


## Current Telecommunications Issues Matrix

 <p><b>deafness forum</b> of australia</p>	<p><b><i>Deafness Forum is the peak body for deafness and seeks solutions and advocates on issues for all Australians who are Deaf, Deafblind, have a hearing impairment or chronic disorder of the ear</i></b></p> <p><b>Head Office:</b> 218 Northbourne Avenue, Braddon ACT 2612  <b>Email:</b> <a href="mailto:info@deafnessforum.org.au">info@deafnessforum.org.au</a>  <b>Website:</b> <a href="http://www.deafnessforum.org.au">www.deafnessforum.org.au</a></p>		
<b>Fixed Line Telephony</b>			
<b>Current issues</b>	<b>Action to date</b>	<b>Suggested solutions</b>	<b>Further Reference</b>
Captioned telephone – allows combination of voice and text	Developed position statement Develop lobbying plan Lobbied government departments and politicians On 7 June 2010 Minister Conroy announced government support of trial.	Introduce captioned telephone handsets, platform and relay centre into Australia	See Position statement at <a href="http://www.deafnessforum.org.au/index.php?q=documents-and-guidelines">http://www.deafnessforum.org.au/index.php?q=documents-and-guidelines</a>
Disability Equipment Program – need to add new equipment including mobile phones	Prepared submission to Feasibility Study of Independent Disability Equipment Program	Awaiting report into IDEP	See Submission <a href="http://www.deafnessforum.org.au/index.php?q=government-submissions">http://www.deafnessforum.org.au/index.php?q=government-submissions</a> (access for Deafness Forum members)
Availability of handsets (in DEP or generally eg through shopfronts) with good quality sound, volume and tone controls and telecoils so that people with hearing impairment can use voice communication and their residual hearing.	Participate in Telstra Disability Forum, lobbying for tone control on Big Button telephone, also assisting Telstra with a trial of tone control	Introduce tone control on Big Button Telephone (and possibly on other handsets)	Contact Telstra
Relay service	Contribute through National Relay Service Customer Consultative Committee	Continuous improvement in service and products	See NRS
<b>The Internet</b>			
<b>Current issues</b>	<b>Action to date</b>	<b>Suggested solutions</b>	<b>Further Reference</b>
Broadband	Discussion paper developed with input from members	Prioritising the roll-out of FTTH and next generation wireless for people with a disability and those diagnosed with a life	Submission at <a href="http://www.dbcde.gov.au/communications/national_broadband_network/regulatory_reform_for_21st_century_broadband/">http://www.dbcde.gov.au/communications/national_broadband_network/regulatory_reform_for_21st_century_broadband/</a>

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		threatening condition. Availability and affordability are some of the most important aspects in gaining access to broadband – and some of the primary issues that need to be addressed.	national_broadband_network_regulatory_ref orm_for_21st_century_ broadbandsubmissions?115232 _result_page=D
Video Relay Service	Lobbied politicians and government departments to support extension of trial of MMR	Introduction of MMR 24/7	See ACE
Captioning on internet video, advertisements, DVD downloads etc	Through Telstra Disability Forum Through lobbying of politicians. Lodged DDA complaint against Parliament of Australia website	All material to be captioned including online material	Submission to DBCDE investigation into media access see <a href="http://www.dbcde.gov.au/broadcasting/television/television_captioning/television_captioning_discussion_paper/submissions?84600_result_page=D">http://www.dbcde.gov.au/broadcasting/television/television_captioning/television_captioning_discussion_paper/submissions?84600_result_page=D</a>
Voice over IP – accessibility via quality for people with a hearing impairment	Refer to Broadband paper	High quality VoIP	See broadband submission
<b>Mobile Telephony</b>			
<b>Current issues</b>	<b>Action to date</b>	<b>Suggested solutions</b>	<b>Further Reference</b>
Text over IP (ToIP) for mobile phone text communication	Working with a range of stakeholders to demonstrate benefits of ToIP Demonstrations to politicians	Introduction of ToIP	See broadband submission
SMS access to Emergency services	Lobbying politicians for SMS access Contribute through ACCAN and others as appropriate Minister Conroy's announcement May 2010	SMS capacity both “push” and “pull” ie send SMS messages to consumers, and allow consumers to access emergency services through SMS	
Mobile plan pricing	Participation in Telstra Disability Forum and other committees such as Optus Consumer Liaison Forum	Equivalent SMS plans to voice plans	Telstra Disability Forum

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Neckloops added to DEP	Demonstration at Signposts for change Lobbying to have neckloops added to DEP	Neckloops (and other devices) to be added to DEP	See handouts used at Signposts for Change forum in February 2009
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Other			
Current issues	Action to date	Suggested solutions	Further Reference
Information about suitable telephone equipment for people who are Deaf or have a hearing impairment	Produced brochure 2007 (mainly focusing on move to 3G) on 'Choosing the right phone" Reprinted brochure June 2010	Continually Update brochure	See brochure at <a href="http://www.deafnessforum.org.au/files/u1/1207DFMobileBrochure.pdf">http://www.deafnessforum.org.au/files/u1/1207DFMobileBrochure.pdf</a>