

## Ensuring support for all

Interpreting New Zealand exists to break down the language barrier between English-speaking professionals and their clients.

We provide interpreters in some 70 languages – available face-to-face, on the phone or via video link, 24 hours a day, 7 days a week. Our longstanding clients include Capital & Coast and Hutt Valley District Health Boards, Courts, and NZ Police.

At Interpreting New Zealand, we are uncompromising about interpreting standards: interpreters must be fully trained and assessed before they work for us, and adhere to a strict code of ethics as part of their contract. For that reason, we recruit proficient bi-lingual speakers, train them in interpreting skills, assess them to ensure they are competent, and then manage and monitor their performance. This includes providing continuing professional development for interpreters, and formally collecting customer feedback every 12 to 18 months.

Interpreting New Zealand advocates for using trained interpreters whenever language is a barrier to communication. It provides resources on how to work with interpreters, including written & video guidelines, and offers tailored training, free of charge, to users of the service.

The administrative team is based mainly in Wellington, with one coordinator in Christchurch. Interpreters are mostly located in the Wellington and Canterbury regions, with a smaller number in Auckland and elsewhere.

The management & administrative team:



Robyn Pask, Chief Executive, on left.

To book an interpreter, or to find further information about Interpreting New Zealand's services or training, phone 0508 468 377 or go to [www.interpret.org.nz](http://www.interpret.org.nz).



### BUSINESS CHALLENGE

Provide an accessible, confidential staff support service for that bridges barriers caused by ethnicity and language.

### VITAE SOLUTION

24/7 access to services of interpreters in over 70 languages.

### BUSINESS BENEFITS

All employees have access to someone objective that they can talk to openly and in confidence.

The Training team:

