Social Service Providers
Aotearoa Inc.
Children, Family, Community

Working with Individuals and Families from Culturally and Linguistically Diverse Communities (CALD): Policy and Procedures for Engaging Professional Interpreting Services

1. Purpose

1. The purpose of this policy and procedures document is to provide guidance on the provision of professional interpreting services for individuals and families from CALD communities who reside in Canterbury and who seek the right service at the right time through the Right Service Right Time Alliance's (RSRT) recognised point of entry to a continuum of psychosocial services and supports

2. Introduction and Context

2. In New Zealand there are a number of pieces of legislation [1] that specify each individual's right to an interpreter. Such legal provisions require services to provide professional interpreters to facilitate communication between parties in circumstances where they do not have a language in common or have limited ability to communicate in or understand a common language. According to these statutory provisions, agencies need to have policies for using professional interpreters.

3. As well as this regulatory obligation, RSRT is aware of the findings from research studies that have examined the process and outcomes from the use of professional interpreting services within the context of delivering psychosocial intervention services and supports to people from CALD groups.

4. These findings suggest that the use of professional interpreting services can increase access to psychosocial services and improve wellbeing for those from CALD communities. In particular this evidence suggests that the use of professional interpreters contributes to:

- Improved access to services, which in turn contributes to equity in social service provision

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[1] Pertinent legislation includes: Children, Young Persons and Their Families Act, 1989; Health and Disability Commissioner Act, 1994; Human Rights Act, 1993; Maori Language Act, 1987; Mental Health amendment act, 1999; and the NZ Bill of Rights Act, 1990.

- Guarantee of ethics in relation to informed consent and confidentiality [2]

- Reduction of risk of errors in assessment, planning and intervention

- Increased efficiency and effectiveness of time spent during service delivery

- Improved access to primary prevention education and understanding of information

- Improved intervention comprehension and adherence to helping strategies

- Improved efficiency and effectiveness of referrals to specialist services

- Reduction in unnecessary costs due to repeated visits to social service providers

- Increased client and professional satisfaction. [3]

5. It is within this regulatory and evidence-based context that early 2016 RSRT secured a dedicated financial resource for the RSRT Coordinator and the RSRT Alliance partner agencies to use when engaging the services of a professional interpreter whilst providing helping services to CALD clients referred to RSRT. This policy and procedures document is particularly written for RSRT stakeholders who may be involved in making use of this dedicated financial resource, but aspects of this guidance may also be of interest to others providing services within the NGO Sector.

3. Principles for Requiring Professional Interpreting Services

6. Within the context of delivering services under the auspices of RSRT, the principles influencing the requirement to use professional interpreting include:

- ***Informed consent***: This requires people being able to receive information in a language, style and form that they understand so that they can make a reasoned decision about whether to agree to an administrative process or receipt of a service.

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[2] Professionally trained interpreters are subject to a Code of Ethics. An example of such a Code of Ethics is located in the Appendix 1.

[3] Sources:
Jacobs, E.A., Shepard, D.S., Suaya, J.A. & Stone, E. (2004) Overcoming language barriers in health care: Costs and benefits of interpreter services. American Journal Of Public Health, 94(5): 866-869

Partners for Applied Social Services (March 2008) Is the Use of Interpreters in Medical Consultations Justified? A Critical Review of the Literature. Retrieved from
http://www.tvgent.be/downloads/interpretersinmedicalconsulations.acriticalrev.pdf

- *Communication*: Facilitated by a professional interpreter when a service provider and client do not have a language in common or when they have limited ability to communicate in or understand the common language.

- *Confidentiality*: Professional interpreters are bound by a code of ethics and professional conduct that requires them to keep information exchanged within the context of service provision confidential.

- *Advocacy*: RSRT acknowledges that there is a duty of care for its Alliance partners to advocate for the engagement of a professional interpreter when referring a client with English as a second language to another helping service. For example, in situations where the RSRT Coordinator has been working with a family with the assistance of an interpreter, they will recommend the continued use of this interpreter service when making a referral for the client to one of the RSRT Alliance partner's services and/or to services beyond RSRT.

- *Achieving best outcomes for clients*: The empirical evidence suggests that service outcomes for clients are enhanced when professional interpreters are used within the context of service delivery.

4. Definitions

7. The following definitions are pertinent to this policy and procedures:

Professional Interpreter	Professional interpreters are described as people who are trained and credentialed by an interpreting service; fluent in at least two languages (English and one other); as well as in cultural competencies. They are entrusted with changing the message from one language to another, either in situ or by telephone.
Unqualified interpreter	Untrained or informal interpreters are people who are capable of interpreting speech from one language to another but without specific interpreting training. These untrained interpreters can be family members (e.g. children), friends, members of a specific community or bilingual staff members.
Professional translator	A person who writes or transcribes a message from one language to another.
Interpret	To render orally the meaning of the spoken word from one language into another.
Consecutive interpreting	Most commonly used within the context of interpreting sessions, where the speaker stops after a few

	sentences to give the interpreter time to interpret.
Simultaneous interpreting	The interpreter is one or two words or concepts behind the speaker.
NZ Sign Language	An official language in NZ where the interpreter is one or two words or concepts behind the speaker.

Source: Partners for Applied Social Services, 2008:3; ADHB, 2006.

5. Procedure for Engaging a Professional Interpreter

8. The RSRT procedure for engaging a professional interpreter includes guidance on three processes:

- When to use a professional interpreter

- Booking a professional interpreting service

- Working with a professional interpreter during the delivery of psychosocial services

5.1 When to Use a Professional Interpreter

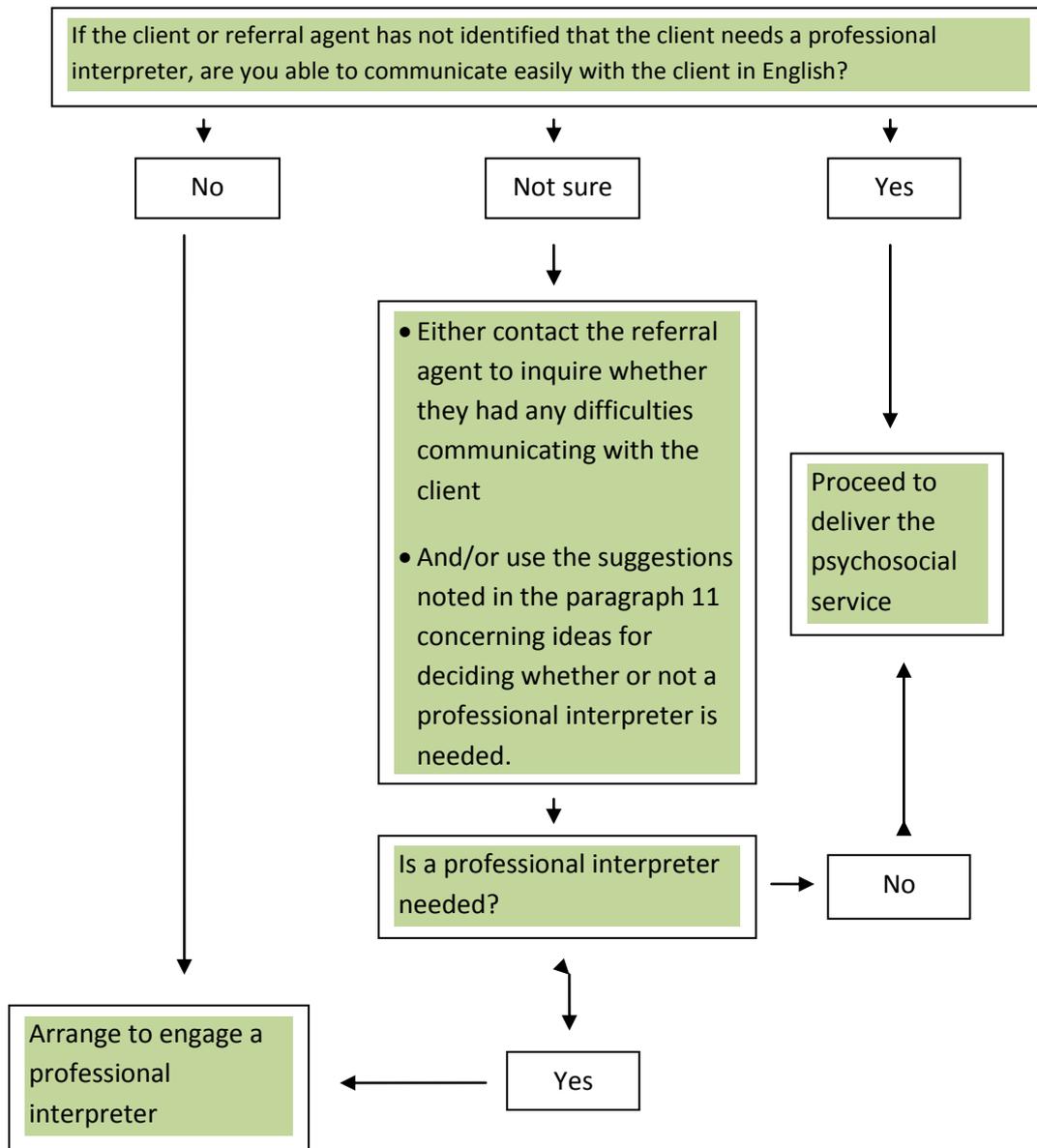9. Professional interpreters should be used in the following circumstances:

- When a client has limited command of English

- When there is concern that the client does not understand the information associated with the helping service intervention

- When the person is deaf and understands sign language

- When the provider of helping services believes a professional interpreter would help them competently undertake their job

- When a professional interpreter is indicated on the client's written referral and/or consent forms for engagement in RSRT Coordination and/or its Alliance partner agency services

- When the client indicates, by using a card or poster, that they want a professional interpreter

- When stress may have reduced the client's understanding of English

How to decide if a Professional Interpreter is needed?

10. At times the RSRT Coordinator and/or a RSRT Alliance partner agency may receive no request for a professional interpreter but once engaging with the client the provider of services may think that one is needed. Figure 1 illustrates

the steps that could be taken to decide whether or not a professional interpreter is needed during the delivery of psychosocial services for people from CALD groups referred to RSRT.

Figure 1: Steps in Deciding Whether or Not a Professional Interpreter is Required

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┌─────────────────────────────────────────────────────────────────────┐
│ If the client or referral agent has not identified that the client    │
│ needs a professional interpreter, are you able to communicate easily  │
│ with the client in English?                                           │
└─────────────────────────────────────────────────────────────────────┘
        ↓                        ↓                        ↓
   ┌────────┐              ┌──────────┐              ┌────────┐
   │   No   │              │ Not sure │              │  Yes   │
   └────────┘              └──────────┘              └────────┘
       │                        ↓                        ↓
       │           ┌────────────────────────┐   ┌──────────────┐
       │           │ • Either contact the    │   │ Proceed to   │
       │           │   referral agent to     │   │ deliver the  │
       │           │   inquire whether they  │   │ psychosocial │
       │           │   had any difficulties  │   │ service      │
       │           │   communicating with    │   └──────────────┘
       │           │   the client            │          ↑
       │           │ • And/or use the        │          │
       │           │   suggestions noted in  │          │
       │           │   the paragraph 11      │          │
       │           │   concerning ideas for  │          │
       │           │   deciding whether or   │          │
       │           │   not a professional    │          │
       │           │   interpreter is needed.│          │
       │           └────────────────────────┘          │
       │                        ↓                        │
       │           ┌────────────────────────┐    ┌──────────┐
       │           │ Is a professional       │ →  │    No    │
       │           │ interpreter needed?     │    └──────────┘
       │           └────────────────────────┘
       │                        ↕
       ↓                   ┌─────────┐
┌──────────────┐          │   Yes   │
│ Arrange to   │ ←────────└─────────┘
│ engage a     │
│ professional │
│ interpreter  │
└──────────────┘
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11. Interpreting New Zealand has provided some suggestions that RSRT service providers might like to try to help them decide whether or not a professional interpreter is needed to facilitate effective communication between them and the clients who engage with their services. These suggestions include:

- Ask a few open-ended questions that require the client to answer in a sentence. e.g. "Can you explain the route you took to get here this

morning?"; "What is your reason for calling/coming today?" Avoid closed questions that can be answered "yes" or "no," or a very familiar question such as "Where do you live?"

- Ask the client to repeat a message back to you in their own words (e.g. "You need to meet with a social worker for an assessment interview next week"). If they cannot manage this, a professional interpreter is probably needed.
- Pick up indicative body language e.g. extra nervousness.

12. In summary, it is likely that a professional interpreter is required if the client cannot put together a sentence in English; if the client cannot respond to a question; if the service provider cannot understand the client; or if the service provider feels that messages are not being understood.

Finding out what language the client speaks [4]

13. In some cases the RSRT referral form will only indicate a client's ethnicity. In such cases Interpreting New Zealand advises that it is best to ask the client which language they prefer to use. In particular it is suggested that service providers use the "Do you need a trained interpreter?" poster and ask the person to point to which language they prefer using.

5.2 Booking a Professional Interpreting Service

Deciding whether to use face-to-face interpreters or telephone interpreters

14. There are circumstances in which it is better to use a face-to-face interpreting format and other situations where it is better to use a telephone interpreting

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[4] Appendix 2 includes a list of available interpreting languages supplied by Interpreting NZ.

format. RSRT recommends following the advice offered within the Christchurch City Council's 'Guidelines for Agency Staff When Using an Interpreter.' This advice is noted in the following text box.

**When To Use Face-to-Face Interpreters and
When to Use Telephone Interpreters**

Face-to-face interpreting (also called onsite interpreting) is more appropriate for:
• first appointments with a non-English speaker
• appointments that are longer than 30 minutes
• subject matter that is complicated or technical i.e. when there are difficult concepts to explain
• substantive issues, e.g. counselling, mental health and medical consultations
• emotional / stressful situations
• group meetings

Face-to-face interpreting needs to be booked in advance.

Telephone interpreting is more appropriate for:
• getting hold of an interpreter quickly for emergencies
• short, simple conversations, e.g. bookings, reminders
• access to a larger pool of interpreters
• when no local person is available

Telephone interpreting is available where there is a landline or mobile phone, at short-notice, and usually costs less. There is no need to book in advance. [5]

Video Conference interpreting is appropriate when:
• face-to-face interpreting is not available
• technology is available.

Source: http://resources.ccc.govt.nz/files/services/interpreters.pdf

Connecting with a professional interpreter

15. RSRT can connect with Interpreting New Zealand's fully trained professional interpreters 24/7. [6] For example, in an emergency when an interpreting service is required immediately Interpreting New Zealand can connect a provider of

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[5] Note that both Language Line and Interpreting New Zealand offer telephone interpreting services. However, Language Line is funded by and only available for use by government agencies (i.e. not available to agencies from the Non-Government Organisation Sector). In circumstances where the NGO and Private Sectors seek telephone interpreting services, they need to access such services from Interpreting New Zealand at a cost.

[6] Interpreting New Zealand does not provide Te Reo Māori interpretation or translation services. A list of Te Reo Māori interpreters and translators can be found on the New Zealand Society for Translators and interpreters' website (www.nzsti.org).

services and their client with an interpreter on the phone. Alternatively, in a non-emergency situation an interpreter should be booked as soon as an appointment has been arranged for a RSRT client to receive service from one of the Alliance partner agencies.

16. There are three main ways to connect with an interpreter:

- Phone Interpreting New Zealand (always phone if it's urgent):
  (04) 384 2849 or 0508 INTERPRET (468 377)

- Book online: **www.interpret.org.nz/book-an-interpreter**

- Email the details to: **request@interpret.org.nz**

17. These communications are received by one of the Interpreting New Zealand's Request Coordinators who will answer the phone and take some details, or get the information from the online booking form. The Request Coordinators will make all the arrangements for engaging an interpreter and will always call back to confirm the appointment.

Information required when booking an interpreting service

18. Interpreting NZ has provided RSRT with a list of the information that the RSRT Coordinator and/or RSRT Alliance partner agency will be required to provide to the Request Coordinator when booking an interpreter. Such information helps Interpreting NZ find the best interpreter for the job, get in touch if there are problems at any time, and provide continuity of service (i.e. provide the same interpreter for a follow-up appointment, if needed). The information required includes:

- The name of the paying agency – in this case "Right Service Right Time." Please advise Interpreting NZ that RSRT should be invoiced.
- The name of your specific agency that is providing a service for a RSRT client
- The name and contact details of the person requesting the interpreter—the primary contact person
- The name of the English speaker providing the helping service (i.e. often different from the person making the booking)
- The language required
- The date, time (start and finish times) and venue (if it's a face-to-face/an on-site engagement) for the interpreting assignment. Note that interpreted sessions require more time.
- The name of the non-English speaking client. This is to ensure there are no conflict-of-interest issues for the interpreter.
- The purpose of the appointment (the nature of the matter being discussed), so the interpreter can be as well-prepared as possible.

- Specify whether the interpreter is required to confirm the appointment with the client. Interpreting NZ notes that when interpreters make phone contact with clients before the scheduled session, the incidence of people not attending appointments is reduced.

19. The Interpreting NZ Request Coordinator will provide the RSRT Coordinator or the RSRT Alliance partner agency with a unique job number. This job number should be quoted when subsequently contacting Interpreting NZ with queries or to change arrangements (e.g. if changes need to be made concerning the date or time of a client appointment).

5.3 Working with a professional interpreter during the delivery of psychosocial services

Before the session

20. Before the interpreted session commences the following actions are advised:

- Spend some time with the interpreter to brief them about the agency's role and the purpose and duration of the session

- Arrange the seating to facilitate easy communication between the parties i.e. place seats in a triangle with participants at equal distance from each other so that eye contact can be maintained whenever necessary.

Session introduction

21. During the introduction to the session with the RSRT client the following actions are advised:

- RSRT provider of service introduces themselves and the interpreter; the respective roles of the parties are explained; and confirm the client's verbal consent for using an interpreter. An example of the way in which an interpreter might explain their role to a RSRT client and service provider is located in the following text box.

I am (name of interpreter) the interpreter for the session today.

My role is to interpret everything that you say to the service provider and everything that they say to you. I repeat the words; I do not add, omit, change or summarise. In my role I am not allowed to give advice or express my opinions, either during - or after – the session. If you want advice, ask the service provider and I will interpret for you.

I am bound by a code of ethics and professional practice. That means I am not allowed to tell anyone else anything that is said here today; it will be kept confidential. When I leave here, it is as if my mind goes 'blank' and I forget everything you have said. If we run into each other on the street, I will not acknowledge that we have met unless you speak to me first.

If I am saying something the service provider has said that you do not understand, you need to ask a question, so we can have the service provider explain further. If it seems like there may be misunderstandings because of different cultures, we will try to clear those up. If you have any complaints about my interpreting, you can make a complaint to the Interpreter Service.

Do you have any questions about my role?

Source: Adapted from http://www.adhb.govt.nz/downloads/services/interpreter-manual.pdf

During the session

22. During the session with the RSRT client the following actions are suggested:

- The interpreter is present only to remove the language barrier, not to carry out other tasks or act as a support person for the client.
- The service provider should face the client and speak directly to them as if he or she understands English
- The service provider should always use the first-person e.g. 'How are you feeling?' not, 'Ask her how she is feeling'
- Do not enter into direct conversation with the interpreter or ask the interpreter for opinions or to summarise – if you need to talk to the interpreter directly, then the interpreter should interpret to the client verbatim what you are talking about. In summary, the interpreter is impartial and everything said will be interpreted.
- Ask what's happening if there are discussions between the client and the interpreter, though be aware that it may take more words than have been spoken to convey the message
- Use plain English where possible
- Speak clearly and unhurriedly and pause after two or three sentences to allow the interpreter to relay the message. Wait until the interpreter has finished before continuing.
- Summarise periodically when complex issues are involved
- If the client does not understand, it is the service provider's responsibility (not the interpreter's) to explain more simply and/or check the client's understanding (i.e. ask exploratory questions that can be interpreted). Watch for facial expressions that may indicate the client does not understand
- Do not let the interpreter's presence change your role in the interview. It is not the interpreter's role to conduct the interview
- Ensure the interpreter gets adequate breaks. Interpreting requires intense concentration
- Seek the client's permission if you need to obtain cultural information from the interpreter or clarification of a cultural practice - ask the interpreter to interpret all the cultural background information given to allow the client to disagree or add their own views

Ending the interview

23. Check that the client has understood the key messages given and received during the session. Ask if the client has any questions.

6. Professionally Qualified Interpreters

24. Qualified interpreters are expected to be professional, competent, impartial and confidential. They will demonstrate the following key skills and attributes:

    - Good linguistic and communication skills in at least 2 languages
    - Familiarity with the subject matter and terminology
    - Recognise the different ways of communicating meaning
    - An understanding of at least two cultures
    - A good educational background to assist in dealing with a variety of subjects
    - Personal maturity and life experience to help them deal with sensitive issues
    - Good listening and memory skills
    - An understanding of and commitment to a code of ethics

25. In the context of interpreting the messages exchanged within a psychosocial helping session, the following qualities of service delivery can be expected from the interpreter:

    - The interpreter will state any conflict of interest e.g. they have a personal relationship with the client
    - The interpreter will use direct speech and idiomatic English
    - The message that the interpreter gives to the client is neither excessively longer nor shorter than the original
    - The client's responses are meaningful, and there is no indication of confusion
    - Smooth flow of information both ways, and body language matches message
    - The interpreter takes notes, asks for clarification or repetition when needed
    - The interpreter reports any side conversations.

7. Untrained Interpreters: Family, Friends, Bilingual Community Members

7.1 Reasons for Not Using Untrained Interpreters

26. The empirical and experiential evidence suggests that there are a number of risks associated with using untrained interpreters during the delivery of psychosocial intervention services. Risks for the RSRT Coordinator and the RSRT Alliance partners to be aware of include:

    - **Inaccuracy:** Untrained interpreters may leave out things they do not understand or change information based on lack of knowledge.
    - **Lack of completeness:** Untrained interpreters may omit or censor information that is perceived as embarrassing or unacceptable but which could be vital for the client to give informed consent and/or vital for an assessment of the client's circumstances.
    - **Lack of confidentiality:** Untrained interpreters may not understand the need for strict confidentiality; ethnic communities can be small and close-knit

and the consequences of sharing private information not understood, even when people are well-intentioned.

- **Lack of impartiality:** A relative may 'side' with the professional or the client, or not pass on information they do not agree with.
- **Advice-giving and advocacy:** Often with an understandable wish to be 'helpful' or 'supportive', friends or family may misinterpret the professional's instructions or advise the client what to say.
- **Third-person interpreting:** There can be a tendency for untrained interpreters to talk *about* the client, instead of setting up a direct first-person communication between the client and the professional service worker.
- **Lack of accountability:** Trained interpreters are accountable for ethical and professional standards and their presence at an interview is documented in the clinical notes and as part of the informed consent process. Ignoring this need for accountability may put both the client and the service provider at risk.
- **Awareness of both cultural contexts:** Friends and family may know plenty about the place the client has come from, but may know a lot less about New Zealand as their new home. The capacity to understand idiomatic phrases, differences in social service structures or what can be expected from service providers, or to explain cultural differences that may be relevant to both parties may be lacking. [7]

7.2 Situation when Untrained Interpreters might be used

27. There may be the occasional times when the RSRT Coordinator and/or RSRT Alliance partner agencies have to rely on untrained interpreters to interpret for them and their clients. Decisions to use untrained interpreters should only be made after seeking advice from Christchurch Resettlement Services [8] and after discussion with the client. The reasons for such decisions should be documented in the client's case notes.

28. Situations where untrained interpreters may be used include:

- **Emergency situations.** Where any delay may result in harm to the client, and a professional interpreter is not immediately available, workers may have to use anyone who can help communicate with the non-English speaking client.
- **Simple instructions.** Where information that is not clinical, technical, confidential or sensitive needs to be discussed, e.g. arranging an appointment time that suits the client; or explaining directions to get to the service providers organisation.

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[7] Crezee, I. (1998). *A brief guide to healthcare settings and healthcare terminology for interpreters and other professionals.* Auckland: New Horizons Advisory Services Ltd.

[8] Contact details for Christchurch Resettlement Services: Phone (335 0311); Fax (335 0312); Email (admin@crs.org.nz).

- **Client preference:** Sometimes an English-speaking family member may say that the client feels more comfortable with a family member speaking for them than a 'stranger'. In such circumstances the service provider should provide the client with all the reasons why a professional interpreter should be used, as well as the risks associated with using an untrained interpreter, so the client is in a position to make an informed choice.

8. Payments for Interpreting Services

29. Where the RSRT Coordinator is referring a client to one of the Alliance's service partners and the client requires interpreting services to enable an assessment or intervention to be completed, RSRT may be able to provide a contribution to the cost of the interpreting service. In such circumstances, a payment of up to a maximum of $260 per client can be made towards the cost of face to face interpreter services to be provided by Interpreting New Zealand. This payment would cover 4 hours of interpreting or 3 hours of interpreting plus mileage costs and will be in addition to any other RSRT fee for service payments for the client.

30. If further interpreting service funding is required to meet the needs of the client, this should be discussed with the RSRT Coordinator in the first instance. The RSRT Coordinator will then forward the request to a sub-group of the RSRT Governance Group for approval. This sub-group is comprised of the representative from Pegasus Health, the Christchurch Resettlement Services Manager and the RSRT Coordinator's Manager.

31. The RSRT Coordinator will send a RSRT Agency Referral Letter that includes Interpreting NZ's contact details; the costs of the various types of interpreting services; and a description of how to invoice RSRT for reimbursement of such professional interpreting services associated with the provision of the psychosocial service.

Appendix

Appendix 1:
Example of Code of Ethics for Professionally Trained Interpreters in New Zealand

Code of Ethics for Professionally Trained Interpreters
1. The interpreter shall to the best of that person's ability interpret faithfully and accurately between the parties; omitting nothing said by either party nor adding anything which the parties did not say, except with the full knowledge and agreement of all parties.
2. All the information gained by the interpreter in the course of that person's duty shall remain strictly confidential. This information shall not be communicated, published, or in any other way divulged to any person or organisation other than the person or organisation engaging the services of the interpreter.
3. The interpreter shall respect all confidences received in the course of the interview.
4. The interpreter shall observe impartiality and neutrality in all interpreting assignments and shall not permit personal opinions or involvement to influence the performance of his/her work.
5. The interpreter shall be punctual for every appointment.
6. The interpreter shall observe at all times the obligations arising from his/her employment agreement with Interpreting New Zealand and shall not on any occasion take unfair advantage of the position of trust he/she is in.
7. The interpreter shall not allow personal or any other interests to influence the performance of his/her duties. The interpreter shall not accept or solicit any present, gift or other consideration, benefit or offer of such a character that it may have the effect of influencing or benefitting him/her.
8. The interpreter shall, in an appropriate and tactful manner, bring to the attention of the professional any issues pertaining to culture, creed and language that may arise in the course of the interview.
9. The interpreter shall provide a service of high standard in all interpreting situations in order to maintain full confidence in the integrity of the Interpreting New Zealand.

Source: Interpreting New Zealand (Retrieved from (http://www.interpret.org.nz/code-of-ethics/)

Appendix 2: Interpreting Languages Available as at December 2016

** Languages available on-site in Canterbury are in bold type **

A

Afghani language: Dari

Amharic

Arabic

Assyrian

B

Bhutanese (See Nepali)

Bosnian

Burmese

C

Cambodian Languages:

- *Khmer*
- *Teochew*

Cantonese

Chin Hakha (Myanmar)

Chin Falam (Myanmar)

Chinese Languages:

- ***Mandarin***
- ***Cantonese***
- *Hakka*
- *Hokkien*
- *Teochew*
- *Seyip*

Croatian

Czech

D

Dari

E

Eritrean Language

- *Tigrinya*

Ethiopian Languages

- *Amharic*
- *Oromo*
- *Tigrinya*

F

Farsi

Filipino Language: Tagalog

Fijian

Fijian Hindi

Fookien

French

G

Georgian

German

Greek

Gujarati

H

Hakka

Hebrew

Hindi

Hungarian

I

Indian Languages:

- Gujarati
- **Hindi**
- Malayalam
- Tamil

Indonesian (Bahasa Indonesia)

Iranian Language: Farsi

Italian

J

Japanese

Juba Arabic (Sudan)

K

Khmer

Kinyarwanda

Kiribati

Kirundi

Korean

Kurdish

L

Lao

M

Malay (Bahasa Melayu)

Malayalam

Mandarin

Mongolian

Montenegrin

Myanmar Languages

- Burmese
- Chin Falam
- Chin Hakha

N

Nepali/Nepalese (*Spoken by some Bhutanese*)

New Zealand Sign Language

Niuean

O

Oromo

P

Persian Language: Farsi

Philippines Language: Tagalog

Polish

Portuguese

R

Rarotongan

Romanian

Russian

S

Samoan

Serbian

Seyip

Shanghainese

Sign Language: **NZ Sign Language**

Sinhalese

Slovak

Somali

Spanish

Swedish

T

Tagalog

Tamil

Thai

Tigrinya

Tokelauan

Tongan

Turkish

Tuvalu

U

Ukrainian

Urdu

V

Vietnamese

		Punjabi	

Source: www.interpret.org.nz/languages/ (check Interpreting NZ website for updates to list)