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

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

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- New Refugee and Protection Officers at the Refugee Status Unit
- Availability
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The Language Assistance Services Programme

What’s new?
Telephone interpreting services

The New Zealand Government provides a 24/7 telephone interpretation service in over 180 languages including Te Reo Māori, using Ezispeak. We encourage you to consider enrolling with Ezispeak, if you haven’t already. They are an Australian company, but they do prioritise using New Zealand interpreters for New Zealand calls.

Go to their website https://www.ezispeak.nz/
and click on the last orange box “Are you a NZ based interpreter or Translator”, which will take you to the recruitment page of their Australian website: http://solutions.ezispeak.com.au/new-zealand-recruitment
where you can fill in the form to join Ezispeak.

The next phase of this project will develop a new procurement approach for face-to-face interpreting services across the public sector, so watch this space!

New Refugee and Protection Officers at the Refugee Status Unit

The Refugee Status Unit has a new name. The new RSU has employed some new Refugee and Protection Officers (RPOs). As promised I am introducing the final new RPO below. Three more RPOs will be starting soon and I will introduce them in the next newsletter.
Hello, my name is Connie Daniels and I started working at the RSB in July 2019. My background is in social work, and just prior to joining the RSB I worked with Oranga Tamariki – Ministry for Children. I have experience working with Refugees in the USA with their Unaccompanied Refugee Minor program, and working in resettlement in Ecuador and Kenya. I look forward to working with you at the RSB.

**Availability**

Are you available at short notice and/or after hours? Many of our officers, for example in Compliance or at the Border, often struggle to find an interpreter at short notice or after hours. I can add a note to your availability if you like, letting them know when you are available.

**AUT interpreting scholarships**

MBIE has been co-funding interpreting scholarships with AUT for four years. We will be co-funding a maximum of 6 scholarship places again next year. MBIE and the Auckland DHBs will contribute some money, which will be matched by AUT. The languages covered by the scholarship will be advertised on the AUT website.

Next year will be the fifth anniversary of the scholarship.

**Rare languages**

Recently we have been searching for interpreters in:

- Mongolian
- Kiribati
- Tokelauan
- Nuiean
- Malay
- Kinyarwanda
- Rohingya
- Tigrinya
- Turkish
- Tongan
- Samoan
- Portuguese
- Bengali
- Tamil (Sri Lankan)
- Burmese, Kayah and Chin
- Cambodian/Khmer
- Fijian
- Te Reo Māori
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 Mongolian and Malay. Thank you all for your contribution!

 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

You can contact me by phone or email:
Helen: (09) 928 2227 or email: helen.crabb@mbie.govt.nz

If you need to call me urgently, for example if you miss a flight for an out of town appointment, please call as soon as possible on my mobile 027 245-7942. For routine enquiries, please call the office number or email me as above.

If you need urgent help, or to cancel an interpreting appointment at RSB at the last minute, please call the Refugee Status Unit: (09) 928 2236, or email RSB@mbie.govt.nz.

RSU will be closed from midday 24 Dec and re-opens Friday 3 Jan.  I hope you have a safe, fun and relaxing Christmas-New Year break everyone.