Deaf, Deaf culture. Separate website for NZSL week (various videos) Community weekly newsletter (100% NZSL videos)

		Sign Ninja: NZSL learning game NZSL Week: Video series Learning NZSL info Events
Federation of Deaf Children Deafchildren.org.nz	Parents of Deaf Children	Introduction to NZSL
Human Rights Commission	Human Rights	History to the NZSL Act The Right to Sign: New Zealand Sign Language and Human Rights: Enquiry Convention on the Rights of Persons with Disabilities
Ministry of Justice	Justice (court services)	Highlighting sign language resources in courts

Name	Focus	Information
Office for Disability Issues Odi.govt.nz	NZSL Board	Information on NZSL Board- current projects, application for funding. Guide to working with Interpreters NZSL Act NZ Disability Strategy Film festival
Depression Depression.org.nz	Information related to depression	Information about depression and what to do- page for Deaf community NZSL video included
Netsafe Netsafe.org.nz	Internet information	NZSL translation video Cyberbullying information and advice for young people
Auckland City Council Makethemostofwaste.co.nz	Local council for Auckland	NZSL video translation - Make the most of waste – changes to rubbish collection in Manukau area - Auckland conversations event
PSA NZ Psa.org.nz	Public Services Association Union (advocacy, support)	NZSL video: Deaf and disability network (information on PSA services)
Deaf Wellbeing Society	Monthly cooking club	Recipes in NZSL

Facebook		Cooking club in NZSL via Facebook Events
NZ Police	111 text service	How to register 111 rules Using 111 services Change your registration
Health and Disability Commissioner Hdc.org.nz	Health and Disability Commission	NZSL videos: • Your Rights
Human Rights Commission Hrc.org.nz	Human Rights Commission	A new era in the right to sign How to make a complaint Range of NZSL Videos related to rights, complaints, harassment and other human rights topics
Auckland Disability Law	Disability Law- law services for disabled and Deaf	Developing NZSL Videos currently
Attitude Live Attitudelive.com	Documentaries Current Affairs	Variety of videos: Toolkit series on driving, finding work, flatting, on the marae, Deaf Rugby, parenting. (stories about Deaf people with captioned, NZSL with voice over) Ability to watch screened TV episodes online.
Electoral Commission	Elections Enrolling to vote	Goverment election process NZSL Videos: • Get ready for 2017 election • Your vote is a powerful thing • Voting for migrants
Arts Access Aotearoa	Accessible Arts	NZSL video: • Arts For All: making the arts accessible to everyone • Interview with Deaf film maker Written info about Deaf friendly art events
Auckland Deaf Society	Deaf Club-founded by Murray Williams in 1937	NZSL videos: • About ADS/membership

	NZSL classes/Deaf culture workshops Deaf education workshops Deaf news/events	• ADS history In writing- information about learning NZSL, Deaf events/workshops/news. Monthly newsletter with NZSL videos available to everyone *(previously for members only).*
Canterbury Deaf Society **deafsocietyofcanterbury.co.nz**	Deaf Club Been in existence since 1922 providing facilities for Deaf members of the community to meet and share their common language, culture, history and social, sporting and recreational activities.	Learn NZSL - http://www.deafsocietyofcanterbury.co.nz/tips-and-ideas/nzsl-classes/ Apps and books - http://www.deafsocietyofcanterbury.co.nz/tips-and-ideas/apps-and-ebooks/ Deaf Clubs in NZ – http://www.deafsocietyofcanterbury.co.nz/tips-and-ideas/helpful-links/
Deaf Action NZ **Deafaction.org.nz**	Human Rights for Deaf people Advocacy	NZSL Videos: • Deaf Action media release • Medical interpreting Connected to Deaf Action Facebook page (heavy NZSL video content and some live streaming)
Civil Defence	Civil Defence Emergency information Natural disaster info/advice	Safety information for Deaf in written format

HealthEd
Healthed.govt.nz
	Health information
	"Helping New Zealanders stay well".
		NZSL videos:
		• Ageing Well
		https://www.healthed.govt.nz/resource/ageing-well-how-be-best-you-can-be-0
		   • 1: Introduction and Keeping mobile
		   • 2: Eating well and Sleep
		   • 3: Sight, Smell, Oral hygiene, Foot care and Skin care
		   • 4: Screening for cancer, Bladder control
		   • 5: Drugs, Medicines, Alcohol, Smoking and Sexual relations
		   • 6: Keeping warm and well during winter, Safety inside and out of the home
		   • 7: Body Piercing and Tattooing - https://www.healthed.govt.nz/resource/body-piercing-and-tattooing-protecting-your-health-0

		- Breast Screen - https://www.healthed.govt.nz/resource/breastscreen-aotearoa-%E2%80%93-nzsl-version - Immunise Your Child Time - https://www.healthed.govt.nz/resource/immunise-your-child-time-%E2%80%93-english-version-0 - Getting Checked Prostate Cancer Quick Guide Men and their families - https://www.healthed.govt.nz/resource/getting-checked-prostate-cancer-quick-guide-men-and-their-families-and-wh%C4%81nau-0 - Cervical Smear Test - https://www.healthed.govt.nz/resource/cervical-smear-tests-what-women-need-know-%E2%80%93-english-version-0 - Time To Quit - https://www.healthed.govt.nz/resource/time-quit-0
Be. Accessible	New Zealand social change initiative. Advocation.	Captioned videos NZSL video: - Regular "Be. Update" provided in NZSL translation
Ministry of Education	NZ education information	NZSL Video: - NZSL sector advisory group updates Written information- news stories about NZSL in schools
CCS Disability Action	As well as providing direct support and advocacy, wider role in shaping society's attitudes towards people with a disability.	NZSL Video: - My voice matters
Accessable	Services that enhance independent lifestyles and equipment management. For people with a disability, *access*able funds the provision of hearing aids, equipment, housing alterations and vehicle modifications on behalf of the Ministry of Health.	NZSL Videos: - Complaints procedure

Name	Focus Area	Resources
Auckland University of Technology (AUT) **aut.ac.nz**	Tertiary education BA NZSL and Deaf Studies. NZSL Interpreting course	Internal 'blackboard' for students to access resources on line A library of NZSL Videos and DVDs (not online) NZSL teaching curriculum (NZSL Level 1 & 2) and other NZSL Resources
Victoria University Wellington (VUW) **victoria@ac.nz** **LearnNZSL** **NZSL Online Dictionary**	Tertiary education Deaf Studies Certificate Deaf research unit NZSL Online Dictionary	Online NZSL Dictionary- including NZSL vocab, sentence examples (NZSL videos), NZSL facts Deaf research unit VUW website- NZSL videos - Find out about NZSL studies at Victoria - Deaf studies research unit- about LearnNZSL- NZSL learning. Various NZSL videos
Merge NZ **Mergenz.co.nz**	Promotion of NZSL through events, workshops and NZSL video production, teaching and learning resources	My Sign – online NZSL learning support NZSL for Families (release early 2018) Professional development Deaf Culture workshops NZSL programs NZSL videos: - About Merge - Background of company - NZSL in education video - Updated "Merge" news - Merge newsletter with videos
Van Asch Deaf Education Centre (VADEC) **Turi TV**	Deaf Education Resource Centre Co-educational composite special school and a national resource centre.	Numerous resources for families and children/young people Literacy resources NZSL/Deaf studies resources NZSL sector advisory group update- NZSL video Turi TV-Heavy NZSL video. Early language NZSL bites- learning NZSL level 1-3
Kelston Deaf Education Centre (KDEC)	Deaf Education Resource Centre Strategic focus is on working together with families and the	Numerous resources for families and children/young people. Library video links to UK sign language sites/videos.

	Deaf community to provide equitable and coordinated deaf education, so that deaf and hearing impaired students: Contribute meaningfully to their communities; Are socially well integrated; and are able to determine their future and fulfil their dreams.	
Kiwa Digital Ltd **Kiwadigital.com**	Digital resources	Two E books: Moe and the Unexpected Bully & Ruamoko – The Rumbling Voice
Sign DNA	Preservation of NZSL	Historic NZSL videos from 1950's to now. Heavy NZSL content
NZ Parliament – Paremata Aotearoa **Parliament.nz**	Parliament information	NZSL video: • Celebrating NZSL Week at Parliament
Deaf Short Film **Nzdsff.co.nz**	Deaf Short Film Festival	Several short films including NZSL
NZSL Baby Sign **Nzslbabysign.nz**	Website is for parents, whānau, friends and teachers who want to start learning New Zealand Sign Language (NZSL) to communicate with babies and toddlers.	NZSL learning resources NZSL Video: • Overview of website • NZSL learning videos- various
Sign Language Interpreting Association of NZ (SLIANZ) **www.slianz.org.nz**	Professional Body for NZSL Interpreters	NZSL videos: • Policies • Code of Ethics • Code of Conduct • Working with an interpreter
iSign **isign.co.nz**	NZSL Interpreting- *(iSign* is a service of Deaf Aotearoa)	NZSL videos: • Who pays • When do you have a right to NZSL Interpreting Services

Connect Interpreting **Connectinterpreting.** **wordpress.com**	NZSL Interpreting	No NZSL videos Provide monthly workshops for interpreters and 3rd year interpreting students. Provide annual Spring workshops for Deaf participants and interpreters.
Wordsworth Interpreting **Wordsworth.nz**	NZSL Interpreting	NZSL video: • Interpreting example (Literature Response) Internet video conferencing for Deaf & Hard of hearing workers/students to communicate in video on laptops
Deaf Interpreting NZ **Deafinterpretingnz.com**	Deaf Interpreting	NZSL videos: • Brief explanation about Deaf Interpreting through Research and Collaboration. • Explain about Deaf Interpreting role.
Eye Films – Translation **Service** **Eyefilms.co.nz**	Translation service (English ←→ NZSL)	NZSL videos: • Information about EyeFilms service • Work examples • Community hub (video coming soon) • Deaf Talent (recruitment)
See Flow – Translation Service **Seeflow.co.nz**	Translation service (English ←→ NZSL)	Gallery contains 30 NZSL videos
Geneva Elevator **Genevaelevator.co.nz**	Supported Employment, Job search, Transition, Deaf Support Service	NZSL Video for Deaf Support Services
Mt Tabor Trust **Mt-tabor.org.nz**	Services	No NZSL videos. Written information about Deaf day program
Emerge Aotearoa **Emergeaotearoa.org.nz**	Deaf Mental Health Service The service supports clients with a recovery focused approach to help them reach their goals. Services from Whangarei to Hamilton.	No NZSL videos. Written info about services.

NZ Video Interpreting Service NZVIS.co.nz	Video Interpreting Service	Information about VIS Service
NZ Relay Nzrelay.co.nz	Telephone relay service New Zealand Relay is a telecommunications service for people who are Deaf, hearing impaired, Deafblind or speech impaired	Written information about the service (including those that include NZSL)
Voice Through Your Hands Voicethruyourhands.org.nz	NZSL for children who can hear yet do not speak verbally. Voice Thru Your Hands is a charitable trust governed by people with a lived experience of needing to find other ways to communicate.	Written info on NZSL, some resources with NZSL printed materials.
NZSL Teachers Association (NZSLTA) Nzslta.org.nz	Professional body for NZSL teachers	No NZSL videos - Written info: Information on NZSL classes Teacher registration *Note: this website is no longer being monitored or updated.*

Appendix G: Organisation Response Record (NZSL Online Hub)

The list provided gives background information about NZSL-related/Deaf-related organisation/service providers response to NZSL Online Hub survey and face to face meetings arranged by Merge NZ.

Deaf Organisations and Deaf Societies (Deaf Clubs)

Name of organisation	Contact details:	Contact/follow up dates:	Response (reasons)
Deaf Aotearoa **iSign** **First Signs**	Lachlan Keating Chief Executive	Emailed survey link to be distributed to staff and questionnaire sent for organisation to provide feedback in writing.	Preferred to provide feedback in writing. Feedback received on behalf of all three organisations.
Deaf Action New Zealand	Kim Robinson Chairperson	Questionnaire and Survey link provided to be distributed to committee.	Written response to survey on behalf of organisation.
Geneva-Elevator	Jarrod Burrell VHN Specialist	Survey link provided to be distributed to staff. Invited to community meeting in Auckland.	Face to Face meeting 18 August with "Worklife" Deaf youth group.
National Foundation for the Deaf	Secretary	Emailed inviting to provide written feedback and asking for survey link to be distributed to staff.	No response received.
Deaf Societies: Auckland	Julie-Anne Taylor Community Engagement Officer	Survey link sent. Invited to provide written feedback on behalf of organisation.	Preferred to provide written response. Written response received on behalf of organisation.
Deaf Societies: Christchurch		Provided survey link to be sent to all staff. Invited to Christchurch community meeting (held on site).	Staff attended community meeting.
Deaf Societies: Wellington		Hosting Wellington community meeting. Survey link sent.	Staff attended community meeting.

NZSL Services for Deaf Children

Name of organisation	Contact details:	Contact/follow up dates:	Response (reasons)
Ministry of Education	Mark Douglas Advisor on Deaf Children	Face to Face meeting held with Mark Douglas 18 August.	Feedback was provided from Mark himself and written response from 37 Deaf Advisors throughout New Zealand.
APoDC (Auckland Parents of Deaf Children)	Catriona Sainsbury Secretary	Offered to attend committee meeting however agenda was full. Survey link provided to be distributed to all members.	Link distributed to members. Unable to provide written response to survey on behalf of organisation as committee members overseas.
Wellington Association of Deaf Children	Helen McKay	Survey link provided and invitation to provide written feedback. Member came to Wellington community meeting.	Due to other commitments unable to send written response to Merge NZ before deadline.
New Zealand Federation for Deaf Children	Kate Whale President	Questionnaire and Survey link emailed to all members by secretary. Secretary attended Wellington community meeting.	Written response to survey on behalf of organisation.
Kelston Deaf Education Centre	Tom Purvis Acting Chairperson	Provided survey link to be sent to all staff.	Face to Face Meeting held on 2nd August with management and senior staff.
Van Asch Deaf Education Centre	Andrew Townsend James Townsend	Provided survey link to be sent to all staff. Invited staff to Christchurch Community meeting.	Skype meeting held on 17/8/2017 with Andrew and James Townsend. Some VADEC representatives attended Community meeting.
Hearing House	Secretary	Survey link provided and invitation to provide written feedback.	No response received.

NZSL-related businesses

Name of organisation:	Contact details:	Contact/follow up dates:	Response (reasons)
Coffee Educators (Wellington)		Survey link provided to be distributed to staff. Invited to community meeting in Wellington.	Survey emailed to staff.

NZSL Training & NZSL Teaching services/programmes

Name of organisation	Contact details:	Contact/follow up dates:	Response (reasons)
Auckland University of Technology (AUT)	George Major Programme Leader	Survey link emailed to all interpreting students. Staff invited to Auckland community meeting.	Unable to meet in person with staff/students' due to AUT policy and procedures. Written response to survey on behalf of Interpreting course staff. Some staff present at community meeting.
Victoria University (Deaf Studies Research Unit)	David McKee Senior Lecturer		Face to Face meeting held on 18 August with most staff at VUW Deaf Studies Research unit. Survey link emailed to all NZSL students.
New Zealand Sign Language Teachers Association	Karla Smith President	Questionnaire for Organisations provided and invitation to provide written feedback.	Skype meeting held on 24 August with Accounts Manager.

NZSL Interpreting & NZSL Translation services

Name of organisation	Contact details:	Contact/follow up dates:	Response (reasons)
Sign Language Interpreting Association of NZ	Tarsha Cutelli	Survey link provided	Online Meeting 16th August with committee members. Survey link sent to all members.
Deaf Interpreting NZ	Pia Jane Secretary	Questionnaire for Organisations and invitation to provide written feedback or have meeting online and feedback to be provided in NZSL.	Unable to respond before due date due to other commitments.
Connect Interpreting	Daniel Hanks Director	Face to Face meeting organised for 16th August- however cancelled by Connect due to unforeseen circumstances. Invited to provide written feedback.	Written response to survey on behalf of organisation.
WordsWorth Interpreting	Shannon McKenzie Director	Survey link provided and invitation to provide written feedback.	No response received

DeafRadio/SeeFlow	Daniel Hanks Director	Face to Face meeting organised for 16th August. However, cancelled by DeafRadio/ Seeflow due to unforeseen circumstances. Invited to provide written feedback.	Written response to survey on behalf of organisation.
NZ Relay / Video Interpreting Service (VIS)	Christoph Blum Accounts Manager	Questionnaire for Organisations provided and confirmed to have been forwarded to all staff.	Face to Face meeting held on 22 August with Accounts Manager. Survey link emailed to staff.

Deaf-related Health, Wellbeing and Spiritual			
Name of organisation:	**Contact details:**	**Contact/follow up dates:**	**Response (reasons)**
Emerge Aotearoa	David Donaldson	Invited to provide feedback. Survey link emailed.	Provided written feedback.
Ministry of Health - Disability Support	Cheryll Graham Senior Adviser	Invited to face to face meeting, survey link sent.	Declined invitation with response: "Disability Support Services does not have staff or clients who use the NZSL online resources. We have contracts with other organisations, such as Enable New Zealand which manages the Hearing Aid Subsidy and the Hearing Aid Scheme for the Ministry of Health."
Enable NZ		Invited to provide written feedback.	No response received.
Health and Disability Commissioner	Rose Wall Deputy Commissioner- Disability	Invitation to attend face to face meeting. Survey link provided and invitation to provide written feedback.	Written response received declining invitation to participate in survey "Given HDC's focus on consumer protection and rights, I am supportive of initiatives aimed at enabling the independence of consumers with disabilities. I am unable to comment specifically on whether the current online resources meet the needs of NZSL users."