New Zealand Society for Translators and Interpreters Conference

Auckland 2024

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Principal Adviser, Inter-Cultural Capability and Language
Ministry for Ethnic Communities

Ministry for Ethnic Communities
Te Tari Mātāwaka

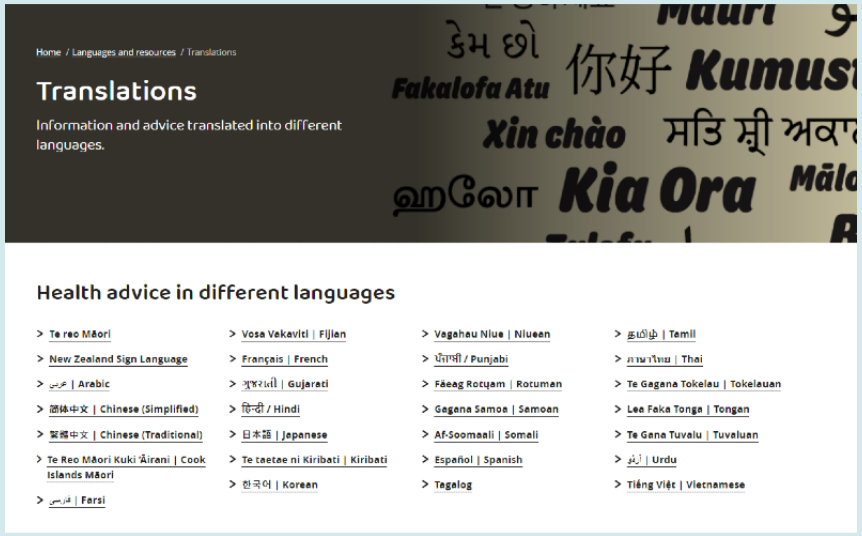
Te Kāwanatanga o Aotearoa
New Zealand Government

Whakataukī

E koekoe te tūī, e ketekete te kākā, e kūkū te kererū.

The tūī chatters, the kākā cackles, the kererū coos.

ITALIA


Home / Languages and resources / Translations
Translations
Information and advice translated into different languages.
Fakalofa Atu
你好
Xin chào
Kia Ora
Health advice in different languages
Te reo Māori
New Zealand Sign Language
عربي | Arabic
简体中文 | Chinese (Simplified)
繁體中文 | Chinese (Traditional)
Te Reo Māori Kuki Āirani | Cook Islands Māori
فارسی | Farsi
Vosa Vakaviti | Fijian
Français | French
ગુજરાતી | Gujarati
हिन्दी / Hindi
日本語 | Japanese
Te taetae ni Kiribati | Kiribati
한국어 | Korean
Vagahau Niue | Niuean
ਪੰਜਾਬੀ / Punjabi
Fāeag Rotuam | Rotuman
Gagana Samoa | Samoan
Af-Soomaali | Somali
Español | Spanish
Tagalog
தமிழ் | Tamil
ภาษาไทย | Thai
Te Gagana Tokelau | Tokelauan
Lea Faka Tonga | Tongan
Te Gana Tuvalu | Tuvaluan
اردو | Urdu
Tiếng Việt | Vietnamese

Hifadhi nafasi ya kupata chanjo yako kwenye
BookMyVaccine.nz
au pigia simu
0800 28 29 26
Pata maelezo zaidi kwenye
Covid19.govt.nz/vaccines
Te Kāwanatanga o Aotearoa
New Zealand Government
Unite against COVID-19

About the Ministry

- Established in July 2021 in response to recommendations from the RCOI into the Christchurch terror attacks.
- We are the chief advisor to government on ethnic communities.
- Ethnic Communities – Asian, Continental European, Middles Eastern, Latin American and African.
- Our purpose is to help Aotearoa New Zealand become a truly inclusive country where people can participate fully without fear of discrimination, racism or bias, and where ethnic communities can freely express their culture and identity.

Ministry for
Ethnic
Communities
Te Tari Mātāwaka

1 Take action to promote the value of diversity and improve inclusion of ethnic communities

Outcome: New Zealanders value diversity and actively include ethnic communities across all spheres of public life.

2 Ensure equitable provision of, and access to, Government services for ethnic communities

Outcome: Ethnic communities have access to, and experience positive outcomes from high quality public services.

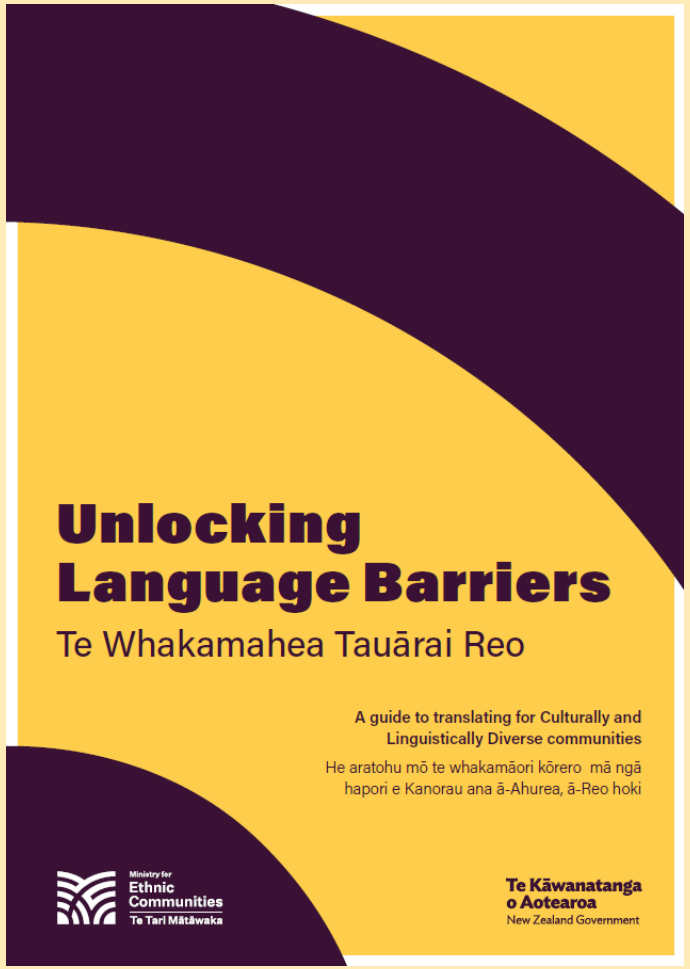
3 Develop and support initiatives to improve economic outcomes, including addressing barriers to employment

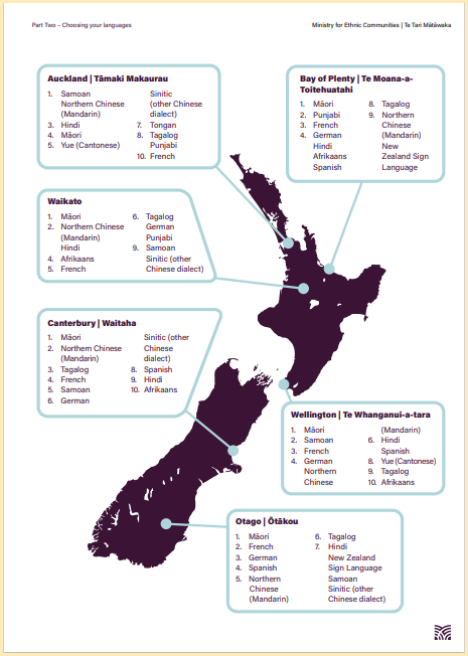
Outcome: More ethnic communities are fully employed and continue to make a strong contribution to New Zealand's economy.

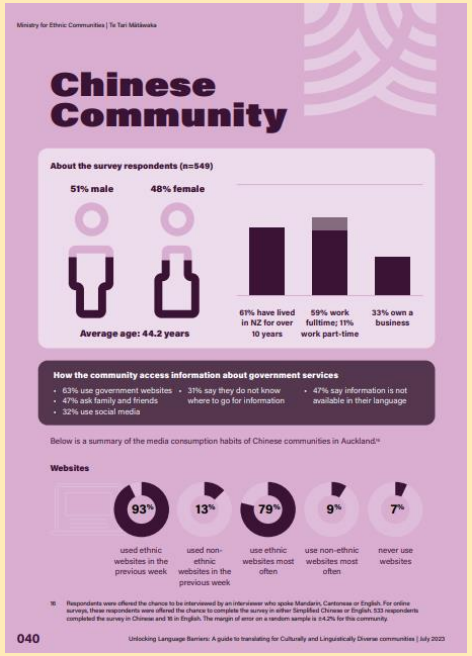
4 Work to connect and empower ethnic community groups

Outcome: Ethnic communities are connected, empowered and flourishing.

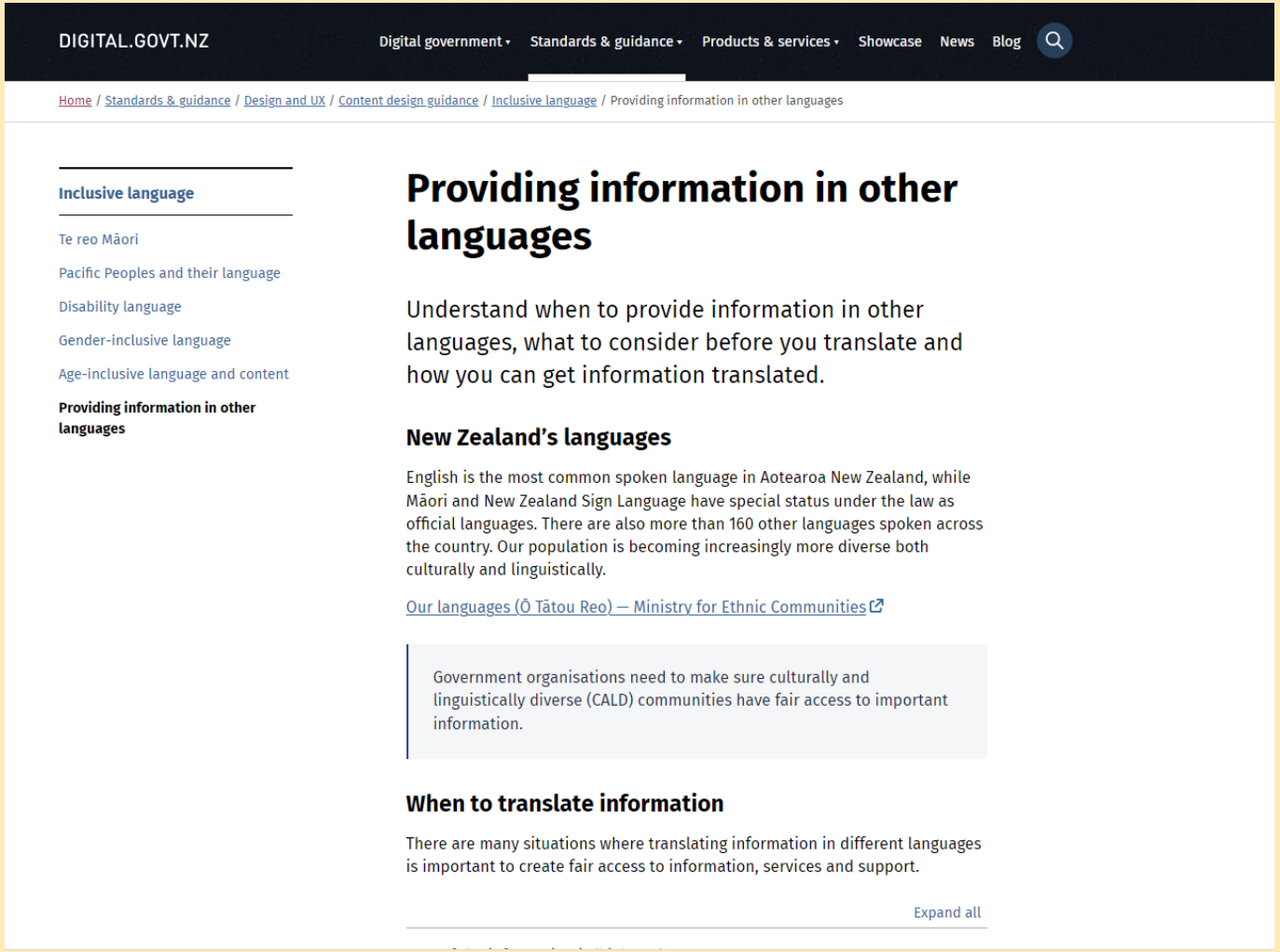
Translation Resources







Translation Resources



Translated Resources

Interpreting Resources

Module 1: Understanding interpreting

START COURSE

About this module

This module is designed to help people working in the New Zealand public sector to better understand the important role interpreters play to removing language barriers.

By the end of this module, you will:

- understand why interpreting is important in our multilingual and multicultural society
- understand the role and responsibilities of interpreters
- be able to explain the difference between interpreting and translation
- understand why using professional interpreters is essential

If you have any questions, concerns or feedback about this module, please contact info@ethniccommunities.govt.nz.

Module 2: How public servants can access interpreting services

START COURSE

About this module

This module is designed to help people in the New Zealand public sector agencies access interpreters through providers contracted to government when communicating with people for whom English proficiency may be a barrier.

By the end of this module, you will:

- recognise when one of your customers needs interpreting support
- understand the different types of interpreting available to customers when accessing government services
- know how to access telephone, video or face-to-face interpreters for customers who need language support

If you have any questions, concerns or feedback about this module, please contact info@ethniccommunities.govt.nz.

Module 3: How to communicate effectively using an interpreter

START COURSE

About this module

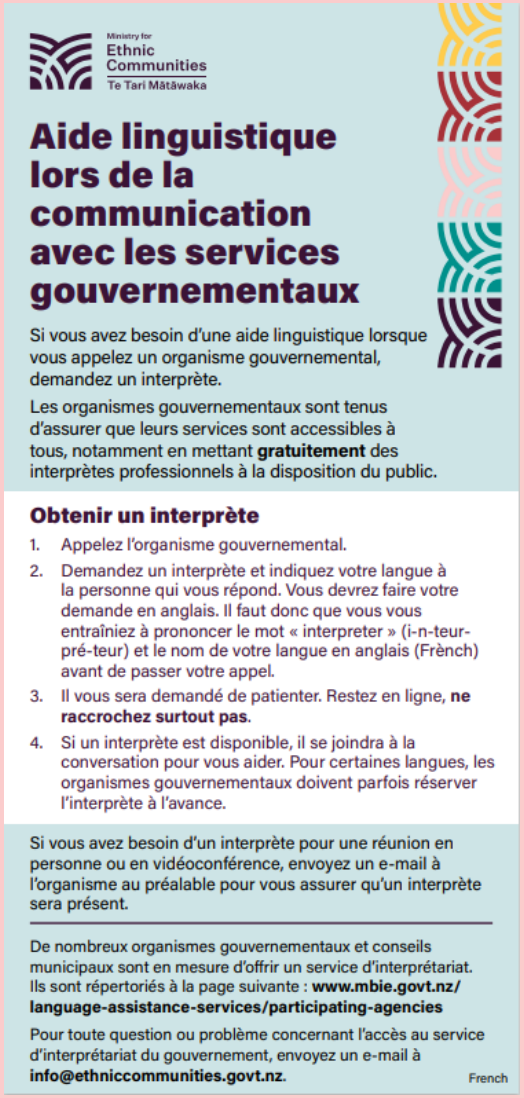
This module is designed to help people working in the New Zealand public service to use interpreters effectively when communicating with people with whom they do not share a language in common.

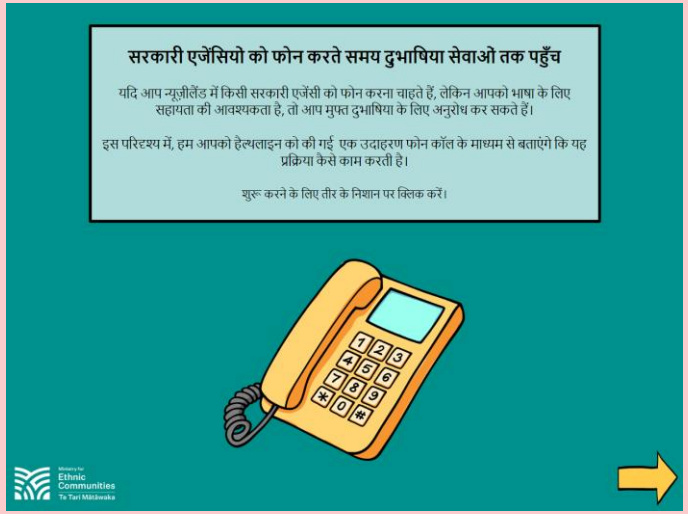
By the end of this module, you will:

- understand how to communicate through an interpreter
- understand the differences between working with a phone, video, face-to-face interpreters

If you have any questions, concerns or feedback about this module, please contact info@ethniccommunities.govt.nz.

Interpreting Resources





Interpreting Resources

Which language do you use?

Indicate which language you use and we will try to find an interpreter on the telephone.

Te reo Māori is the indigenous language of Aotearoa New Zealand. It is a national language and key aspect to our national identity. Te reo Māori is a living taonga (treasure) that weaves together the rich tapestry of our nation's cultural heritage. Te reo Māori welcomes and embraces all ethnic peoples and languages to share in this taonga and further enrich the diversity of Aotearoa New Zealand and all who call this country home.

አማርኛ | Amharic
የሚናገሩትን ቋንቋ ያመልክቱ እና በስልክ ለማግኘት የሚያስተርጓግሙልዎት ሰው ለማግኘት እንጥራለን።

Arabic | اللغة العربية
الرجاء تعيين اللغة التي تتحدث بها وسوف نبذل ما بوسعنا لإيجاد مترجم فوري على الهاتف.

Assyrian | ܐܬܘܪܝܐ

বাংলা | Bengali
নিম্নোক্ত কোন ভাষায় আপনি কথা বলেন এবং আমরা টেলি ফোনে একজন দোভাষী খুঁজে বের করার।

Bosanski jezik | Bosnian
Pokažite kojim jezikom govorite i mi ćemo vam pokušati pronaći prevodioca za prevođenje preko telefona.

Български | Bulgarian
Посочете какъв език говорите и ние ще се постараем да намерим телефонен преводач.

မြန်မာစာ | Burmese

中文(粵語) | Cantonese
請指出您所說的語言, 我們將盡可能為您尋找一名翻譯員,在電話中幫您作傳譯。

Hrvatski | Croatian
Pokažite kojim jezikom govorite i mi ćemo vam pokušati pronaći prevodioca za prevođenje preko telefona.

Farsi | فارسی
لطفا زبان خود را مشخص کنید و ما سعی خواهیم کرد یک مترجم تلفنی پیدا کنیم.

Filipino
Banggitin ang wikang iyong sinasalita at sisikapin naming humanap ng tagapagsalin sa telepono.

Français | French
Indiquez quelle langue vous parlez et nous essaierons de trouver un interprète au téléphone.

Deutsch | German
Bitte geben Sie an, welche Sprache Sie sprechen, und wir bemühen uns, Sie mit einem Dolmetscher über das Telefon zu verbinden.

ગુજરાતી | Gujarati
કૃપાિ કે તમે કઈ ભાષા બોલો છો અને ટેલિફોન દ્વારા અમે દુભાષિયો શોધવાનો પ્રયાસ કરીશું.

हिन्दी | Hindi
संकेत करके बताएं कि आप कौन सी भाषा बोलते हैं और हम टेलिफोन पर अनुवाद के लिए दुभाषिए को ढूंढने की हर संभव कोशिश करेंगे।

Bahasa Indonesia | Indonesian
Tunjuklah bahasa yang anda gunakan dan kami akan mencari seorang jurubahasa melalui telepon.

日本語 | Japanese
電話通訳を手配いたしますので、言語を指定してください。

ភាសាខ្មែរ | Khmer
ចុះបញ្ជាក់ប្រាប់ថាតើអ្នកនិយាយភាសាអ្វី នោះយើងនឹងព្យាយាមស្វែងរកអ្នកបកប្រែតាមរយៈទូរស័ព្ទ ។

한국어 | Korean
귀하의 모국어를 알려주시면 전화상의 통역이 가능하도록 최선을 다하겠습니다.

Kurdish | کوردی
پێمان بڵێ بە زمانێک دەدوێی، ئێمە بە تەلەفۆن موتەرجیمێک بۆ پەیدا دەکەین.

ພາສາລາວ | Lao
ຈົ່ງບອກວ່າທ່ານປາກພາສາໃດ ແລ້ວພວກເຮົາຈະເຮັດ ຄວາມພະຍາຍາມຫາ ໂດຍລະສັບໃສ່

中文 (國語) | Mandarin
请指出您所说的语言, 我们将尽可能尝试为您寻找一名翻译员, 在电话中作实时传译。

नेपाली | Nepali
तपाईं कुन भाषा बोल्नुहुन्छ भनेर संकेत गर्नुहोस् र हामी टेलिफोनबाट दोभाषे खोज्ने प्रयास गर्नेछौं ।

Pashto | پښتو
مهرباني وکړي او موږ ته ووایاست چې تاسو موږ ته کومه ژبه خبرې کوئ او موږ به د تلیفون په ذریعه ستاسو لپاره د ژباړن د ترلاسه کولو هڅه وکړو.

Português | Portuguese
Indique que língua fala e nós tentaremos encontrar um intérprete por telefone.

ਪੰਜਾਬੀ | Punjabi
ਸੰਕੇਤ ਕਰੋ ਕਿ ਤੁਸੀਂ ਕਿਹੜੀ ਭਾਸ਼ਾ ਬੋਲਦੇ ਹੋ ਅਤੇ ਅਸੀਂ ਟੈਲੀਫੋਨ ਉਪਰ ਅਨੁਵਾਦ ਕਰਨ ਵਾਲੇ ਨੂੰ ਲੱਭਣ ਦੀ ਕੋਸ਼ਸ਼ ਕਰਾਂਗੇ।

Русский | Russian
Укажите ваш язык, и мы свяжем вас с переводчиком по телефону.

Српски | Serbian
Назначите језик којим говорите, и ми ћемо покушати да пронађемо преводиоца који ће са вама разговарати путем телефона.

සිංහල | Sinhalese
ඔබ කතා කරන භාෂාව සුමිස්ද? අපි ඔබට යාලුවෙක භාෂා පරිවර්තකයෙකු හොයා දෙන්නෙමු.

Af soomaali | Somali
Tilmaamo luqada aad adiga ku hadasdid annagana isla khadka teleefoonka waxaan isku dayaynaa in aan kuu helno turjubaan.

Español | Spanish
Indique el idioma que habla e intentaremos localizar a un intérprete que pueda ayudarle por teléfono.

தமிழ் | Tamil
நீர் பேசும் மொழியை எங்களுக்கு தெரியப்படுத்தினால் நாம் ஒரு மொழி பெயர்ப்பாளரைத் தொலைபேசி மூலம் தொடர்பு செய்து தருவோம்.

ภาษาไทย | Thai
กรุณาแจ้งให้ทางเราทราบถึงภาษาที่ท่านพูด เพื่อที่เราจะได้พยายามจัดหาล่าม ทางโทรศัพท์ให้แก่ท่าน

Українська мова | Ukrainian
Вкажіть, якою мовою ви розмовляєте, і ми спробуємо знайти перекладача по телефону.

Urdu | اردو
آپ جو بھی زبان بولیے ہیں اسکی نشان دہی کیجیئے اور ہم کوشش کریں گیں کہ آپکے لیئے ٹیلی فون پر کسی ترجمان کا بندوبست کر سکیں۔

Tiếng Việt | Vietnamese
Chỉ vào tiếng nói của quí vị và chúng tôi sẽ cố gắng tìm một thông dịch viên trên điện thoại.

Find out more:
www.ethniccommunities.govt.nz/resources/language-support/government-interpreting-services/

Te Kāwanatanga o Aotearoa
New Zealand Government

New Zealand Sign Language (NZSL)

I need a New Zealand Sign Language Interpreter.

Which language do you use?

Indicate which language you use and we will try to find an interpreter on the telephone.

This resource has been developed by:

The Ministry for Ethnic Communities
The Ministry for Pacific Peoples
Whaikaha - Ministry of Disabled People
The Ministry of Business, Innovation and Employment
The Department of Internal Affairs

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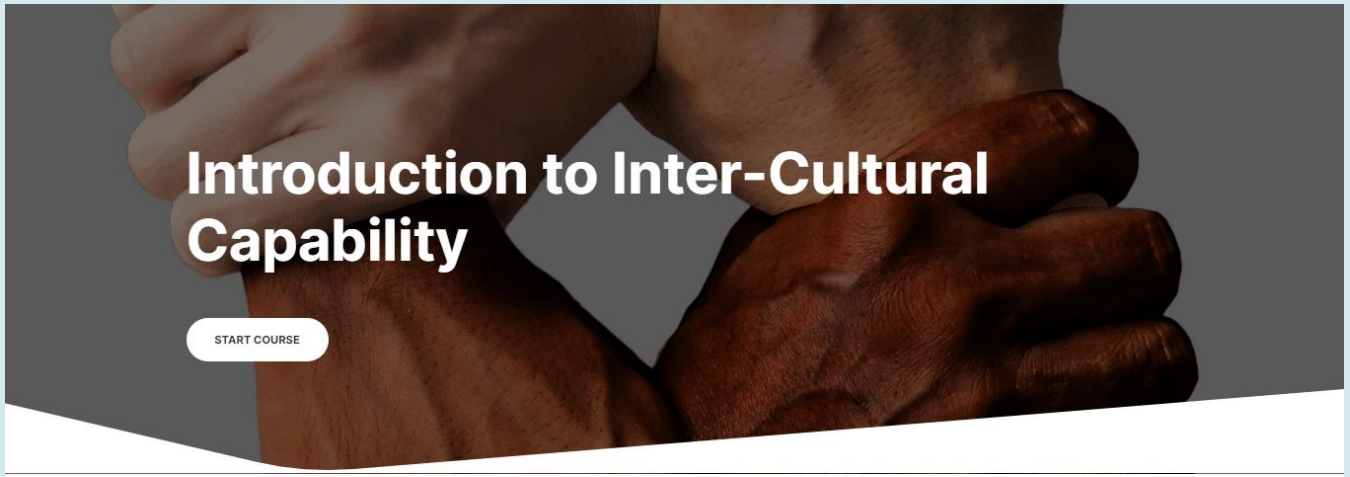
New Zealand Government

Inter-Cultural Capability Resources



Ethnic Communities
Te Tari Mātāwaka

About this course

Aotearoa New Zealand is a diverse country with over 200 different ethnicities. The Ministry for Ethnic Communities is committed to promoting the benefits of ethnic diversity and offers an Intercultural Capability eLearning programme to support this. This introductory programme is aimed at increasing people's cultural understanding to better interact or communicate with people from different backgrounds.

The programme is made up of four modules and focuses on understanding what culture is, how it impacts on communication and behavior and provides tools and methods for improving people's ability to communicate effectively across cultures.

Inter-Cultural Capability Resources

Useful links

Language support | Ministry for Ethnic Communities

Inter-cultural capability resource hub | Ministry for Ethnic Communities

Ministry for Ethnic Communities
Te Tari Mātāwaka

Te Kāwanatanga o Aotearoa
New Zealand Government