NZ Relay — New Zealand's Levy-Funded Phone Relay and NZSL Video Interpreting Service, Rated by a Disabled-Led 2026 Review

Digital Inclusion · Good practice · New Zealand

Quality score: 68/100

Evidence strength: Moderate

Summary

Free since 2004, NZ Relay lets Deaf, Deafblind, hard-of-hearing and speech-impaired people use the phone via text, captioned, speech-to-speech, TTY and NZSL video relay. A 2026 disabled-led review: 90% would recommend it, but half of users avoid the app.

Key dimensions

Dimension	Score
Innovation level	2/5
Sustainability (ongoing)	1/1
Evaluation evidence	1/1
Demonstrated reach	0/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-11-14

Ministry of Business, Innovation and Employment (MBIE) — NZ Relay — accessed 2026-11-14

MBIE — NZ Relay Service Insights Report Summary (2026) — accessed 2026-11-14

MBIE — Understanding people's experiences of the NZ Relay Service (consultation document) — accessed 2026-11-14

SunLive — Video Interpreting Service extends to weekends (2019) — accessed 2026-11-14

Eldernet — NZ Relay service listing — accessed 2026-11-14

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