Greetings for the New Year and welcome to the January edition of Bridging the Gap.

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

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Congratulations Ineke Crezee ONZM!

It gives me great pleasure to let you know that among the 2020 New Year Honours List our very own Professor Ineke Crezee has been awarded the ONZM (Officer of the New Zealand Order of Merit) for services to interpreter and translator education.

This is a great recognition of the important role of interpreters and translators in enabling access to our public services, health and legal systems.

I have sent a Congratulations email to Ineke on behalf of ALL of us. Please note that Ineke is currently on a 6 month study sabbatical and not due back to her office till June 2020.

CREZEE, Associate Professor Hendrika Martine (Ineke)

For services to interpreter and translator education

Associate Professor Ineke Crezee has made a significant contribution toward interpreter and translator education, helping to ensure New Zealand is known internationally for leading the way with the non-language specific training of public service interpreters.

Associate Professor Crezee has worked as a Lecturer at Auckland University of Technology for more than 20 years, teaching community interpreting, healthcare interpreting, legal interpreting and community translation courses. She has been Auckland President and National Secretary of the New Zealand Society of Translators and Interpreters, co-convener of the First International Conference on Legal and Healthcare Interpreting at the University of Hong Kong, and an educator for public sector professionals in Auckland that work with interpreters. She conducted research into the benefits of bilingual patient navigation for low literate, limited English-proficient migrant families at Seattle Children's Hospital in Washington. She has also developed many guidelines and educational materials for interpreters and translators, including a bilingual patient navigator course for the Counties Manakau District Health Board and the book "Introduction to Healthcare for Interpreters and Translators," currently published in six different languages. She has recently developed an application that provides information on commonly prescribed medication for elderly people in the most common languages of New Zealand migrants. Associate Professor Crezee has received a number of awards for her teaching.
New Refugee and Protection Officers at the Refugee Status Unit

The new RSU has employed some more new Refugee and Protection Officers (RPOs). As promised I am introducing them below.

Kia ora, my name is Rosa Kim. I am really excited to be joining at the RSU as an RPO! I’m a Korean Kiwi - I was born in South Korea but have lived in New Zealand since I was 5, so my Korean is not as good as it could be (one of my goals this year is to improve my Korean). I have been working in the public sector for the past six years, most recently at the Health and Disability Commission investigating claims related to breaches of health and disability rights. I look forward to meeting and working with you all going forward.

Hi, my name is Anna Blokker, I am one of the new RPOs. I am very excited to work with you all. I have recently completed my LLB (hons) and BA in History at the University of Auckland. I am passionate about human rights and refugee law. I have experience with the IPT and I spent the last year working with immigration and refugee lawyers. I enjoyed assisting claimants and I am keen to bring that experience to this side of the process. I look forward to meeting you all.

Hi all! My name is Patricia Feria and I’m so excited to join the team as an RPO. I graduated with a Bachelor of Laws degree from the University of Auckland just last year, and am interested in the field of human rights and international law. I spent the majority of last year doing a legal internship in Medellín, Colombia, as well as working in the NaDO branch of Immigration New Zealand as a Support Officer. I enjoy learning languages (I am currently in the process of trying to gain fluency in Spanish), so I am very keen and look forward to working with all of you!
Review of the processes and procedures for making refugee and protection status determinations

Victoria Casey QC was engaged by the Ministry of Business, Innovation and Employment (MBIE) to undertake a review of the processes and procedures for making refugee and protection status determinations. The objective of the review was to ensure that the system for making refugee and protection status determinations is fit for purpose, supports quality decisions, and is efficient, fair and timely. The review has now been completed and MBIE would like to thank Victoria Casey QC for her thorough review and practical recommendations.

The review found that the determination process is fit for purpose but there are areas that could be improved and made a number of practical recommendations. The review also found that the refugee and protection officers, lawyers and representatives engaged in this field of practice have a firm commitment to the UN Refugee Convention and a genuine passion for this work and the claimants with whom they engage.

Refugee and Migrant Services, together with the Refugee Status Unit and MBIE Legal, will be responsible for developing a plan and timetable for implementing the recommendations, including improvements to internal processes. The views of relevant stakeholders and impact of any proposed changes on them will be taken into account.

Please find attached a copy of the review and you can also find it at our website on: [www.mbie.govt.nz/refugee-and-protection-status-processes-review](http://www.mbie.govt.nz/refugee-and-protection-status-processes-review)

If you would like to provide feedback on the various recommendations made, and how any changes may affect you as an interpreter, we’d like to hear from you. In particular we’d be interested in your views on the proposal to schedule two half interview days. Please let us know by emailing RSB@mbie.govt.nz.

AUT interpreting scholarships

MBIE has been co-funding [interpreting scholarships](http://www.mbie.govt.nz) with AUT for four years. We will be co-funding a maximum of 6 scholarship places again this year. MBIE and the Auckland DHBs will contribute some money, which will be matched by AUT. The languages covered by the scholarship are advertised on the AUT website. Note applications close on 25 January 2020!

This year will be the fifth anniversary of the scholarship.
Expansion of Mangere Refugee Resettlement Centre

Construction has started at MRRC on expansion of the dining hall to accommodate the quota increase from July 2020. The work will continue until about the end of June 2020. There are space constraints in the dining room and big hall downstairs. There will be regular updates about access etc, so please keep an eye out for that. Interpreters should all be aware of safety and wellbeing protocols and if you have any concerns please contact Jet or OCS.

Experience: I'm a translator for criminals and the voiceless

Here is an interesting article from an interpreter working in Britain at the moment. https://www.theguardian.com/lifeandstyle/2019/dec/20/experience-i-am-a-translator-for-terrorists-and-criminals/

Rare languages

Recently we have been searching for interpreters in:

- Mongolian
- Kiribati
- Tokelauan
- Nuiean
- Malay
- Kinyarwanda
- Rohingya
- Tigrinya
- Turkish
- Tongan
- Samoan
- Bengali
- Tamil (Sri Lankan)
- Burmese, Kayah and Chin
- Cambodian/Khmer
- Fijian
- Te Reo Māori
- Ndebele
- Pashto
- Somali
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](mailto: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](mailto:rsb@mbie.govt.nz).