Bridging the Gap

Issue 46 – August 2019

Kia ora koutou and welcome to the August edition of Bridging the Gap.

I’m Helen Crabb, the Interpreter Co-ordinator for MBIE

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Wilson Chow

I have just heard the very sad news that our long-standing Language Assistant Wilson CHOW has passed away. Wilson has been interpreting for Immigration since 2005 and was very capable and professional. He had a friendly and collegial nature, and will be sadly missed by many officers around Auckland, particularly his ‘work family’ at RSB, Compliance and Border branches.

The Language Assistance Services Programme

What’s new?
Telephone interpreting services

Language Line will close on 30 September 2019. From 1 October telephone interpreting services will be provided by a new supplier under a new government contract. The new telephone interpreting service will provide access to telephone interpreters 24 hours a day, seven days a week, in a multitude of languages.

The new telephone interpreting service will be announced in early September.

For interpreters with an interpreting qualification, we would like to provide your contact details to the new supplier, who may contact you regarding employment opportunities with the new telephone interpreting service.

If you want your details to be provided to the new provider, please email Helen.Crabb@mbie.govt.nz

We will reach out to you again when the new provider is announced. In the meantime you can check this link for additional information: https://www.mbie.govt.nz/cross-government-functions/language-assistance-services/
Training Opportunity – Mental Health Supervision with WATIS

In September WATIS is going to organise a Mental Health Supervision for DHB’s interpreters. Would any MBIE interpreters be interested in attending? If so, around 10-15 places are available.

If you are interested, please let me know by Monday 2 September.

**WATIS Supervision for Mental Health Interpreters**

**Time and Date:** 10.00am to 12.00pm on Friday 13th Sept, 2019  
**Location:** 2 Shea Terrace (St John).  
**Facilitators:** Patrick Au and Trish Gledhill

For more information on the facilitators please check this link  
[WATIS Supervision for Mental Health Interpreters](#)

New Refugee and Protection Officers

The Refugee Status Branch has employed some new Refugee and Protection Officers (RPOs). As promised I am introducing some of them to you below and the rest of the profiles will come in the next newsletter.

Hi, my name is Kamala Busch-Marsden and I am very excited to join the team as an RPO. I have a Masters in Politics and International Relations and have helped refugees resettle in NZ through work with the Red Cross as a Refugee Support Volunteer. I have recently returned to NZ after living overseas for a few years where I worked in the public sector in the UK as a Programme Officer (after a short stint as a Husky Musher in Norway!). I have also worked at the University of Auckland and Auckland Council. I am interested in human rights, I absolutely love to travel, and after two winters in a row, I am holding out for the summer! I am looking forward to working with you all going forward.

Hello, my name is Justin Kimmons. I joined the RSB in July 2019. Most recently, I worked as an Immigration Officer at MBIE. Prior to that I was a Foreign Service Officer with the U.S. Department of State, where my roles focused on human rights and immigration. I have enjoyed studying languages and working with interpreters in the past, and I look forward to meeting and working with you.
Hi, my name is Marianna Stetsiv and I'm one of the new RPO's! I'm a Ukrainian Canadian Kiwi and have lived in NZ for the last 8 years. I've always had an interest in human rights and feel very privileged to be in the position of helping vulnerable people. I started my journey working for government at MSD 7 years ago and have also held roles at Amnesty International and the University of Auckland while studying. Most recently I worked at the Refugee Quota Branch and have been based there for the last 3 years. I'm really looking forward to working with you all! Thank you for all that you do to help us in our roles.

**Rare languages**

Recently we have been searching for interpreters in:
- Bengali
- Bulgarian
- Burmese and Chin
- Cambodian/Khmer
- Dari
- Fijian
- Hungarian
- Kiribati
- Lingala
- Malay
- Maori
- Ndebele
- Pashto
- Romanian
- Shona
- Somali
- Swahili
- Tamil (Sri Lankan)
- Tigrinya
- Turkish

If you know anyone who interprets one of these, or another rare language, please ask them to get in touch with me. We have over 100 languages on our list, but it's still not enough!

This year we needed interpreters in 35 different languages, ranging from Arabic and Mandarin to Twi and Tigrinya. Thank you all for your contribution!

Helen Crabb and Refugee and Protection Officer / Technical Assistant Mike Crawshaw had a fruitful discussion with interpreting students at Unitec.
Interpreter reference resources

Interpreters have their own resource page on the Immigration New Zealand (INZ) website which has many useful tools, such as immigration and refugee related terminology.

Interpreter Reference Resources on the MBIE website

Glossaries

Refugee claims based on a person’s religion or beliefs are common. The terms used by some religious groups can be unfamiliar, or carry a special meaning.

To help with your preparation for these types of interviews we have added some new glossaries to the Interpreters’ page. These glossaries include Falun Gong and Church of Almighty God which is specifically for interpreters of Chinese languages.

If you feel there are any other areas that would benefit from a glossary being created please let us know.

Glossaries

Contact details

Our contact details haven’t changed. You can contact me by phone or email:
Helen: (09) 928 2227 or email: Helen.Crabb@mbie.govt.nz

If you need help, or to cancel an interpreting appointment at RSB at the last minute, and cannot get hold of me, please call the Refugee Status Branch: (09) 928 2236, or email RSB@mbie.govt.nz.