



New Zealand Society for Translators and Interpreters Conference

Auckland 2024

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Ministry for Ethnic Communities

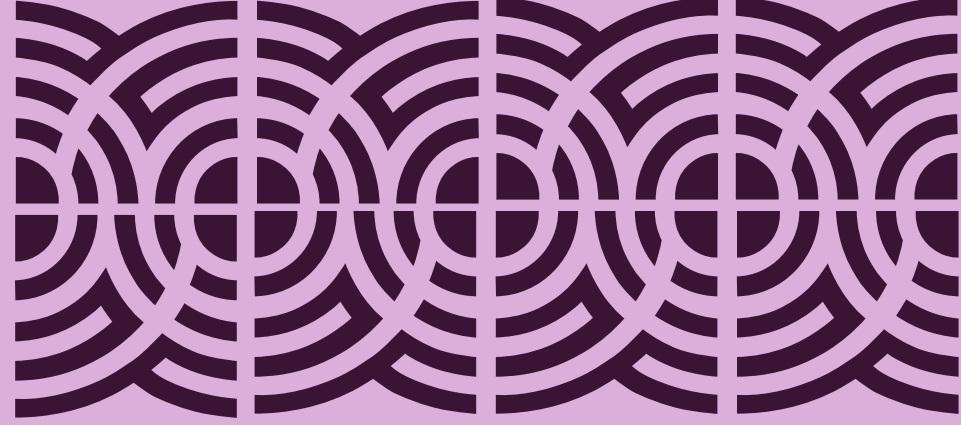


Ministry for
Ethnic
Communities
Te Tari Mātāwaka



**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.

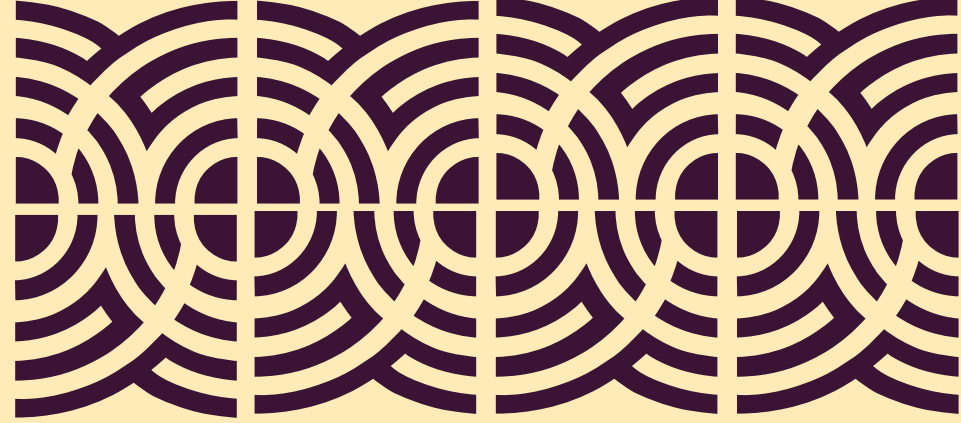




Hifadhi nafasi ya kupata
chanjo yako kwenye
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au pigia simu
0800 28 29 26

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



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.

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.

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.

Work to connect and empower ethnic community groups

Outcome: Ethnic communities are connected, empowered and flourishing.

Translation Resources

Unlocking Language Barriers

Te Whakamahea Tauārai Reo

A guide to translating for Culturally and Linguistically Diverse communities

He aratohu mō te whakamāori kōrero mā ngā hāpori e Kanorau ana ā-Ahurea, ā-Reo hoki

Ministry for Ethnic Communities
Te Tari Mātauraka

Te Kāwanatanga o Aotearoa
New Zealand Government

Ministry for Ethnic Communities | Te Tari Mātauraka

1

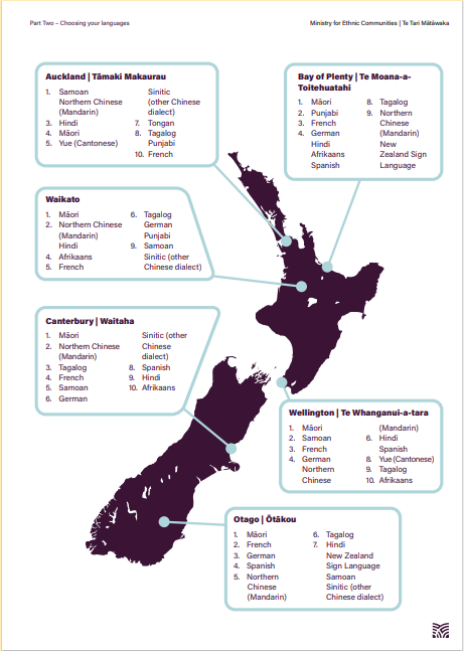
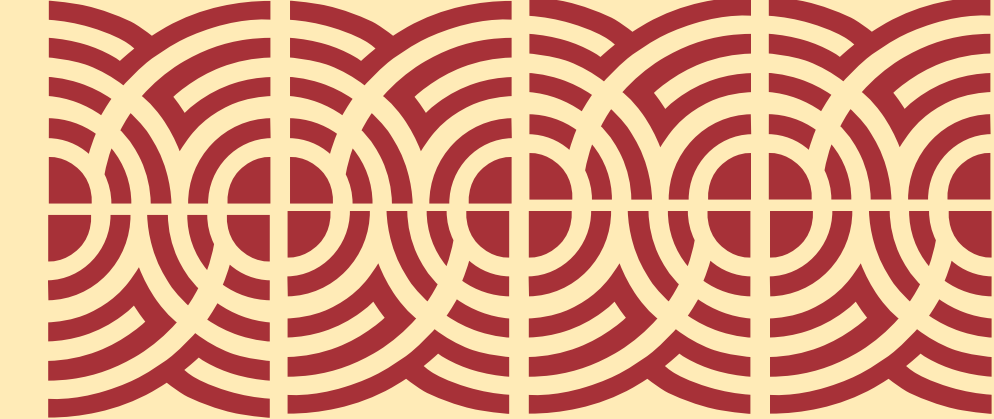
Part One of this guide explains the translation process and identifies key things to consider before commissioning translations. Understanding this will help to streamline the translation process and ensure it is as smooth as possible.

Part Two provides information to help you choose which languages you may want to make your information available in, considering factors such as the most popular spoken languages across the country, most commonly spoken languages in different regions, and English proficiency levels.

2

Part Three sets out what we know about media consumption habits of some of Aotearoa New Zealand's ethnic communities. This will help you to identify how you can share your translated information to ensure it reaches diverse communities across Aotearoa.

3



Translation Resources

DIGITAL.GOV.T.NZ

Digital government • Standards & guidance • Products & services • Showcase News Blog

[Home](#) / [Standards & guidance](#) / [Design and UX](#) / [Content design guidance](#) / [Inclusive language](#) / Providing information in other languages

Inclusive language

Te reo Māori

Pacific Peoples and their language

Disability language

Gender-inclusive language

Age-inclusive language and content

Providing information in other languages

Providing information in other languages

Understand when to provide information in other languages, what to consider before you translate and how you can get information translated.

New Zealand's languages

English is the most common spoken language in Aotearoa New Zealand, while Māori and New Zealand Sign Language have special status under the law as official languages. There are also more than 160 other languages spoken across the country. Our population is becoming increasingly more diverse both culturally and linguistically.

[Our languages \(Ō Tātou Reo\) — Ministry for Ethnic Communities](#)

Government organisations need to make sure culturally and linguistically diverse (CALD) communities have fair access to important information.

When to translate information

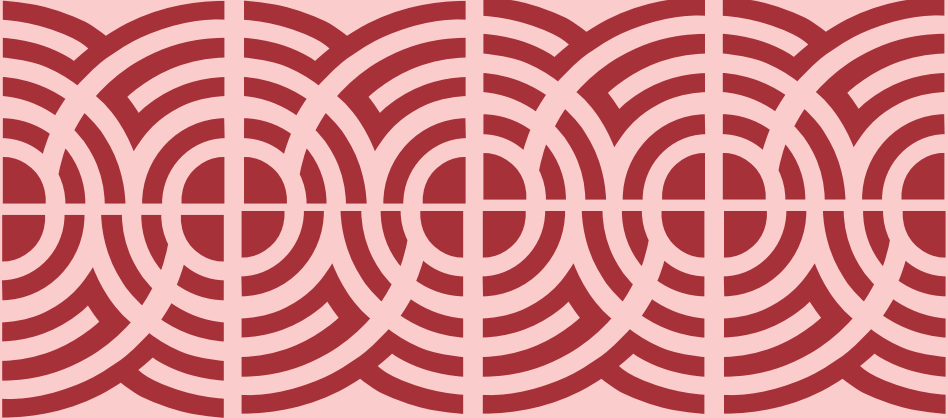
There are many situations where translating information in different languages is important to create fair access to information, services and support.

Expand all

The logo of the Government of New Zealand, featuring a stylized 'M' composed of several curved lines.

A decorative pattern consisting of a series of overlapping circles and lines, creating a complex, geometric design.

Translated Resources



[Home](#) / [Resources](#) / [简体中文 | Chinese \(Simplified\)](#) /

简体中文

Chinese (Simplified)

从少数族裔社区部以简体中文来查询信息和资源。

我们是谁

Who we are



关于我们 | About us

族裔社区部是新西兰社会族裔多样性和包容性问题方面承担顾问职责的负责政府部门。

[了解详情](#)

我们的社区 | Our communities

新西兰的族裔社区是一个极其多元化的群体，代表200多个民族，讲100多种语言。

[了解详情](#)

资助 | Funding

GDP每年有四百二十万新西兰元可用于资助社区计划。这些计划应符合本部的战略重点，支持少数族裔社区，提高其技能，弘扬其文化，加强其社会参与。

[了解详情](#)

政府信息与服务

Government information and services



加布里埃尔飓风和奥克兰洪水救灾支持 | Cyclone Gabrielle and Auckland flooding support

查找有关为受最近恶劣天气事件影响的人们提供救灾支持的信息。

政府服务机构提供来电语言支持 | Language support when calling government services

如果您打电话给政府机构时需要语言上的协助，可以请求口译人员的帮助。了解有关此服务的更多信息并下载传单与您的社区分享。

[了解详情](#)

来自其他政府机构的信息 | Translated information from other government agencies


查找来自其他政府机构的关键信息的译文，包括有关卫生服务以及在紧急情况下应采取什么措施的信息。

[了解详情](#)






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.aotearoa.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.aotearoa.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.

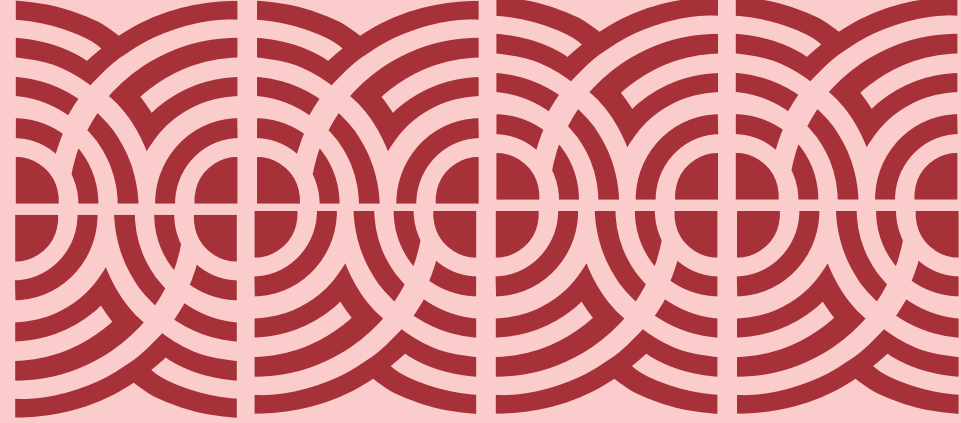
By the end of this module, you will:

- 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.aotearoa.govt.nz



Interpreting Resources



क्या आपको सरकारी सेवाओं को फोन करते समय भाषा के लिए मदद की जरूरत है?

एक दुभाषिए के लिए अनुरोध करें

निम्न पर अधिक जानकारी प्राप्त करें:
ethniccommunities.govt.nz/language-information/



Ministry for Ethnic Communities
Te Tari Mātāwaka

Aide linguistique lors de la communication avec les services gouvernementaux

Si vous avez besoin d'une aide linguistique lorsque vous appelez un organisme gouvernemental, demandez un interprète.

Les organismes gouvernementaux sont tenus d'assurer que leurs services sont accessibles à tous, notamment en mettant **gratuitement** des interprètes professionnels à la disposition du public.

Obtenir un interprète

1. Appelez l'organisme gouvernemental.
2. Demandez un interprète et indiquez votre langue à la personne qui vous répond. Vous devrez faire votre demande en anglais. Il faut donc que vous vous entraîniez à prononcer le mot « interprète » (i-n-teur-pré-teur) et le nom de votre langue en anglais (French) avant de passer votre appel.
3. Il vous sera demandé de patienter. Restez en ligne, **ne raccrochez surtout pas**.
4. Si un interprète est disponible, il se joindra à la conversation pour vous aider. Pour certaines langues, les organismes gouvernementaux doivent parfois réserver l'interprète à l'avance.

Si vous avez besoin d'un interprète pour une réunion en personne ou en vidéoconférence, envoyez un e-mail à l'organisme au préalable pour vous assurer qu'un interprète sera présent.

De nombreux organismes gouvernementaux et conseils municipaux sont en mesure d'offrir un service d'interprétariat. Ils sont répertoriés à la page suivante : www.mbie.govt.nz/language-assistance-services/participating-agencies

Pour toute question ou problème concernant l'accès au service d'interprétariat du gouvernement, envoyez un e-mail à info@ethniccommunities.govt.nz.



French

सरकारी एजेंसियों को फोन करते समय दुभाषिया सेवाओं तक पहुँच

यदि आप न्यूज़ीलैंड में किसी सरकारी एजेंसी को फोन करना चाहते हैं, लेकिन आपको भाषा के लिए सहायता की आवश्यकता है, तो आप मुफ्त दुभाषिया के लिए अनुरोध कर सकते हैं।

इस परिदृश्य में, हम आपको हेल्थलाइन को की गई एक उदाहरण फोन कॉल के माध्यम से बताएंगे कि यह प्रक्रिया कैसे काम करती है।

शुरू करने के लिए तीर के निशान पर क्लिक करें।



Accessing interpreting services when calling government agencies

If you want to call a government agency in New Zealand, but you need language support, you can request an interpreter for free.

In this scenario, we take you through an example phone call to Healthline to show you how the process works.

Click on the arrow to start.



Which language do you use?

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

The 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 tongue (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.

<p>አማርኛ Amharic የኢትዮጵያ ፌዴራላዊ ዲሞክራሲያዊ ሪፐብሊክ ለአማርኛ ብሉይ ቅጂውን በጥንቃቄ የሚያገለግል ሲሆን ለሌሎች ስራዎችም ይገለጻል፡፡</p>	<p>العربية Arabic الرجاء تسمية اللغة التي تحدث بها وسوف نبدأ في مساعدتك فوراً مترجم فوري على الهاتف.</p>	<p>اَسْشِيرِي Assyrian ههنا نبدأ في مساعدتك فوراً مترجم فوري على الهاتف.</p>	<p>বাংলা Bengali নিচের কোন ভাষা আপনি জানেন? আপনি জানেন বাংলা ভাষায় টেলিফোন করে আমরা আপনাকে কীভাবে সাহায্য করতে পারি?</p>
<p>Bosanski jezik Bosnian Pokažite kojim jezikom govorite i mi ćemo vam pokušati pronaći prevodioca za prevodjenje preko telefona.</p>	<p>Български Bulgarian Посочете какъв език говорите и ние ще се постареем да намерим телефонен преводач.</p>	<p>မြန်မာစာ Burmese ကျွန်ုပ်တို့သည် အသံဖြင့် အကူအညီပေးနိုင်သော အင်္ဂလိပ်ဘာသာပြန်ကို အသံဖြင့် အသုံးပြုနိုင်ပါသည်။</p>	<p>中文(普通话) Cantonese 請指出您所說的語言，我們將竭誠為您尋覓一名翻譯員，在電話中幫您作譯。</p>
<p>Hrvatski Croatian Pokažite kojim jezikom govorite i mi ćemo vam pokušati pronaći prevodioca za prevodjenje preko telefona.</p>	<p>فارسی Farsi لطفاً برای خود را مشخص کنید و ما سعی خواهیم کرد یک مترجم زبانی پیدا کنیم.</p>	<p>Filipino Banggang ang wikang iyong sinasalita at tsakipang naming humanang ng Tagalog/Tagalog sa telepono.</p>	<p>Français French Indiquez quelle langue vous parlez et nous essaierons de trouver un interprète au téléphone.</p>
<p>Deutsch German Bitte geben Sie an, welche Sprache Sie sprechen, und wir bemühen uns, Sie mit einem Dolmetscher über das Telefon zu verbinden.</p>	<p>ગુજરાતી Gujarati કહાવો કે કયો ભાષા બોલો છો અને ટેલિફોન પર અમારો ઉપયોગી સેવાવાળો પ્રયત્ન કરીશું.</p>	<p>हिन्दी Hindi सबसे पहले बताएं कि आप किस भाषा बोलते हैं और हम टेलिफोन पर अनुवाद के लिए दूरभाष को इन्हो की हर संभव कोशिश करेंगे।</p>	<p>Bahasa Indonesia Indonesian Tunjukkan bahasa yang Anda gunakan dan kami akan mencari seorang jurubahasa melalui telepon.</p>
<p>日本語 Japanese 電話通訳を手伝いたまいますので、お話を指定してください。</p>	<p>ខ្មែរ Khmer សូមប្រាប់ពីភាសាដែលអ្នកប្រើប្រាស់ ឬ ចង់ប្រើប្រាស់សម្រាប់ការបកប្រែតាមទូរស័ព្ទ។</p>	<p>한국어 Korean 나의 외국어를 알려주시면 전 화상의 통역이 가능하도록 최선을 다하겠습니다.</p>	<p>Kurdish كوردی پێمان ئێوه را چه زمانێ بێ دهێت، ئێمه به تاقێبوونێ ههڵمهتێ دهێت تا ئێوه بێ دهێت.</p>
<p>ພາລາວ Lao ຖ້າທ່ານບໍ່ເຂົ້າໃຈພາສາອັດຕະໂນ ແລ້ວ ພວກເຮົາຈະເຊິ່ງ ພາສາອັດຕະໂນ ໃຫ້ທ່ານ: ໂລກາ: ໂລກາ</p>	<p>中文(普通话) Mandarin 請指出您所說的語言，我們將竭誠為您尋找一名翻譯員，在電話中作實時傳譯。</p>	<p>नेपाली Nepali सबैको भाषा बोल्नुहुन्छ भने सबैको मद्तिरूपी हामी टेलिफोनबाट दोपारी खोज्ने प्रयास गर्नेछौं।</p>	<p>Pashto پښتو موږ ايا وگړي يا ښځو ته را په خبره ده؟ موږ به کومې ژبې ته خبره ده؟ موږ به کومې ژبې ته خبره ده؟ موږ به کومې ژبې ته خبره ده؟ موږ به کومې ژبې ته خبره ده؟</p>
<p>Português Portuguese Indique que língua fala e nós tentaremos encontrar um intérprete por telefone.</p>	<p>ਪੰਜਾਬੀ Punjabi ਸੀਧੇ ਕੇ ਕੀ ਭਾਸ਼ੀ ਹੋਵੇਗਾ ਅਤੇ ਅਸੀਂ ਟੈਲੀਫੋਨ ਰਾਹੀਂ ਅਨੁਵਾਦ ਕਰਨ ਦੀ ਸਹਾਇਤਾ ਕਰਾਂਗੇ।</p>	<p>Русский Russian Укажите язык, на котором вы разговариваете, и мы постараемся найти переводчика по телефону.</p>	<p>Српски Serbian Напоменује језик којим говорите, и ми ћемо покушати да пронађемо преводилаца који ће са вама разговарати путем телефона.</p>
<p>සිංහල Sinhalese ඔබ කතා කරන්නේ කුමන භාෂාවකදීද? ඔබ සිටින භාෂාවට අනුව අප ඔබට සහාය කිරීමට සූදාසන්ධිවෙන් සැලසුම් කරමු.</p>	<p>Af soomaali Somali Tilmamo luuqada adiga ku hadashadii amnada iisla khadka telefonta waxaan isku daynaysa in aan ku noqono turjubaan.</p>	<p>Espanol Spanish Indique el idioma que habla e intentaremos localizar a un intérprete que pueda ayudarle por teléfono.</p>	<p>தமிழ் Tamil நீங்கள் பேசும் மொழியை என்னவென்று குறிப்பிட்டுக்கொடுக்கவும். உங்கள் மொழியை அடிப்படையில் உங்களுக்கு உதவிக்க முடியும்.</p>
<p>ภาษาไทย Thai กรุณาแจ้งให้ทราบภาษาที่ท่านกำลังพูด เพื่อที่เราจะได้หาภาษาตีพิมพ์ มาช่วยในการสนทนาให้ท่าน</p>	<p>Українська мова Ukrainian Вкажіть, якою мовою ви розмовляєте, і ми спробуємо знайти перекладача по телефону.</p>	<p>اردو Urdu آپ جو بھنی زبان بولتے ہیں اسکی نشان دینے کیجیے اور ہم آپ کی بات کو اردو میں ترجمان کا کوشش کریں گے۔</p>	<p>Tiếng Việt Vietnamese Chỉ vào tiếng nào của các vị và chúng tôi sẽ cố gắng tìm một thông dịch viên trên điện thoại.</p>



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

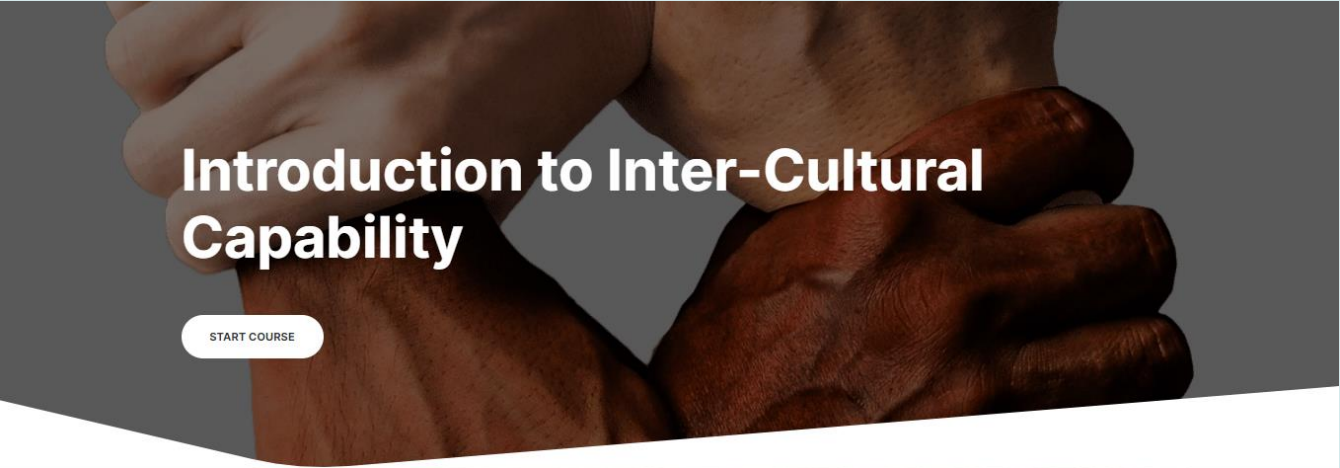


Te Kaitiaki o Aotearoa
 New Zealand Government

Te Kāwanatanga o Aotearoa
New Zealand Government



Inter-Cultural Capability Resources



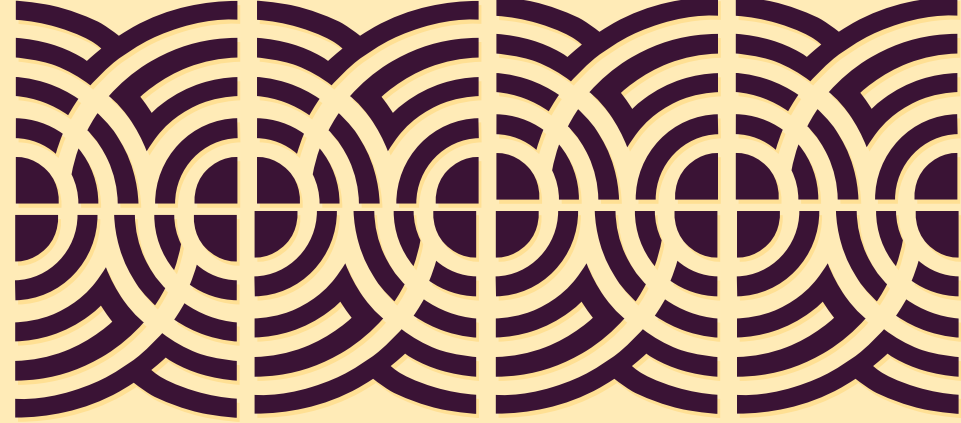
About this course

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



Stairs
(steuhz)
English

Escaleras
(es-ka-leh-rah)
Spanish

Escalier
(es-ca-lee-ey)
French

सीढ़ियां
(seedhi-yaan)
Hindi

계단
(gye-dan)
Korean

Arapiki
(ah-rah-pick-ee)
Māori

ਪੌੜੀਆਂ
(pau-di-yan)
Punjabi

Hagdanan
(hug-duh-nun)
Tagalog

楼梯
(lou-ti)
Simplified Chinese

樓梯
(lou-ti)
Traditional Chinese

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Welcome
(wel-km)
English

Bienvenidos/as
(bien-beh-nee-dos/as)
Spanish

Bienvenue
(bee-an-vuh-nu)
French

स्वागत है
(swaagat-hai)
Hindi

환영
(hwa-nyeoung)
Korean

Nau mai
(know-my)
Māori

ਸਵਾਗਤ ਹੈ
(swaa-gat hai)
Punjabi

Tuloy po kayo
(too-loy po kah-yoh)
Tagalog

欢迎
(huan-ying)
Simplified Chinese

歡迎
(huan-ying)
Traditional Chinese

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Refrigerator
(ruh-fri-juh-ray-tuh)
English

Nevera
(ne-beh-rah)
Spanish

Réfrigérateur
(rey-fri-je-yah-tuh)
French

फ्रिज
(fridge)
Hindi

냉장고
(naeng-jang-go)
Korean

Whakamātao
(fuhka-mah-tah-or)
Māori

ਫ਼ਿਜ਼
(phriza)
Punjabi

Pridyeder
(prid-ji-der)
Tagalog

冰箱
(bing-xiang)
Simplified Chinese

冰箱
(bing-xiang)
Traditional Chinese

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Useful links

[Language support | Ministry for Ethnic Communities](#)

[Inter-cultural capability resource hub | Ministry for Ethnic Communities](#)





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