

**From:** [Hyden](#)  
**To:** [Iva Meshtrovich](#)  
**Cc:** [Johnathon Hopgood](#)  
**Subject:** RE: LAS update (for face to face interpreting providers) [UNCLASSIFIED] Mangere Refugee Migrant Centre  
**Date:** Friday, 24 February 2023 2:49:50 pm  
**Attachments:** [image002.png](#)

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Hello Iva,

It would be more appropriate if you could do a 'health check' with MRC direct.  
The interpreter I spoke with yesterday said they are booked regularly by them and will be working there this Monday.

Kind regards,

**Hyden Toonen | National Coordinator**

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**From:** Iva Meshtrovich <xxxxxxx.xxxxxxxxxxxx@xxxx.xxxx.xx>  
**Sent:** Friday, 24 February 2023 2:25 pm  
**To:** Hyden <xxxxx@xxxxxxxxxxxxxxxxxxxx.xx.xx>  
**Cc:** Johnathon Hopgood <xxxxxxxxx.xxxxxxx@xxxx.xxxx.xx>  
**Subject:** RE: LAS update (for face to face interpreting providers) [UNCLASSIFIED] Mangere Refugee Migrant Centre

Kia ora Hyden,

Thank you for your email. To my knowledge the Mangere Refugee Centre has moved to booking interpreters through the MBIE panel, could you provide dates and some further information?

**Out of Scope**

Ngā mihi / Kind regards,

Iva

Ivanica Meshetrovich – Meštrović ([ia/she/her](#))

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**From:** Hyden <[xxxxx@xxxxxxxxxxxxxxxxxxxxxx.xx](mailto:xxxxx@xxxxxxxxxxxxxxxxxxxxxx.xx)>

**Sent:** Thursday, 23 February 2023 6:49 PM

**To:** Iva Meshetrovich <[xxxxxxx.xxxxxxxxxx@xxxx.xxx.xx](mailto:xxxxxxx.xxxxxxxxxx@xxxx.xxx.xx)>

**Cc:** Johnathon Hopgood <[xxxxxxxxx.xxxxxxxxx@xxxx.xxx.xx](mailto:xxxxxxxxx.xxxxxxxxx@xxxx.xxx.xx)>

**Subject:** RE: LAS update (for face to face interpreting providers) [UNCLASSIFIED] Mangere Refugee Migrant Centre

Thanks Iva,

**Out of Scope**

On a separate matter that I have raised in the past.

For well over 12 months now we continue to strike issues with interpreters being booked by the Mangere Refugee Migrant Centre either direct or via AUT.

**s 9(2)(g)(i)**

Could we have an official position on this?

Kind regards,

**Hyden Toonen | National Coordinator**

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**From:** Iva Meshtrovich <xxxxxxx.xxxxxxxxxxxxx@xxxx.xxxx.xx >  
**Sent:** Tuesday, 21 February 2023 2:35 pm  
**To:** Hyden <xxxxx@xxxxxxxxxxxxxxxxxxxxxx.xx.xx >  
**Cc:** Johnathon Hopgood <xxxxxxxxx.xxxxxxx@xxxx.xxxx.xx >  
**Subject:** RE: LAS update (for face to face interpreting providers) [UNCLASSIFIED]

Thank you for your email Hyden.

**Out of Scope**

Ngā mihi / Kind regards,

Iva

**Ivanica Meshtrovich – Meštrović** ([ia/she/her](#))

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**From:** Hyden <xxxxx@xxxxxxxxxxxxxxxxxxxxxx.xx.xx >  
**Sent:** Tuesday, 21 February 2023 11:13 AM  
**To:** Iva Meshtrovich <xxxxxxxxx.xxxxxxxxxxxxx@xxxx.xxxx.xx >  
**Cc:** Johnathon Hopgood <xxxxxxxxx.xxxxxxx@xxxx.xxxx.xx >  
**Subject:** RE: LAS update (for face to face interpreting providers) [UNCLASSIFIED]

Hello Iva,

Thank you for the updated.

# Out of Scope

Regarding the second point, all booking requests from government agencies are done via email. Even if the initial contact is by phone we always direct them to send the request in writing. For telephone interpreting our conferencing system tracks call length automatically.

For FTF we only use timesheets for MOJ work. Booking length is usually set by the agency with a minimum estimated length.

Post booking, as part of our debrief process, we email the agency and confirm the finish time and correlate this with the interpreter's records.

This agency email is kept on file or if needed attached to the invoice email sent onto the respective accounts team.

We have one Hazaragi community-level interpreter in our database.

Kind regards,

## Hyden Toonen | National Coordinator

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**From:** Iva Meshetrovich <[xxxxxxxxxxxxxxxx@xxxx.xxxx.xx](mailto:xxxxxxxxxxxxxxxx@xxxx.xxxx.xx)>

**Sent:** Monday, 20 February 2023 4:53 pm

**Cc:** Johnathon Hopgood <[xxxxxxxxxxxxxxxx@xxxx.xxxx.xx](mailto:xxxxxxxxxxxxxxxx@xxxx.xxxx.xx)>

**Subject:** LAS update (for face to face interpreting providers) [UNCLASSIFIED]

Tēnā tatou katoa

I hope that you and your whānau (family) are well and safe.

### Change in the LAS team

From 31 January 2023 Craig Stansfield has moved on from MBIE and his role as the Language Assistance Services Programme Manager.

There will be no replacement for this position and Alison McDonald and I are now under the umbrella of the Refugee and Migrant Support Team and the respective Team Manager Johnathon Hopgood Cc-ed.

**LSP' requirements for interpreters on the job**

In order to help processes between government agencies and the language providers can you please send me the requirements you have for your interpreters, and anything else you think may be useful to inform the Agencies.

This would include information such as what each company expects the agency officer to do as proof that the job was completed, some have a paper form and some a phone app.

**Hazaghi Interpreter**

Please let me know if you have an interpreter for Hazaghi in your books.

That is all for now, for any further questions feel free to contact me.

Have a great week!

Ngā mihi / Kind regards,

Iva

**Ivanica Meshtrovich – Meštrović** [\(ia/she/her\)](#)

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**From:** [Hyden](#)  
**To:** [Iva Meshtrovich](#)  
**Subject:** [URL SCANNING ERROR]Accepted: Catch-up TransNational - LAS [UNCLASSIFIED]

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Hello Iva,

Some of the topics that I would like to include in the agenda are:

Could we talk about the implications of the MOJ Quality Framework as well please.

Does government have any preferred interface/platform for making interpreter bookings other than online request forms and/or direct email?

Kind regards,

Hyden Toonen | National Coordinator

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INFORMATION ACT 1982

**From:** [Hyden](#)  
**To:** [Iva Meshtrovich](#)  
**Cc:** [Johnathon Hopgood](#)  
**Subject:** Interpreter bookings data - Liquidation  
**Date:** Tuesday, 16 May 2023 2:14:41 pm  
**Attachments:** [image001.png](#)

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Hello Iva,

Nice catching up with you yesterday via Teams.

I think you will have seen my email to Alison and her reply.

It was good to get such a rapid response about the Interpreting New Zealand training page.

As a supplier on the open syndicate panel, it suggested that the exemption Interpreting New Zealand interpreters received to advance directly to the NAATI exam application stage (after a 40-hour in-house course), without any other tertiary study by an approved academic institution required, could be perceived as a special exemption that no other independent interpreter or LSP was provided.

Out of Scope

Out of Scope

Kind regards,

**Hyden Toonen | National Coordinator**

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**From:** [Hyden](#)  
**To:** [Iva Meshetrovich](#)  
**Subject:** RE: MBIE / TransNational meeting notes 15.5.'23 [UNCLASSIFIED]  
**Date:** Thursday, 18 May 2023 10:32:01 am  
**Attachments:** [image002.png](#)

---

Hello Iva,

Thank you for the summary of statistics.  
Did you receive my email sent on 16 May.

Out of Scope

Out of Scope

Kind regards,

**Hyden Toonen | National Coordinator**

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**From:** Iva Meshetrovich <xxxxxxx.xxxxxxxxxx@xxxx.xxxx.xx>  
**Sent:** Wednesday, May 17, 2023 2:44 PM  
**To:** Hyden <xxxxx@xxxxxxxxxxxxxxxxxx.xx.xx>  
**Subject:** MBIE / TransNational meeting notes 15.5.'23 [UNCLASSIFIED]

Kia ora Hyden,

Thank you for your time on Monday, please find below some notes from the catch-up.

- **Out of Scope**
- TransNational to send an outline of the booking to invoicing process to include in the information pack for agencies



- NAATI certification Summary Statistics *attached*
- RFP for telephone and video interpreting underway and all providers from the panel will be notified once date is confirmed.

For any further questions feel free to contact me.

Ngā mihi / Kind regards,

Iva

**Ivanica Meshtrovich – Meštrovic** ([ia/she/her](#))

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**From:** [Hyden](#)  
**To:** [Alison McDonald](#)  
**Cc:** [Iva Meshetrovich](#); [Johnathon Hopgood](#); ["Mark Painting"](#)  
**Subject:** FW: Interpreting New Zealand training - Exempt for NAATI exam  
**Date:** Tuesday, 23 May 2023 5:43:20 pm  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[image003.png](#)

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Hello Alison,

As a follow up to my email below, as part of another discussion during a meeting with Peter McLellan today.

I asked him about their interpreter contracts and he was very accommodating.

He clarified that their pool of interpreters are on casual employment agreements with no fixed hours.

Also that there is no restraint of trade clause. This resolves my earlier concerns about "INZ NAATI accredited interpreters" potentially not being available for all LSPs and government agencies to access.

Thank you for your time in advance.

Hyden Toonen

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**From:** Hyden <xxxxx@xxxxxxxxxxxxxxxxxx.xx>  
**Sent:** Wednesday, May 17, 2023 12:59 PM  
**To:** 'Mark Painting' <xxxx.xxxxxxx@xxxx.xxx.xx>; 'Alison McDonald' <xxxxxx.xxxxxxxx@xxxx.xxx.xx>  
**Cc:** 'Johnathon Hopgood' <xxxxxxxxxx.xxxxxxx@xxxx.xxx.xx>; 'Iva Meshetrovich' <xxxxxx.xxxxxxxx@xxxx.xxx.xx>  
**Subject:** RE: Interpreting New Zealand training - Exempt for NAATI exam

Hello Mark, Alison,

Thank you for the rapid and clear reply.

As Interpreting New Zealand is only one of several LSPs who provide training and are part of the open syndicated panel, again in hindsight and not to rewind the clock, it is a shame that other LSPs in the same situation were not extended the same opportunity. There are LSPs who have compiled extensive training guides for legal and health interpreting, in lieu of little being available from RTOs/PTEs or respective ministries.

Perhaps there was a lack of awareness that LSPs could approach NAATI and the same acceptance of a training provision be applied, as a pathway to the NAATI test. Again, this is now mostly a redundant question with July approaching and being further down the track than 2 years ago.

Just a final point, that ties in with what you have mentioned, that this was granted to Interpreting New Zealand employees. I believe this may be a case of definition, as INZ has few employees but many freelance contractors who would need to sit the test, as would be the industry norm. Freelance contractors are not 'employees', in the sense of their contract structure; the company does not pay their PAYE, holiday pay, etc. They are casual contractors. It is the same model that the MOJ applies when doing direct hire of freelancers for court

interpreting work.

Perhaps this section is a question for MBIE to respond.

Whilst all stakeholders and participants are working towards the goal, there will initially be smaller numbers of NAATI accredited interpreters available by July 2024, even with those indicating that they are working towards a NAATI credential. Building up the numbers will continue to take time.

Moving forward, "INZ NAATI accredited interpreters" being available for all LSPs and government agencies to access will be mission critical to the success of the LAS programme.

If INZ binds the interpreters that it trains to work with them exclusively, or incorporates a restriction on trade where government agencies cannot access the resource unless they book them via INZ, would MBIE see this as being problematic.

It means "freelance" interpreters by definition are not free to work elsewhere in the industry which is in conflict with the principles of the MBIE open syndicate agreement and the new Interpreting Services Quality Framework released on 01 May 2023 by the MOJ. Namely the equity and treatment of interpreters that is trying to be achieved under the LAS programme.

If INZ freelance interpreters are not contractually binded to INZ, as they have been in the past; which was justified based on INZ's condition of providing interpreters with their training, then this is a non-issue. For example, and I may be out of date here, but there one was a condition that stated if you don't work exclusively for INZ then they will not provide you with any work, we won't give you the training and or you can't work anywhere else for a period. As a matter of due diligence, this may be a matter that MBIE may wish to investigate further to rule out any inequality, in light of the upskilling and equity goals of the LAS programme.

Many thanks for your time and consideration.

Hyden Toonen

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**From:** Mark Painting <[xxxx.xxxxxxx@xxxx.xxx.xx](mailto:xxxx.xxxxxxx@xxxx.xxx.xx)>

**Sent:** Tuesday, May 16, 2023 4:34 PM

**To:** Hyden <[xxxx@xxxxxxxxxxxxxxxx.xx.xx](mailto:xxxx@xxxxxxxxxxxxxxxx.xx.xx)>; 'Alison McDonald'

<[xxxxxx@xxxx.xxx.xx](mailto:xxxxxx@xxxx.xxx.xx)>

**Cc:** 'Johnathon Hopgood' <[xxxxxxxxxxxxxx@xxxx.xxx.xx](mailto:xxxxxxxxxxxxxx@xxxx.xxx.xx)>; 'Iva Meshetrovich'

<[xxxxxxxxxxxxxx@xxxx.xxx.xx](mailto:xxxxxxxxxxxxxx@xxxx.xxx.xx)>

**Subject:** RE: Interpreting New Zealand training - Exempt for NAATI exam

Dear Hyden

Thanks for your email. I am best to respond to that as this endorsement was a NAATI decision, at least in terms of the acceptance ('endorsement') of their training.

I obviously can't comment on the last bit about recruitment or wider industry ramifications (*but would be interested in understanding more about this at some stage*).

Just to clarify terminology, they are not exempt from anything. The decision was that we would

accept the training provided by Interpreting NZ for their own employees as meeting the minimum requirements for a pathway to the NAATI test.

When the NZ Government first announced the decision, there were very few, if any, registered training organisations (RTO's) with the necessary training already established. Interpreting NZ already had a few interpreters with NAATI certification and asked if their training could be officially endorsed for this purpose.

Apart from the fact they are not a RTO, their material was not sufficient. We discussed with the then CEO (Robyn?) and made several suggestions for additions/improvements. They took on board all the suggestions and we agreed to accept their package as meeting the requirement for their own employees, for a temporary period. The rationale for this was that the training institutions would become overwhelmed with people wanting to do the training once they had it available and wouldn't be able to cope.

Further, my understanding is that the NZ Gov't (MBIE) does not provide funding for Interpreting NZ but does so to RTO's. So, all interpreters, even those at Interpreting NZ, had access to training funded by MBIE through a NAATI endorsed RTO, in addition to test preparation workshop delivered by NZSTI.

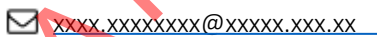
I should also stress that this (Interpreting NZ) training, like all other training, does NOT get anyone NAATI certification- it simply makes them eligible to apply for the test. The NAATI test will be the ultimate determining factor and those with better training are more likely to succeed.

I hope this helps but please feel free to contact me directly if you would like to discuss further.

Regards

**Mark Painting**

Chief Executive Officer



NAATI acknowledges and pays respect to Aboriginal and Torres Strait Islander peoples as the traditional custodians of this land and speakers of its first languages. In the spirit of reconciliation, NAATI acknowledges the richness that Indigenous, signed and all other languages bring to Australia and the role interpreters and translators play in connecting us all.

**From:** Hyden <xxxx@xxxxxxxxxxxxxxxxxxxx.xx.xx>

**Sent:** Tuesday, 16 May 2023 12:57 PM

**To:** 'Alison McDonald' <xxxxxx.xxxxxxxx@xxxx.xxxx.xx>

**Cc:** 'Johnathon Hopgood' <xxxxxxxx.xxxxxxx@xxxx.xxxx.xx>; 'Iva Meshtrovich' <xxxxxxxxxxxxxxxx@xxxx.xxxx.xx>; Mark Painting <xxxx.xxxxxxxx@xxxx.xxx.xx>

**Subject:** RE: Interpreting New Zealand training - Exempt for NAATI exam

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Hello Alison,

Thank you for the rapid and clear reply. Please note I have removed Peter McLellan as a recipient of this email due to a conflict of interest.

Upskilling the New Zealand interpreter workforce by gaining a NAATI credential is an excellent

initiative.

I also laud Interpreting New Zealand's efforts. As a supplier on the open syndicate panel, could you elaborate on why Interpreting New Zealand interpreters received the exemption. That is, why are they able to advance directly to the NAATI exam application stage (after a short in-house course), without any other tertiary study by an approved academic institution being required. An exemption that other LSPs have not been granted? I appreciate that this initiative may have been to "simply help New Zealand out with its transition", from the NAATI standpoint.

I also realise that this is now mostly a redundant question with July approaching, but as Interpreting New Zealand have used this as a recruitment tool, currently charges for its course and binds (new) interpreters to an exclusive agreement, in hindsight there are also wider industry ramifications that may needed to have been taken into consideration.

Kind regards  
Hyden Toonen

---

**From:** Alison McDonald <[xxxxxx.xxxxxxxx@xxxx.xxx.xx](mailto:xxxxxx.xxxxxxxx@xxxx.xxx.xx)>  
**Sent:** Tuesday, May 16, 2023 12:59 PM  
**To:** Hyden <[xxxxx@xxxxxxxxxxxxxxx.xxx.xx](mailto:xxxxx@xxxxxxxxxxxxxxx.xxx.xx)>  
**Cc:** Johnathon Hopgood <[xxxxxxxxx.xxxxxxx@xxxx.xxx.xx](mailto:xxxxxxxxx.xxxxxxx@xxxx.xxx.xx)>; Iva Meshtrovich <[xxxxxxxxxxxxxxx@xxxx.xxx.xx](mailto:xxxxxxxxxxxxxxx@xxxx.xxx.xx)>; [xxx.xxxxxxxx@xxxx.xxx.xx](mailto:xxx.xxxxxxxx@xxxx.xxx.xx); [xxxx.xxxxxxxx@xxxxxxxx.xxx.xx](mailto:xxxx.xxxxxxxx@xxxxxxxx.xxx.xx)  
**Subject:** RE: Interpreting New Zealand training - Exempt for NAATI exam

Good afternoon Hyden

Thank you for your email enquiry. I have followed up on the information you provided with both Mark Painting and Peter McLellan and can confirm:

- Interpreting NZ is NOT a Registered Training Organisation, and the training is not endorsed.
- The agreement with Interpreting New Zealand was a short term, transitional measure to support existing Interpreting NZ staff only and is valid only 31 December 2023.

Peter has undertaken to review the material on their website to make sure there is no misunderstanding about this. The next, and last, workshop to which this applies will be held in July after which any new Interpreting New Zealand interpreters will also need to have passed an endorsed course in order to apply for an RPI assessment or CPI/CI test.

Interpreting New Zealand, along with all other Language Service Providers is asked to encourage

their interpreters to seek a NAATI credential in order to continue working for the New Zealand Public Sector Agencies or publicly funded agencies.

Kind regards

Alison

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**From:** Hyden <xxxxx@xxxxxxxxxxxxxxxxxx.xx.xx >  
**Sent:** Monday, 15 May 2023 4:14 pm  
**To:** Alison McDonald <xxxxxx.xxxxxxxxxx@xxxx.xxxx.xx >  
**Subject:** Interpreting New Zealand training - Exempt for NAATI exam

Hello Alison,

Could I please confirm a question about training courses leading up to eligibility for registering to take a NAATI exam.

I believe at one stage, if an interpreter completed the Interpreting New Zealand training course, that this was deemed as sufficient to directly pathway onto booking a NAATI exam. Is this still the case?

I note on the Interpreting New Zealand training page it says: "Applied Community Interpreting is recognised by the National Accreditation Authority for Translators and Interpreters (NAATI)."

<https://interpret.org.nz/courses.html>

But it does not list them as an academic provider on the MBIE LAS website?

Kind regards  
Hyden Toonen

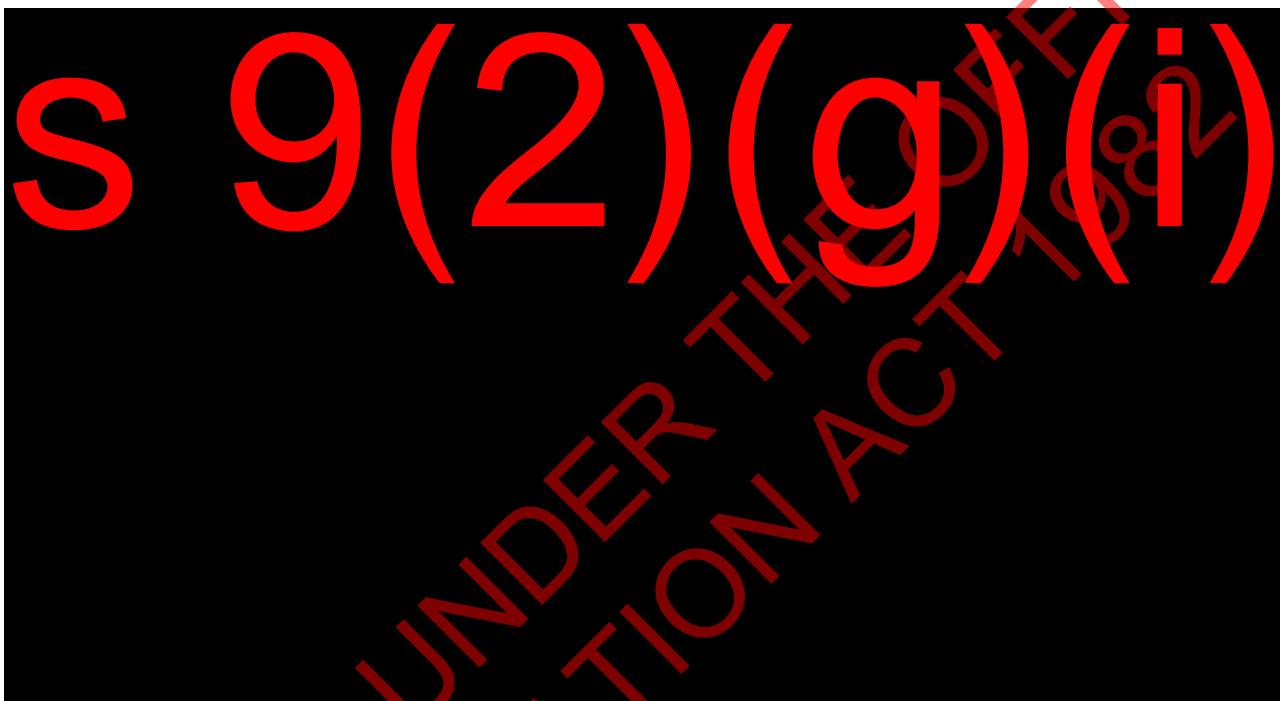
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**From:** [Hyden](#)  
**To:** [Johnathon Hopgood](#); [Alison McDonald](#)  
**Cc:** [Iva Meshetrovich](#)  
**Subject:** Refugee Status Unit - Breach of MBIE panel interpreting agreement  
**Date:** Monday, 12 June 2023 1:54:19 pm  
**Attachments:** [image001.png](#)

---

Hello Johnathon, Alison,

TransNational is one of the interpreting service suppliers approved under the MBIE open syndicate agreement. We are a specialist LSP with independent ISO auditing procedures for the provision of interpreting services.



Kind regards,

**Hyden Toonen | National Coordinator**

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**From:** [Hyden](#)  
**To:** [Iva Meshetrovich](#)  
**Subject:** Application to increase FTF rates under the Open Syndicate Contract [UNCLASSIFIED]  
**Date:** Friday, 7 July 2023 2:07:23 pm  
**Attachments:** [image002.png](#)

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Hello Iva,

Just an update from our side.

We are progressing through the rates increase negotiation with the MOJ.

They have tentatively agreed to an increase in core languages to \$ **9(2)(b)(ii)** per hour for core languages **[REDACTED]**

Have you had a chance to work on our amendment Application to increase rates with MBIE initiated on 29 May 2023?

Kind regards,

**Hyden Toonen | National Coordinator**

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**From:** Hyden <xxxxx@xxxxxxxxxxxxxxxxxx.xx.xx>  
**Sent:** Tuesday, June 20, 2023 1:08 PM  
**To:** 'Iva Meshetrovich' <xxxxxx.xxxxxxxxxxx@xxx.xx.xx>  
**Subject:** RE: Application to increase FTF rates under the Open Syndicate Contract [UNCLASSIFIED]

Hello Iva,

Thanks for your time and energy working on the variation.

I have also noted a small discrepancy (omission) in the pricing table in Appendix A.

**s 9(2)(b)(ii)**

Could we add this as an update to working or as part of the current variation work please?

Kind regards,

**Hyden Toonen | National Coordinator**

TransNational | Te Whakawhiti Whenua  
New Zealand's Largest Translation and Interpreting Network





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**From:** Iva Meshetrovich <[xxxxxxx.xxxxxxxxxxxxxx@xxxx.xxxx.xx](mailto:xxxxxxx.xxxxxxxxxxxxxx@xxxx.xxxx.xx)>  
**Sent:** Tuesday, June 13, 2023 1:32 PM  
**To:** Hyden <[xxxxx@xxxxxxxxxxxxxxxxxxxxxx.xx](mailto:xxxxx@xxxxxxxxxxxxxxxxxxxxxx.xx)>  
**Subject:** RE: Application to increase FTF rates under the Open Syndicate Contract [UNCLASSIFIED]

Kia ora Hyden,

Thank you for your email. I will get in touch as soon as this is near completion.

Thank you for your patience.

Ngā mihi / Kind regards,

Iva

**Ivanica Meshetrovich – Meštrović** ([ia/she/her](#))  
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---

**From:** Hyden <[xxxxx@xxxxxxxxxxxxxxxxxxxxxx.xx](mailto:xxxxx@xxxxxxxxxxxxxxxxxxxxxx.xx)>  
**Sent:** Friday, 9 June 2023 11:36 AM  
**To:** Iva Meshetrovich <[xxxxxxx.xxxxxxxxxxxxxx@xxxx.xxxx.xx](mailto:xxxxxxx.xxxxxxxxxxxxxx@xxxx.xxxx.xx)>  
**Subject:** RE: Application to increase FTF rates under the Open Syndicate Contract [UNCLASSIFIED]

Hello Iva,

Do you have any updates on the Variation requested below?

Kind regards,

**Hyden Toonen | National Coordinator**

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**From:** Iva Meshtrovich <xxxxxxx.xxxxxxxxxx@xxxx.xxx.xx >  
**Sent:** Monday, May 29, 2023 2:03 PM  
**To:** Hyden <xxxxx@xxxxxxxxxxxxxxxxxx.xx.xx >  
**Subject:** RE: Application to increase FTF rates under the Open Syndicate Contract [UNCLASSIFIED]

Kia ora Hyden,

I will have a look at the proposition for Variation you have presented in your email below and get back to you.

Ngā mihi / Kind regards,

Iva

**Ivanica Meshtrovich – Meštrović** ([ia/she/her](#))  
RELATIONSHIP MANAGER | LANGUAGE ASSISTANCE SERVICES | REFUGEE AND MIGRANT SUPPORT

**Ministry of Business, Innovation & Employment | Hikina Whakatutuki**  
15 Stout Street, Wellington, New Zealand | PO Box 1473, Wellington 6140, New Zealand  
[www.mbie.govt.nz](http://www.mbie.govt.nz) | [Language Assistance Services](#)

[Ivanica.Meshtrovich@mbie.govt.nz](mailto:Ivanica.Meshtrovich@mbie.govt.nz) | +64 4 897 5444 ext 49444 | mob s 9(2)(a)



**MINISTRY OF BUSINESS,  
INNOVATION & EMPLOYMENT**  
HIKINA WHAKATUTUKI



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**From:** Hyden <xxxxx@xxxxxxxxxxxxxxxxxx.xx.xx >  
**Sent:** Monday, 29 May 2023 9:39 AM  
**To:** Iva Meshtrovich <xxxxxxx.xxxxxxxxxx@xxxx.xxx.xx >  
**Subject:** Application to increase FTF rates under the Open Syndicate Contract

Hello Iva,

I trust you had a good weekend.

I was hoping you might be able to assist me with an application to update the FTF rates under the Open Syndicate agreement.

I can remember there was a process for doing this, but hoped you could refresh my memory and provide some instructions.

To give you some background, this increase is deemed necessary to accommodate the release of the MOJ

Interpreting Services Quality Framework (ISQF) on 01 May 2023.

Whilst the MOJ is not currently a participating agency to the agreement, the charge-out rates table we submitted in our application to MBIE **s 9(2)(b)(ii)**

This was in line with criteria set out by the MOJ at that time.

The MOJ payscale rates and criteria has significantly changed to a NAATI / non-NAATI basis, and independent interpreter payrates have been raised by between 45-85%.

We have written confirmation of these increases from several independent interpreters.

**s 9(2)(b)(ii)**

Therefore, for the MOJ section of the panel agreement, we have drafted a new table modelled on the table we submitted to MBIE for the open syndicate agreement.

It reflects the current and forecasted payscale changes in the profession over the next 12-18 months.

Tier 1 \$ <b>s 9(2)(b)(ii)</b> /hour	<b>s 9(2)(b)(ii)</b>
Tier 2 \$ <b>s 9(2)(b)(ii)</b> /hour	
Tier 3 \$ <b>s 9(2)(b)(ii)</b> /hour	
Tier 4 \$ <b>s 9(2)(b)(ii)</b> /hour	

Interpreting charge-out rates for court interpreting.

On a NAATI / non-NAATI basis as requested by the Central Registry

Booking fees	Amount +	Unit	Conditions
<b>s 9(2)(b)(ii)</b>	<b>s 9(2)(b)(ii)</b>	Per booking	<b>s 9(2)(b)(ii)</b>
<b>s 9(2)(b)(ii)</b>	<b>s 9(2)(b)(ii)</b>	Per booking	<b>s 9(2)(b)(ii)</b>
Interpreting rates – non-NAATI	Amount	Unit	Conditions
<b>s 9(2)(b)(ii)</b>	<b>s 9(2)(b)(ii)</b>	\$/hour	<b>s 9(2)(b)(ii)</b>
<b>s 9(2)(b)(ii)</b>	<b>s 9(2)(b)(ii)</b>	\$/hour	<b>s 9(2)(b)(ii)</b>
Interpreting rates – NAATI or WTN	Amount	Unit	Conditions
Base rate - <b>s 9(2)(b)(ii)</b> (all core languages)	<b>s 9(2)(b)(ii)</b>	\$/hour	<b>s 9(2)(b)(ii)</b>
Base rate - <b>s 9(2)(b)(ii)</b> (all core languages)	<b>s 9(2)(b)(ii)</b>	\$/hour	<b>s 9(2)(b)(ii)</b>
Interpreting rates – non-NAATI	Amount	Unit	Conditions
Base rate - <b>s 9(2)(b)(ii)</b> (Te Reo Māori)	<b>s 9(2)(b)(ii)</b>	\$/hour	<b>s 9(2)(b)(ii)</b>
Base rate - <b>s 9(2)(b)(ii)</b> (Te Reo Māori)	<b>s 9(2)(b)(ii)</b>	\$/hour	<b>s 9(2)(b)(ii)</b>

Interpreting rates – Maori Language Commission certified or WTN	Amount	Unit	Conditions
Base rate - s 9(2)(b)(ii) (Te Reo Māori)	\$ s 9(2)(b)(ii)	\$/hour	s 9(2)(b)(ii)
Base rate - s 9(2)(b)(ii) (Te Reo Māori)	\$ s 9(2)(b)(ii)	\$/hour	s 9(2)(b)(ii)
s 9(2)(b)(ii)	\$/hour	\$/hour	s 9(2)(b)(ii)
Assignments after s 9(2)(b)(ii)	s 9(2)(b)(ii)%	%	s 9(2)(b)(ii)
Expenses	Amount	Unit	Conditions
s 9(2)(b)(ii) s 9(2)(b)(ii)	\$ s 9(2)(b)(ii)	Time	s 9(2)(b)(ii)
s 9(2)(b)(ii)	s 9(2)(b)(ii)	s 9(2)(b)(ii)	s 9(2)(b)(ii)
s 9(2)(b)(ii)	s 9(2)(b)(ii)	s 9(2)(b)(ii)	s 9(2)(b)(ii)

Kind regards,

**Hyden Toonen | National Coordinator**

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**From:** [Hyden](#)  
**To:** [Iva Meshtrovich](#)  
**Subject:** RE: Variation request [UNCLASSIFIED]  
**Date:** Tuesday, 25 July 2023 2:59:56 pm

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Hello Iva,

Thanks for the email.  
I'm available until 6pm.

Regards  
Hyden Toonen  
TransNational

---

**From:** Iva Meshtrovich <xxxxxxx.xxxxxxxxxx@xxxx.xxxx.xx>  
**Sent:** Tuesday, July 25, 2023 9:36 AM  
**To:** Hyden <xxxxx@xxxxxxxxxxxxxxxxxx.xx.xx>  
**Subject:** Variation request [UNCLASSIFIED]

Ata mārie Hyden,

Hope you are well. Could you please give me a call when you have a chance, thanks.

Ngā mihi / Kind regards,

Iva

**Ivanica Meshtrovich – Meštrović** ([la/she/her](#))

RELATIONSHIP MANAGER | LANGUAGE ASSISTANCE SERVICES | REFUGEE AND MIGRANT SUPPORT

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[xxxxxxx.xxxxxxxxxx@xxxx.xxxx.xx](mailto:xxxxxxx.xxxxxxxxxx@xxxx.xxxx.xx) | +64 4 897 5444 ext 49444 | mob **s 9(2)(a)**



**MINISTRY OF BUSINESS,  
INNOVATION & EMPLOYMENT**  
HIKINA WHAKATUTUKI



**From:** [Hyden](#)  
**To:** [Iva Meshetrovich](#)  
**Subject:** MOJ rate increase confirmation - TransNational  
**Date:** Thursday, 27 July 2023 12:04:35 pm  
**Attachments:** [image003.png](#)  
[image004.png](#)  
[Pricing Policy factsheet Jan 23.pdf](#)  
[Pricing policy document Jan 23.pdf](#)

Hello Iva,

Please see below the MOJ rate increase confirmation received today.  
\$ **9(2)(b)(i)** per hour (ex GST) for all interpreters (NAATI or non-NAATI).

The MOJ notes that for suppliers on the LAS panel, these rates would need to be updated so that when they join the contract, the rates will match up.

Kind regards,

**Hyden Toonen | National Coordinator**

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**From:** Interpreters <xxxxxxxxxxxx@xxxxxxxx.xx>  
**Sent:** Thursday, July 27, 2023 10:52 AM  
**To:** Hyden <xxxxx@xxxxxxxxxxxxxxxx.xx>  
**Subject:** RE: Rate Increase Proposal for the Supply of Interpreting Services - TransNational

Kia ora Hyden,

Thank you for your email.

The Ministry is open to considering a flat rate of \$ **9(2)(b)(i)** per hour (ex GST) with the expectation that TransNational will endeavour to provide NAATI qualified interpreters in the first instance. However, the Ministry acknowledges that TransNational may not be able to provide a NAATI qualified interpreter in all instances.

Noting that TransNational is already a part of the All of Government Language Assistance Scheme. Please keep in mind should the Ministry become a participating agency, and join the Ministry of Business, Innovation and Employment (MBIE) Open Syndicated Contract, the agreed rates with MBIE would supersede the agreed rates with the Ministry where applicable.

To address your previous query regarding independent interpreters, we hope you find the attachments from a previous information pack to be helpful. The pricing policy reflects the qualification requirements set out in the [Interpreter Services Quality Framework](#).

We look forward to your response.

Ngā mihi,



**Sian Fisher**

Central Processing Officer | Deputy Registrar | Central Registry  
DX SX10042, Wellington  
0800 233 222 (Collections)  
0800 268 787 (Courts)  
[www.justice.govt.nz](http://www.justice.govt.nz)

**From:** Hyden <xxxxx@xxxxxxxxxxxxxxxxxx.xx>

**Sent:** Thursday, 13 July 2023 2:54 pm

**To:** Interpreters <xxxxxxxxxx@xxxxxx.xxxx.x>

**Subject:** RE: Rate Increase Proposal for the Supply of Interpreting Services - TransNational

Hello Nick, Sian,

Thank you for the reply.

It seems I have become somewhat confused by the information received thus far.

(1)

We are in acceptance of the Ministry's offer: *To apply this to your current rates would lift TransNational's hourly rate by [REDACTED]%, or in simple terms from \$[REDACTED] per hour to \$[REDACTED] per hour.*

We want to underline in our proposal that [REDACTED]% marks the national increase of the **minimum wage**, not the national increase in professional services.

In the most recent email from you it states, *The Ministry would consider it to be excessive to pay \$[REDACTED] per hour (ex GST) for non-NAATI/non-WTN qualified interpreter booked through an LSP.*

Our understanding was that \$[REDACTED] per hour (ex GST) had already been offered for non-NAATI interpreters. Or was that simply confusion on our part?

(2)

As mentioned earlier, we have substantial email correspondence with freelancers indicating that the Ministry has recently increased payrates for **non-NAATI qualified interpreters** from \$35 to \$65 per hour. This is a **53.85%** increase.

But this statistic seems to not have been factored into the Ministry's response to our proposal at all.

Our current TransNational rate for the Ministry is \$[REDACTED] + GST per hour (for non-NAATI). No increase seen in 5 years. But simple math suggests, using the Ministry's formula, that \$[REDACTED] + [REDACTED]% is \$[REDACTED] + GST per hour.

Upon further reflection, we would be prepared to downgrade the original rate proposed for NAATI accredited Interpreters. That is to, \$[REDACTED] + GST per hour to match **53.85%** increase now being demanded by freelancers working towards NAATI. This is a reduction on the earlier proposed \$[REDACTED] + GST per hour and well within clause 7 of the [Witnesses and Interpreters Fees, Allowances, and Expenses Regulations 2023](#).

The amended proposal is also based on how we assume the Ministry is classifying interpreters into "2 groups" of interpreters: Non-NAATI/non-WTN **verses** WTN / NAATI accredited Interpreters. As you have not responded to our earlier emails about this topic we hope this observation is roughly correct?

We are trying to moving in the right direction for the Ministry and trust that this compromise reflects the

reality of the statistical data provided and the significant changes the industry is currently experiencing as a whole.

We are most appreciative of your time to review the proposal and welcome any questions or discussion.

Kind regards,

**Hyden Toonen | National Coordinator**

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# Interpreter Pricing Policy

## Updating fees and expenses for court appointed interpreters

We want to tell you about some important changes we're making to the Ministry's pricing policy for court appointed interpreters. These changes will affect both independent interpreters and language service providers (LSPs).

Although the changes in this document won't be introduced until 1 May 2023 (target date when new regulations will be in place), we want to signal our intentions to you now. We will update you again before these changes go live.

### Why are we making these changes?

Interpreters play a fundamental role in ensuring justice is equally available to all participants, whatever language they use. Over the last few years, the Ministry has been working to make improvements to the interpreter service.

We are making changes to our pricing policy for two reasons:

- to increase the rates paid to interpreters so they are fair and reasonable. We received additional funding through Budget 2022 to do this
- we intend to join the Language Assistance Service (LAS) established by the Ministry of Business, Innovation and Employment (MBIE).

### What is the Language Assistance Service (LAS)?



The Language Assistance Service (LAS) is an initiative launched by MBIE in October 2021. It is an all of government open syndicated contract for face-to-face interpreting. The LAS will ensure that government agencies can access interpreting services of an appropriate standard nationwide.

All interpreters that work for a LSP that has signed up to the LAS, will be required to be certified by the National Accreditation Authority for Translators and Interpreters (NAATI) from 1st July 2024. There will be separate requirements for te reo Māori and New Zealand Sign Language interpreters.

The Ministry has agreed in principle to join the LAS, however the Witness and Interpreter Fee Regulations 1974 need to be updated first.

We will continue to engage approved independent interpreters and LSPs as we do now. Joining the LAS will help ensure the Ministry has additional options for meeting court demand for interpreters in the future.

### Why do the Witness and Interpreter Fee Regulations 1974 need to change?



The regulations haven't been updated for a long time and state that interpreters are paid the hourly rate of \$25. The Ministry pays independent interpreters the

current hourly rate of \$35 because it exercises a provision in the regulations that allows the Secretary for Justice to pay above the rate set in the regulations.

By changing the regulations, the Ministry can increase the hourly rates for independent interpreters and potentially become part of the LAS.

New regulations have been drafted and should go to cabinet in February 2023 and commence on 1 May 2023. This is a target date.

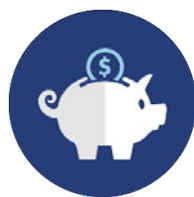
- Te reo Māori interpreters holding no qualifications or endorsements will be on **\$50 per hour**

*Note: rates for LSPs will be by negotiation.*



**Note: if you are on the \$50 hourly rate, once you have provided evidence of your qualifications (as per page 16 in the QF), you will be moved to the higher rate.**

## What will the new regulations mean?



Once the new regulations come into force, they will state that the hourly rate in any class of interpreter may not be less than \$35 ex GST or more than \$200 ex GST. They also give the Secretary of Justice the ability to determine classes of interpreters so that rates can be differentiated on the basis of an interpreter's qualifications and certification.

Minor changes are also being made to the expenses that LSPs and independent interpreters can claim. We've made these changes to bring the policies for interpreters in line with other Ministry expense policies and to reflect what is being charged now.

These changes include:

## What are the changes being introduced?

The hourly rates for independent interpreters will be (ex GST):

- Independent qualified – NAATI certified and or holds relevant tertiary or other qualification in interpreting as listed in the Quality Framework (QF) will be on **\$65 per hour**
- Independent interpreters with no qualifications will be on **\$50 per hour**
- Independent NZ Sign Language interpreters will be on **\$100 per hour**
- Te reo Māori interpreters with a recognised certification or endorsement as listed in the QF will be able to claim between **\$100-\$120 per hour**

- Mileage – interpreters can only claim mileage if they travel over 35kms round trip
- Travel time – can only be claimed if you travel over 35kms. Payment is \$50 (ex GST) for the first hour, \$12.50 (ex GST) in 15 min increments after the first hour
- Meals – reimbursement up to \$50 per day (ex GST) if travelling outside of normal service delivery area
- Overnight allowance - \$100 (ex GST) per night if travelling outside of normal service delivery area
- Other travel expenses (parking, public transport) – actual and reasonable expenses can be reimbursed. A receipt is needed for charges over \$50 (ex GST).

---

## What is staying the same?

We acknowledge that there are a lot of changes happening over the next few months and in the next few years. We will endeavour to make these changes go as smoothly as possible.

Below is a list of things that are staying the same:

- Minimum payment – the three-hour minimum engagement remains. The only difference is the hourly rate you charge. For example, **\$150** (minimum payment) for those on \$50 per hour and **\$195** (minimum payment) for independent interpreters on \$65 per hour.
- 15 mins prior to hearing – you are still expected to arrive at court 15 minutes prior to proceedings to be briefed by Counsel. You can claim the 15 minutes as part of your interpreting fees.
- Additional time (over initial booking time) – interpreters may claim for actual time spent interpreting that is additional to the original length of the booking. This is paid in 15-minute increments of the hourly booking rate.

---

## When do these changes come into effect? What do we need from you?

As mentioned, once cabinet approves the new regulations, we expect them to come into force on 1 May 2023. If there are any delays, unfortunately implementation of the pricing policy will need to be delayed too.

The Ministry will allocate independent interpreters to the new appropriate hourly rate to be used **from 1 May 2023**. We will need you to provide documentation of your qualifications or experience for us to do this. If we don't have

confirmation of your qualifications, you will be assigned to the \$50 hourly rate.

We will then ask you to re-confirm your bookings under the hourly rate assigned to you. Once you have reconfirmed your availability, we will update the cases you are booked for and send you updated confirmation letters for each booking.

---

## Questions



If you have any questions or queries, please get in contact with the project team at [serviceimprovement-CSI@justice.govt.nz](mailto:serviceimprovement-CSI@justice.govt.nz)

Disclaimer: This does NOT reflect current Ministry of Justice policy. It cannot become policy until the Witnesses and Interpreters Fees, Allowances and Expenses Regulations 2023 are approved by Cabinet and come into force. Secretary for Justice approval is also required.

## Ministry of Justice pricing policy for interpreter services in courts and tribunals

### Purpose

1. This policy documents the rates and fees the Ministry of Justice will pay for interpreter services in courts and tribunals in Aotearoa/New Zealand. It applies to both independent interpreters and language service providers (LSPs).
2. This policy is dependent on the Witnesses and Interpreters Fees, Allowances and Expenses Regulations 2023 coming into force (target date 1 May 2023).
3. This pricing policy aims to:
  - fairly remunerate interpreters for the important role they play in ensuring justice is equally available to all court participants, whatever language they use
  - incentivise interpreters to become qualified
  - implement the changes to the interpreter regulations, which come into force on 1 May 2023 (target date).

### Witnesses and Interpreters Fees, Allowances, and Expenses Regulations 2023<sup>1</sup>

4. The regulations state that hourly fees in any class may not be less than \$35 (ex GST) or more than \$200 (ex GST).
5. Section 7 of the Regulations require the Secretary for Justice to determine the classes of interpreters who provide services in judicial proceedings, and determine the hourly fee payable to interpreters in each class.

### Fit with other policies

6. This policy sets what the Ministry will pay for interpreter services. The Ministry's *Standard Terms and Conditions for Interpreter Services in Courts and Tribunals* (Standard Terms) will be updated to reflect this policy.
7. This policy reflects the qualification requirements set out in the *Interpreter Services Quality Framework*. The Framework aims to increase access to justice for court participants by ensuring the interpreter service is delivered in a nationally consistent manner that meets the needs of its users.

---

<sup>1</sup> These have not yet been approved by Cabinet.

## Hourly rates for different classes of interpreters

8. The following table sets out the hourly rates that will apply to all interpreter bookings from 1 May 2023<sup>2</sup> until 30 June 2024.
9. It recognises that:
- court-appointed interpreters are expected to be working towards certification with the National Accreditation Authority for Translator and Interpreters (NAATI)
  - interpreters of New Zealand's official languages are in short supply, with relatively high demand. While they can be NAATI certified they also have their own certification processes
  - LSPs that are part of the All of Government Language Assistance Scheme (LAS) for face to face interpreting have agreed payment rates with the Ministry of Business, Innovation and Employment (MBIE).

Table 1) Hourly rates payable for interpreter services

Class of interpreter	Hourly rate (\$) ex GST
A: Independent qualified: - NAATI certified and/or - holds relevant New Zealand tertiary or other qualification in interpreting (meets Interpreter Services Quality Framework qualification requirements)	65
B: Independent holds no interpreting qualifications	50
C: Independent NZSL interpreter (meets Interpreter Services Quality Framework qualification requirements)	100
D: Independent Te reo Māori interpreter (meets Interpreter Services Quality Framework qualification requirements)	100-120
E: Independent Te reo Māori interpreter holds no registration or endorsements	50
F: Language Service Provider (LSP)	By negotiation with reference to the rates paid to independent interpreters under A to E above.

10. The Ministry will pay a minimum three hour charge, at the above hourly rates, for each booking. This includes preparation time and arriving 15 minutes before the hearing is scheduled to begin.

<sup>2</sup> Target date based on the new regulations coming into force on this date

11. The Ministry can pay above the rates specified in the table in exceptional circumstances only.

**Additional expense and payment policies (independent interpreters and LSPs)**

12. The following table sets out the additional expenses that will apply in relation to interpreter bookings from 1 May 2023<sup>3</sup> until 30 June 2024. No other expenses will be paid.

13. Table 2) Expenses payable for interpreter services

Expense type	Policy
Additional time (over initial booking time)	Interpreters may claim for actual time spent interpreting that is additional to the original length of booking. This is paid in 15-minute increments of the hourly booking rate.
Travel time	\$50 (ex GST) for first hour if travelling over 35km; \$12.50 (ex GST) for 15 min increments thereafter.
Other travel expenses (including parking, public transport)	Actual and reasonable expenses can be reimbursed. A receipt is needed for charges over \$50 (ex GST).
Mileage	Inland Revenue mileage rate for distances over 35km round trip.
Meals	Reimbursement of up to \$50 (ex GST) per day may be claimed if travelling outside normal service delivery area.
Overnight allowance	\$100 (ex GST) may be claimed per night if travelling outside of normal service delivery region.

<sup>3</sup> Target date based on the new regulations coming into force on this date

**From:** [Hyden](#)  
**To:** [Iva Meshtrovich](#)  
**Subject:** Updating of rates and condition in FTF panel agreement  
**Date:** Thursday, 17 August 2023 9:22:42 am  
**Attachments:** [image001.png](#)

---

Hello Iva,

Any updates with your team on updating of rates and conditions in FTF panel agreement?

Kind regards,

**Hyden Toonen | National Coordinator**

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**Out of Scope**

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**From:** [Hyden](#)  
**To:** [Alison McDonald](#)  
**Subject:** FW: Solicitation and collation of compensation data - formal complaint  
**Date:** Friday, 8 September 2023 10:21:30 am

---

Hello Alison,

I am forwarding the following complaint made to NZSTI for your reference. We are not certain if you are the correct person to liaise with on the matter.

It appears there has been a breach in the collection process of private and confidential data, and anonymity has not been secured at the source.

I have outlined the concerns in this regard in paragraph three in the email below.

We are in support of FairPay action. I am a freelance translator and interpreter myself.

As a supplier of interpreting services to government for nearly two decades, including the Serious Fraud Office, Visits and Ceremonial Office (VCO), MOJ, DIA and the Prime Minister's office, we are most concerned about the lack of consultation with LSPs and exposure this "free for all" process has encouraged.

Whilst we can't prevent individuals whispering and sharing confidential information in isolation, it is very clear that confidential information has and is being shared on-mass at the source level whilst not meeting the anonymity criteria. This is being filtered likely by a single individual in order to meet the criteria and for wider public distribution.

We would be grateful if you could examine the information below and provide a response.

We are not expecting a solution as the horse has already bolted the stable.

But we feel this matter needs to be addressed for the reason outlined below.

Kind regards,

**Hyden Toonen | National Coordinator**

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**From:** Hyden <xxxxx@xxxxxxxxxxxxxxxxxx.xx.xx>  
**Sent:** Thursday, September 7, 2023 6:38 PM  
**To:** 'Diana Renker' <xxxxxxxx@xxxxx.xxx>  
**Cc:** 'Isabelle Poff-Pencole' <xxxxxxxx@xxxxx.xxx>  
**Subject:** RE: Solicitation and collation of compensation data - formal complaint

Hello Diana, Isabelle

Thank you for your time to field our concerns.

Last night's Fair Pay Zoom meeting provided some clarification around some of the processes



that are being adhered to.

A great deal of miscommunication could have been avoided due to lack of any communication, clarity or response from Carolina Cannard when asked about her processes for data collection.

The subsequent legal advice we have obtained has instructed that any information should be kept anonymous in:

1. Their name.
2. The name of their employer/principal.
3. Any other identifying details that might indicate where or who they may be working for or contracted to.

During the Zoom meeting, Carolina stated that there is no risk of defamation. This is not the issue. Supporting FairPay is also not the issue. We are in support of FairPay action. We retain concerns over how the information extracted is being securely managed and filtered by a single individual. Do they have bitlocker encryption, who else is the source material being shared with, how is it being shared?

We are naturally concerned that NZSTI members and non-members are “over sharing” information that breaches the anonymity criteria and therefore **as was stated during the Zoom meeting is needing to be edited out and filtered by Carolina (a non-privy party) to suit her requirements.**

As we do not have access to the raw data, we cannot issue a notice to cease and desist as we are not able to identify the individual offenders breaching their contracts through this process. Nonetheless, it is a door that now has been widely opened and that can't be shut.

We do not condone or support the advocating of breaching employment contract confidentiality by dangling shiny objects and offering anonymity in exchange.

This creates a very slippery slope where interpreters may easily determine that disclosure of any private or confidential information about clients, patients, government agency bookings is acceptable by claiming anonymity.

I believe it opens the door to potential ongoing breaches of professional ethics and this will diminish professional integrity, as no one's information is now safe, an area NZSTI should be gravely concerned with.

Regards,

**Hyden Toonen | National Coordinator**

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---

**From:** Diana Renker <xxxxxxxxx@xxxxx.xxx>

**Sent:** Monday, August 21, 2023 7:39 AM

**To:** Hyden <[xxxxx@xxxxxxxxxxxxxxxxxx.xx.xx](mailto:xxxxx@xxxxxxxxxxxxxxxxxx.xx.xx)>

**Cc:** Isabelle Poff-Pencole <[xxxxxxxx@xxxxx.xxx](mailto:xxxxxxxx@xxxxx.xxx)>

**Subject:** Re: Solicitation and collation of compensation data - formal complaint

Dear Hyden,

We will certainly be reminding our members to abide by the terms of any contract they may have signed with an employer or LSP.

Data collection itself is neither illegal nor unethical. You will be aware that many T&I associations undertake and publish surveys on rates regularly. If discussing rates or conditions of engagement is not permitted under the terms of agreement between TransNational and their contractors, then you will need to take this up with your contractors directly.

If you wish to raise a formal complaint against a member of NZSTI, please provide us with concrete information pertaining to any misconduct so the Complaints and Disciplinary Committee can look into this.

Kind regards,  
Diana Renker  
Secretary

**New Zealand Society of Translators and Interpreters**  
**Te Rōpū Kaiwhakamāori ā-waha, ā-tuhi o Aotearoa**

PO Box 34-530, Birkenhead, Auckland 0746

E: [xxxxxxxx@xxxxx.xxx](mailto:xxxxxxxx@xxxxx.xxx) | W: [www.nzsti.org](http://www.nzsti.org)

On 16/08/2023, at 4:33 PM, Hyden <[xxxxx@xxxxxxxxxxxxxxxxxx.xx.xx](mailto:xxxxx@xxxxxxxxxxxxxxxxxx.xx.xx)> wrote:

Hello Diana, Isabelle,

As a longstanding member of NZSTI and sponsor of the conference, I am grossly disappointed that attempts have been made to approach and extract information from the NZSTI membership and beyond in a clear violation of the Code of Ethics.

I would need written reassurance from NZSTI that no information in relation to communications between TransNational and any contractor or client be presented at the NZSTI Conference.

This is irrespective of how the information was obtained. I would imagine other LSPs, government agencies and employers of services, would be equally flabbergasted by the notion.

I would need written reassurance from Carolina Cannard to remove any doubt that she intends to refrain from any form of questioning or data collection in relation to communications between TransNational, its clients and contractors and that any data collected will be immediately destroyed in a secure manner.

To date Carolina has not responded to my emails and I would be grateful if NZSTI, who has been in communication, could relay this message.

This email is notice of a formal complaint to the National Council towards Carolina Cannard and any of her colleagues who have engaged in data collection activities

including anticipated co-presenters of the data at the upcoming conference.

If these reassurances cannot be provided, legal channels will be engaged in order to ensure protection of private and confidential information.

### Hyden Toonen | National Coordinator

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<image001.png>

---

**From:** Diana Renker <xxxxxxx@xxxxx.xx>  
**Sent:** Wednesday, August 16, 2023 10:25 AM  
**To:** Hyden <xxxxx@xxxxxxxxxxxxxxxxxx.xx>; Isabelle Poff-Pencole <xxxxxxx@xxxxx.xx>  
**Subject:** Fwd: Solicitation and collation of compensation data

Dear Hyden,

Thank you for contacting us with your concerns.

The council has already asked Carolina Cannard to make sure that people sharing information with her are abiding by any contracts they may have signed.

Kind regards,

Diana Renker  
Secretary

**New Zealand Society of Translators and Interpreters**  
**Te Rōpū Kaiwhakamāori ā-waha, ā-tuhi o Aotearoa**

PO Box 34-530, Birkenhead, Auckland 0746  
E: xxxxxxx@xxxxx.xx | W: [www.nzsti.org](http://www.nzsti.org)

----- Forwarded message -----

**From:** Hyden <xxxxx@xxxxxxxxxxxxxxxxxx.xx>  
**Date:** Sun, 13 Aug 2023 at 19:03  
**Subject:** Solicitation and collation of compensation data  
**To:** <xxxx@xxxxx.xx>, <xxxxxxx@xxxxx.xx>

Dear President, NZSTI

I have recently been made aware of data collection activities in relation to private translator/interpreter compensation led by Carolina Cannard.

In an article released by NZSTI on 13 July 2023, support for this activity was further endorsed in a letter issued by NZSTI.

The point of concern is that the article suggests the solicitation of confidential compensation data from translators and interpreters including payrates offered by various agencies and LSPs.

Whilst we are supportive of initiatives that support and promote the industry, inviting individuals to potentially breach the confidentiality clauses of their Contractor Agreement is disturbing.

“You can choose to write anonymously or not. I understand if you don’t wish to share your identity publicly. I have created a form for you to complete (attached below) and write your testimony. Feel free to share relevant information such as your take-home pay rates, previous relevant petitions, articles or correspondence with LSPs (with any personal data removed if you prefer), as I know that these issues have been raised in the past by other colleagues.”

I have emailed Carolina the following to outline our concerns as disclosure of payrates and correspondence would be a direct breach of contract.

The activity also suggests a breach of the NZSTI Code of Ethics, namely General Principles 1 Professional Conduct, 2. Confidentiality, and 7. Maintaining Professional Relations.

I am now also aware the Carolina intends to present here data at the upcoming NZSTI Conference in September, thereby using the conference as a platform to potentially release the data into a public arena.

**From:** Hyden <[xxxxx@xxxxxxxxxxxxxxxxxxxx.xx.xx](mailto:xxxxx@xxxxxxxxxxxxxxxxxxxx.xx.xx)>

**Sent:** Tuesday, August 8, 2023 2:02 PM

**To:** '[xxxxxxxx.xxxxxxx@xxxxx.xxx](mailto:xxxxxxxx.xxxxxxx@xxxxx.xxx)' <[xxxxxxxx.xxxxxxx@xxxxx.xxx](mailto:xxxxxxxx.xxxxxxx@xxxxx.xxx)>

**Subject:** Use of Confidential information

Hello Carolina,

It has been recently brought to our attention via NZSTI that you are conducting activities in relation to translator/interpreter compensation.

Whilst we are supportive of initiatives that support and promote the industry, we are obliged to remind you that under the terms and conditions of your contract, all information in relation to our clients and your compensation as it relates to TransNational is deemed

strictly confidential.

Therefore, we would not approve use of any data or information about this for any use.

Please also confirm that you have not to date compiled, released or distributed any of this information relating to TransNational?

Kind regards,  
Hyden Toonen

I would urge NZSTI to consider this matter with urgency and provide reassurances that contractual confidentiality, and the principles of the NZSTI Code of Ethics, will be upheld to the highest level.

**Hyden Toonen | National Coordinator**

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<image001.png>

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

**From:** [Hyden](#)  
**To:** [xxxxxxx.xxxxxx@xxxx.xxx](mailto:xxxxxxx.xxxxxx@xxxx.xxx)  
**Cc:** "[Isabelle Poff-Pencole](#)"; [Alison McDonald](#)  
**Subject:** Use of Confidential information - request for more information  
**Date:** Saturday, 9 September 2023 11:51:19 am  
**Attachments:** [image001.png](#)

---

Hello Carolina,

This is to inform you that due to no response from yourself, a complaint has been raised with NZSTI regarding the collection of confidential data in relation to the Fair Pay initiative. Please note I have CCed in the president of NZSTI and MBIE for their records.

We are in support of Fair Pay action. I am a freelance translator and interpreter myself. Having participated in the Fair Pay Zoom meeting on Wednesday, 6 September 2023. As you are aware, as an LSP we have our concerns and would appreciate it if you could clarify and respond to the following questions?

1. Has there been any consultation with employers, namely government agencies and LSPs, to seek approval for the collection of confidential data and disclosure around management of the process?

If so, to what extent?

2. What safeguards and protective frameworks have been put in place from the launch of the initiative to protect, manage, and store data private information? This includes uploading of data to a secured platform, bitlocker encryption on computers?

3. Had an oversight or peer review panel been engaged for reviewing raw data before editing and filtering took place, to maintain its integrity, in a balanced and fair manner? Or were you the sole editor in chief?

4. If a panel was engaged, who on the panel had access to the confidential data for review or editing in order to make sure it would meet anonymity requirements?

We have been approached by several contractors badgering staff on the phone and with inflammatory email saying "they have told you everything about employment compensation, terms and conditions."

It has been disruptive and stressful for our staff who have had to respond to baited and harassing correspondence.

At the Fair Pay Zoom meeting you acknowledged that respondents often over-shared information and that had to be edited and returned for their approval. This suggest that you have been exposed to confidential information and that you have edited and filtered this information. Of all the testimonials you have collected, how many or what percentage needed to be edited and filtered?

I feel a great deal of support could have been provided if industry partners and employers had been consulted and engaged in the process, and if it had been made transparent from the outset.

We look forward to your response to alleviate these ongoing concerns.

Regards,

## Hyden Toonen | National Coordinator

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---

**From:** Hyden <xxxxx@xxxxxxxxxxxxxxxxxx.xx.xx>  
**Sent:** Saturday, August 12, 2023 2:55 PM  
**To:** 'xxxxxxxx.xxxxxx@xxxxx.xxx' <xxxxxxxx.xxxxxx@xxxxx.xxx>  
**Subject:** Use of Confidential information

Hello Carolina,

We are resending you this email in case you missed it.  
We would like a formal acknowledgement from you please.

Kind regards,

## Hyden Toonen | National Coordinator

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---

**From:** Hyden <[xxxxx@xxxxxxxxxxxxxxxxxx.xx.xx](mailto:xxxxx@xxxxxxxxxxxxxxxxxx.xx.xx)>  
**Sent:** Tuesday, August 8, 2023 2:02 PM  
**To:** 'xxxxxxxx.xxxxxx@xxxxx.xxx' <[xxxxxxxx.xxxxxx@xxxxx.xxx](mailto:xxxxxxxx.xxxxxx@xxxxx.xxx)>  
**Subject:** Use of Confidential information

Hello Carolina,

It has been recently brought to our attention via NZSTI that you are conducting activities in relation to translator/interpreter compensation.

Whilst we are supportive of initiatives that support and promote the industry, we are obliged to remind you that under the terms and conditions of your contract, all information in relations to our clients and your compensation as it relates to TransNational is strictly deemed strictly confidential.

Therefore, we would not approve use of any data or information about this for any use. Please also confirm that you have not to date compiled, released or distributed any of this information relating to TransNational?

Regards,

**Hyden Toonen | National Coordinator**

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**From:** [Hyden](#)  
**To:** [xxxxxxxx@xxxx.xxx](#)  
**Cc:** [xxxxxxxx@xxxx.xx](#); [Alison McDonald](#)  
**Subject:** FW: Use of Confidential information - request for more information - meeting  
**Date:** Tuesday, 12 September 2023 12:56:28 pm  
**Attachments:** [image001.png](#)

---

Hello Diana,

With Isabelle away and not able to broker a meeting, and Carolina ignoring all correspondence (as per below), we are not getting any reciprocation.

It is forcing us to pursue a legal route which is most unfortunate.

Do you have Carolina's phone number or, as NZSTI secretary would you be able to reach out to her with out offer to try and talk things through.

As already mentioned, this is an olive branch and we have until noon Thursday.

Regards

Hyden Toonen

TransNational

---

**From:** Hyden <xxxxx@xxxxxxxxxxxxxxxxxxxx.xx.xx>  
**Sent:** Saturday, September 9, 2023 11:51 AM  
**To:** 'xxxxxxxx.xxxxxx@xxxxx.xxx' <xxxxxxxx.xxxxxx@xxxxx.xxx>  
**Cc:** 'Isabelle Poff-Pencole' <xxxxxxxx@xxxxx.xxx>; 'Alison McDonald' <xxxxxxxx@xxxxx.xx>  
**Subject:** Use of Confidential information - request for more information

Hello Carolina,

This is to inform you that due to no response from yourself, a complaint has been raised with NZSTI regarding the collection of confidential data in relation to the Fair Pay initiative. Please note I have CCed in the president of NZSTI and MBIE for their records.

We are in support of Fair Pay action. I am a freelance translator and interpreter myself. Having participated in the Fair Pay Zoom meeting on Wednesday, 6 September 2023.

As you are aware, as an LSP we have our concerns and would appreciate it if you could clarify and respond to the following questions?

1. Has there been any consultation with employers, namely government agencies and LSPs, to seek approval for the collection of confidential data and disclosure around management of the process?

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We have been approached by several contractors badgering staff on the phone and with inflammatory email saying “they have told you everything about employment compensation, terms and conditions.”

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I feel a great deal of support could have been provided if industry partners and employers had been consulted and engaged in the process, and if it had been made transparent from the outset.

We look forward to your response to alleviate these ongoing concerns.

Regards,

**Hyden Toonen | National Coordinator**

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**From:** Hyden <xxxxx@xxxxxxxxxxxxxxxxxxxx.xx.xx >

**Sent:** Saturday, August 12, 2023 2:55 PM

**To:** 'xxxxxxxx.xxxxxx@xxxxx.xxx' < xxxxxxxx.xxxxxx@xxxxx.xxx >

**Subject:** Use of Confidential information

Hello Carolina,

We are resending you this email in case you missed it.

We would like a formal acknowledgement from you please.

Kind regards,

## Hyden Toonen | National Coordinator

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**From:** Hyden <xxxxx@xxxxxxxxxxxxxxxxxx.xx.xx>

**Sent:** Tuesday, August 8, 2023 2:02 PM

**To:** 'xxxxxxxx.xxxxxx@xxxxx.xxx' <xxxxxxxx.xxxxxx@xxxxx.xx.xx>

**Subject:** Use of Confidential information

Hello Carolina,

It has been recently brought to our attention via NZSTI that you are conducting activities in relation to translator/interpreter compensation.

Whilst we are supportive of initiatives that support and promote the industry, we are obliged to remind you that under the terms and conditions of your contract, all information in relations to our clients and your compensation as it relates to TransNational is strictly deemed strictly confidential.

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Regards,

**Hyden Toonen | National Coordinator**

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**From:** [Hyden](#)  
**To:** [Iva Meshetrovich](#)  
**Subject:** RE: MOJ rate increase confirmation - TransNational [UNCLASSIFIED]  
**Date:** Wednesday, 13 September 2023 10:44:25 am  
**Attachments:** [image002.png](#)  
[image004.png](#)

---

Hello Iva,

That is a shame.

Will see you at the conference if you can squeeze in 5 minutes for me somewhere.

I am sure your time will be in high demand.

Kind regards,

**Hyden Toonen | National Coordinator**

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---

**From:** Iva Meshetrovich <xxxxxxx.xxxxxxxxxxxx@xxxx.xxxx.xx>  
**Sent:** Wednesday, September 13, 2023 9:42 AM  
**To:** Hyden <xxxxxx@xxxxxxxxxxxxxxxxxx.xx.xx>  
**Subject:** RE: MOJ rate increase confirmation - TransNational [UNCLASSIFIED]

Kia ora Hyden,

Hope you are having a good day. Unfortunately I will not be able to make it this Friday for a visit to the TransNational office.

I will be needed at another conference related meeting.

I was looking forward to it and hopefully another time when I am in Christchurch.

Ngā mihi / Kind regards,

Iva

**Ivanica Meshetrovich – Meštrović** ([ja/she/her](#))  
RELATIONSHIP MANAGER | LANGUAGE ASSISTANCE SERVICES | REFUGEE AND MIGRANT SUPPORT

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MINISTRY OF BUSINESS,  
INNOVATION & EMPLOYMENT  
HIKINA WHAKATUTUKI



**From:** Iva Meshetrovich  
**Sent:** Monday, 11 September 2023 4:23 PM  
**To:** Hyden <xxxxx@xxxxxxxxxxxxxxxxxx.xx.xx>  
**Subject:** RE: MOJ rate increase confirmation - TransNational [UNCLASSIFIED]

Great, many thanks Hyden.

The catch-up will relate exclusively to contract management relating to face to face interpreting services under the MBIE contract.

So I would be interested if you could walk me through the process of providing face to face interpreting services. From a new agency signing up, to providing interpreting services (booking etc.) to invoicing. Also reporting processes if possible.

I am trying to understand the service processes in more depth and in practical terms for all the face to face interpreting panel members.

Looking forward to it.

Ngā mihi / Kind regards,

Iva

**Ivanica Meshetrovich – Meštrović** ([ia/she/her](#))  
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[xxxxxx.xxxxxxxxxx@xxxx.xxxx.xx](mailto:xxxxxx.xxxxxxxxxx@xxxx.xxxx.xx) | +64 4 897 5444 ext 49444 | mob: s.9(2)(a)



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INNOVATION & EMPLOYMENT  
HIKINA WHAKATUTUKI



**From:** Hyden <xxxxx@xxxxxxxxxxxxxxxxxx.xx.xx>  
**Sent:** Monday, 11 September 2023 2:03 PM  
**To:** Iva Meshetrovich <xxxxxxx.xxxxxxxxxx@xxxx.xxxx.xx>  
**Subject:** RE: MOJ rate increase confirmation - TransNational [UNCLASSIFIED]

Hello Iva,

Great. It's a small space. I can give you the \$1 tour : )

Do you want to talk with any of the team or just have a general look at how we make the magic each day?

We could then have a coffee at the shop next door if you have the time and would like to go over anything further?

Kind regards,

**Hyden Toonen | National Coordinator**

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---

**From:** Iva Meshtrovich <xxxxxxx.xxxxxx@xxxx.xxxx.xx >  
**Sent:** Monday, September 11, 2023 12:54 PM  
**To:** Hyden <xxxxx@xxxxxxxxxxxxxx.xx.xx >  
**Subject:** RE: MOJ rate increase confirmation - TransNational [UNCLASSIFIED]

Thanks Hyden. Will you be in the office at 2.30-ish to show me around?

Ngā mihi / Kind regards,

Iva

**Ivanica Meshtrovich – Meštrović** ([ia/she/her](#))  
RELATIONSHIP MANAGER | LANGUAGE ASSISTANCE SERVICES | REFUGEE AND MIGRANT SUPPORT

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[xxxxxx.xxxxxxxx@xxxx.xxxx.xx](mailto:xxxxxx.xxxxxxxx@xxxx.xxxx.xx) | +64 4 897 5444 ext 49444 | mob s 9(2)(a)



**From:** Hyden <xxxxx@xxxxxxxxxxxxxxxxxx.xx>  
**Sent:** Monday, 11 September 2023 12:27 PM  
**To:** Iva Meshtrovich <xxxxxxx.xxxxxxxxxx@xxxx.xxxx.xx>  
**Subject:** RE: MOJ rate increase confirmation - TransNational [UNCLASSIFIED]

Hello Iva,

Thank you for the email and information regarding the variation.  
We have an updated proposal in this regard.

As of 01 July 2023, the FTF consecutive interpreting charge out rates for non-participating agencies increased to \$ 9(2)(b)(ii) + GST (\$ 9(2)(a), 9(2)(b)) per hour.  
We would like to apply the current MOJ rate of \$ 9(2)(b)(ii) + GST (\$ 9(2)(b)(ii) Incl) per hour to all participating agencies.

This would not only make them all the same, but would provide incentive further for more agencies to join the panel.

Could you take this proposal to the MBIE Legal and Procurement team for consideration please. I am hopeful it can expedite the matter.

We would welcome a visit. I will be attending the NAATI workshop for most of the day. 2:30-ish would work well.

Our address is 35B Riccarton Road. Image attached.

Kind regards,

**Hyden Toonen | National Coordinator**

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---

**From:** Iva Meshtrovich <xxxxxxx.xxxxxxxxxx@xxxx.xxxx.xx>  
**Sent:** Monday, September 11, 2023 9:58 AM  
**To:** Hyden <xxxxx@xxxxxxxxxxxxxxxxxx.xx>  
**Subject:** RE: MOJ rate increase confirmation - TransNational [UNCLASSIFIED]

Ata mārie Hyden,

Hope that you are well. Thank you again for your emails regarding the request for a Variation to the contract between MBIE and TransNational for Face to Face Interpreting Panel.

After careful consideration and consultations with MBIE Legal and Procurement, MBIE has come to a conclusion that at this time we are unable to do a Variation based on your request.

The reason is that the syndicated agreement is set out that when a Participating Agency joins and they select a Provider from the panel, they are accepting the rates set out in the Service Catalogue. There is no provision within this agreement to include separate rates for different Agencies.

On another note, I will be in Christchurch during the upcoming weekend (for NZSTI conference) arriving on Friday. I was thinking that it would be great to catch-up with you on site at the TransNational office and see how you are and how the whole TransNational machinery works . We are supposed to land at 13.30 h so I could be at TransNational some time 2.30-ish? Let me know if that suits you.

Have a good week ahead.

Ngā mihi / Kind regards,

Iva

**Ivanica Meshtrovič – Meštrović** ([ia/she/her](#))

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**MINISTRY OF BUSINESS,  
INNOVATION & EMPLOYMENT**  
HIKINA WHAKATUTUKI



---

**From:** Hyden <[xx xxx@xxxxxxxxxxxxxxxxxx.xx](mailto:xx xxx@xxxxxxxxxxxxxxxxxx.xx)>

**Sent:** Thursday, 27 July 2023 12:02 PM

**To:** Iva Meshtrovič <[xxxxxx.xxxxxxxxxx@xxxx.xxxx.xx](mailto:xxxxxx.xxxxxxxxxx@xxxx.xxxx.xx)>

**Subject:** MOJ rate increase confirmation - TransNational

Hello Iva,

Please see below the MOJ rate increase confirmation received today.

\$ [s 9\(2\)\(b\)\(iii\)](#) per hour (ex GST) for all interpreters (NAATI or non-NAATI).

The MOJ notes that for suppliers on the LAS panel, these rates would need to be updated so that when they join the contract, the rates will match up.

Kind regards,

**Hyden Toonen | National Coordinator**

TransNational | Te Whakawhiti Whenua



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**From:** Interpreters <xxxxxxxxxxxx@xxxxxx.xxxx.x>  
**Sent:** Thursday, July 27, 2023 10:52 AM  
**To:** Hyden <xxxxx@xxxxxxxxxxxxxxxxxx.xx>  
**Subject:** RE: Rate Increase Proposal for the Supply of Interpreting Services - TransNational

Kia ora Hyden,

Thank you for your email.

The Ministry is open to considering a flat rate of \$ s 9(2)(b)(ii) per hour (ex GST) with the expectation that TransNational will endeavour to provide NAATI qualified interpreters in the first instance. However, the Ministry acknowledges that TransNational may not be able to provide a NAATI qualified interpreter in all instances.

Noting that TransNational is already a part of the All of Government Language Assistance Scheme. Please keep in mind should the Ministry become a participating agency, and join the Ministry of Business, Innovation and Employment (MBIE) Open Syndicated Contract, the agreed rates with MBIE would supersede the agreed rates with the Ministry where applicable.

To address your previous query regarding independent interpreters, we hope you find the attachments from a previous information pack to be helpful. The pricing policy reflects the qualification requirements set out in the [Interpreter Services Quality Framework](#).

We look forward to your response.

Ngā mihi,



**Sian Fisher**

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**From:** Hyden <xxxxx@xxxxxxxxxxxxxxxxxx.xx>  
**Sent:** Thursday, 13 July 2023 2:54 pm  
**To:** Interpreters <xxxxxxxxxxxx@xxxxxx.xxxx.x>  
**Subject:** RE: Rate Increase Proposal for the Supply of Interpreting Services - TransNational

Hello Nick, Sian,

Thank you for the reply.

It seems I have become somewhat confused by the information received thus far.

(1)

We are in acceptance of the Ministry's offer: *To apply this to your current rates would lift TransNational's hourly rate by [REDACTED]%, or in simple terms from \$[REDACTED] per hour to \$[REDACTED] per hour.*

We want to underline in our proposal that [REDACTED]% marks the national increase of the **minimum wage**, not the national increase in professional services.

In the most recent email from you it states, *The Ministry would consider it to be excessive to pay \$[REDACTED] per hour (ex GST) for non-NAATI/non-WTN qualified interpreter booked through an LSP.*

Our understanding was that \$[REDACTED] per hour (ex GST) had already been offered for non-NAATI interpreters. Or was that simply confusion on our part?

(2)

As mentioned earlier, we have substantial email correspondence with freelancers indicating that the Ministry has recently increased payrates for **non-NAATI qualified interpreters** from \$35 to \$65 per hour. This is a **53.85%** increase.

But this statistic seems to not have been factored into the Ministry's response to our proposal at all. Our current TransNational rate for the Ministry is \$[REDACTED] + GST per hour (for non-NAATI). No increase seen in 5 years. But simple math suggests, using the Ministry's formula, that \$[REDACTED] + [REDACTED]% is \$[REDACTED] + GST per hour.

Upon further reflection, we would be prepared to downgrade the original rate proposed for NAATI accredited Interpreters. That is to, \$[REDACTED] + GST per hour to match **53.85%** increase now being demanded by freelancers working towards NAATI. This is a reduction on the earlier proposed \$[REDACTED] + GST per hour and well within clause 7 of the [Witnesses and Interpreters Fees, Allowances, and Expenses Regulations 2023](#).

The amended proposal is also based on how we assume the Ministry is classifying interpreters into "2 groups" of interpreters: Non-NAATI/non-WTN **verses** WTN / NAATI accredited Interpreters. As you have not responded to our earlier emails about this topic we hope this observation is roughly correct?

We are trying to moving in the right direction for the Ministry and trust that this compromise reflects the reality of the statistical data provided and the significant changes the industry is currently experiencing as a whole.

We are most appreciative of your time to review the proposal and welcome any questions or discussion.

Kind regards,

**Hyden Toonen | National Coordinator**

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**From:** [Hyden](#)  
**To:** "Robert Stewart"  
**Cc:** [xxxxxxx@xxxx.xx](#); [Alison McDonald](#); [Ciska Den Haring](#); "Carolina Cannard"  
**Subject:** RE: Carolina Cannard - Petition for fair pay for professional interpreters in New Zealand  
**Date:** Wednesday, 13 September 2023 1:25:31 pm  
**Attachments:** [image002.png](#)  
[image004.png](#)  
[Email to Carolina 3.pdf](#)  
[Email to NZSTI 1.pdf](#)  
[Email to NZSTI 2.pdf](#)  
[Response Letter - TransNational.pdf](#)

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Hello Robert,

Thank you for your letter.

I have provided a response attached and some supplementary information.

My response needed to provide you with a fuller backdrop of the industry and recent events, in order to give a clear overview and understanding of the nature of our complaint, associated events and the concerns raised.

We had provided Carolina and NZSTI an opportunity to sit down and talk through the matter yesterday via email, however, with the arrival of your letter this has now become a legal matter.

Carolina as a private individual is in possession of masses of uncensored confidential data that she is not privy to and we request an undertaking that she be supervised to destroy all traces of the data in every form effectively immediately. As the efficacy of process and resulting report is now brought into question, we do not see it in the best interests of anyone for Carolina to speak at the NZSTI conference.

We also would like to avoid further unwarranted persecution as an LSP and ask that all communications around this matter are kept strictly confidential and not be distributed beyond the parties privy to this email.

Kind regards,

**Hyden Toonen | National Coordinator**

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**From:** Robert Stewart <xxxxxxxxx@xxxxxxxxxxxxxxxxxx.xx>  
**Sent:** Tuesday, September 12, 2023 3:50 PM  
**To:** xxxxx@xxxxxxxxxxxxxxxxxx.xx  
**Cc:** xxxxxxxx@xxxxx.xxx; xxxxxx.xxxxxxxx@xxxx.xxxx.xx; Ciska.denHaring@mbie.govt.nz; Carolina Cannard <xxxxxxxx.xxxxxx@xxxxx.xxx>  
**Subject:** Carolina Cannard – Petition for fair pay for professional interpreters in New Zealand

Dear Mr Toonen,

Please see the attached letter.

Regards,

Robert Stewart

Barrister

p +64 9 307 9803

m +64 21 868 679

e [xxxxxxxxx@xxxxxxxxxxxxxxxxxx.xx](mailto:xxxxxxxxx@xxxxxxxxxxxxxxxxxx.xx)

w [shortlandchambers.co.nz/stewart](http://shortlandchambers.co.nz/stewart)

**SHORTLAND CHAMBERS**

Level 13, 70 Shortland Street

PO Box 4338, Auckland 1140, New Zealand

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## Hyden

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**From:** Hyden <hyden@transnational-ltd.co.nz>  
**Sent:** Saturday, 9 September 2023 11:51 am  
**To:** 'carolina.cannard@gmail.com'  
**Cc:** 'Isabelle Poff-Pencole'; 'Alison McDonald'  
**Subject:** Use of Confidential information - request for more information

Hello Carolina,

This is to inform you that due to no response from yourself, a complaint has been raised with NZSTI regarding the collection of confidential data in relation to the Fair Pay initiative.  
Please note I have CCed in the president of NZSTI and MBIE for their records.

We are in support of Fair Pay action. I am a freelance translator and interpreter myself. Having participated in the Fair Pay Zoom meeting on Wednesday, 6 September 2023.  
As you are aware, as an LSP we have our concerns and would appreciate it if you could clarify and respond to the following questions?

1. Has there been any consultation with employers, namely government agencies and LSPs, to seek approval for the collection of confidential data and disclosure around management of the process?  
If so, to what extent?
2. What safeguards and protective frameworks have been put in place from the launch of the initiative to protect, manage, and store data private information? This includes uploading of data to a secured platform, bitlocker encryption on computers?
3. Had an oversight or peer review panel been engaged for reviewing raw data before editing and filtering took place, to maintain its integrity, in a balanced and fair manner? Or were you the sole editor in chief?
4. If a panel was engaged, who on the panel had access to the confidential data for review or editing in order to make sure it would meet anonymity requirements?

We have been approached by several contractors badgering staff on the phone and with inflammatory email saying "they have told you everything about employment compensation, terms and conditions."  
It has been disruptive and stressful for our staff who have had to respond to baited and harassing correspondence. At the Fair Pay Zoom meeting you acknowledged that respondents often over-shared information and that had to be edited and returned for their approval. This suggest that you have been exposed to confidential information and that you have edited and filtered this information. Of all the testimonials you have collected, how many or what percentage needed to be edited and filtered?

I feel a great deal of support could have been provided if industry partners and employers had been consulted and engaged in the process, and if it had been made transparent from the outset.  
We look forward to your response to alleviate these ongoing concerns.

Regards,

**Hyden Toonen | National Coordinator**

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**From:** Hyden <hyden@transnational-ltd.co.nz>  
**Sent:** Saturday, August 12, 2023 2:55 PM  
**To:** 'carolina.cannard@gmail.com' <carolina.cannard@gmail.com>  
**Subject:** Use of Confidential information

Hello Carolina,

We are resending you this email in case you missed it.  
We would like a formal acknowledgement from you please.

Kind regards,

**Hyden Toonen | National Coordinator**

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**From:** Hyden <hyden@transnational-ltd.co.nz>  
**Sent:** Tuesday, August 8, 2023 2:02 PM  
**To:** 'carolina.cannard@gmail.com' <carolina.cannard@gmail.com>  
**Subject:** Use of Confidential information

Hello Carolina,

It has been recently brought to our attention via NZSTI that you are conducting activities in relation to translator/interpreter compensation.

Whilst we are supportive of initiatives that support and promote the industry, we are obliged to remind you that under the terms and conditions of your contract, all information in relations to our clients and your compensation as it relates to TransNational is strictly deemed strictly confidential.

Therefore, we would not approve use of any data or information about this for any use.  
Please also confirm that you have not to date compiled, released or distributed any of this information relating to TransNational?

Regards,

**Hyden Toonen | National Coordinator**

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## Hyden

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**From:** Hyden <hyden@transnational-ltd.co.nz>  
**Sent:** Sunday, 13 August 2023 7:03 pm  
**To:** 'info@nzsti.org'; 'president@nzsti.org'  
**Subject:** Solicitation and collation of compensation data

Dear President, NZSTI

I have recently been made aware of data collection activities in relation to private translator/interpreter compensation led by Carolina Cannard.

In an article released by NZSTI on 13 July 2023, support for this activity was further endorsed in a letter issued by NZSTI.

The point of concern is that the article suggests the solicitation of confidential compensation data from translators and interpreters including payrates offered by various agencies and LSPs.

Whilst we are supportive of initiatives that support and promote the industry, inviting individuals to potentially breach the confidentiality clauses of their Contractor Agreement is disturbing.

"You can choose to write anonymously or not. I understand if you don't wish to share your identity publicly. I have created a form for you to complete (attached below) and write your testimony. Feel free to share relevant information such as your take-home pay rates, previous relevant petitions, articles or correspondence with LSPs (with any personal data removed if you prefer), as I know that these issues have been raised in the past by other colleagues."

I have emailed Carolina the following to outline our concerns as disclosure of payrates and correspondence would be a direct breach of contract.

The activity also suggests a breach of the NZSTI Code of Ethics, namely General Principles 1 Professional Conduct, 2. Confidentiality, and 7. Maintaining Professional Relations.

I am now also aware the Carolina intends to present here data at the upcoming NZSTI Conference in September, thereby using the conference as a platform to potentially release the data into a public arena.

**From:** Hyden <[hyden@transnational-ltd.co.nz](mailto:hyden@transnational-ltd.co.nz)>  
**Sent:** Tuesday, August 8, 2023 2:02 PM  
**To:** 'carolina.cannard@gmail.com' <[carolina.cannard@gmail.com](mailto:carolina.cannard@gmail.com)>  
**Subject:** Use of Confidential information

Hello Carolina,

It has been recently brought to our attention via NZSTI that you are conducting activities in relation to translator/interpreter compensation.

Whilst we are supportive of initiatives that support and promote the industry, we are obliged to remind you that under the terms and conditions of your contract, all information in relation to our clients and your compensation as it relates to TransNational is deemed strictly confidential.

Therefore, we would not approve use of any data or information about this for any use.

Please also confirm that you have not to date compiled, released or distributed any of this information relating to TransNational?

Kind regards,



Hyden Toonen

I would urge NZSTI to consider this matter with urgency and provide reassurances that contractual confidentiality, and the principles of the NZSTI Code of Ethics, will be upheld to the highest level.

**Hyden Toonen | National Coordinator**

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## Hyden

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**From:** Diana Renker <secretary@nzsti.org>  
**Sent:** Tuesday, 12 September 2023 10:53 am  
**To:** Hyden  
**Cc:** Isabelle Poff-Pencole  
**Subject:** Re: Solicitation and collation of compensation data - formal complaint

Hello Hyden,

We appreciate your concerns and continuous efforts to ensure that this initiative is carried out within the limits prescribed by law. For specific concerns about Carolina's fair pay initiative, please contact her directly.

Looking forward to seeing you at the conference.

Best,

Diana Renker  
Secretary

**New Zealand Society of Translators and Interpreters**  
**Te Rōpū Kaiwhakamāori ā-waha, ā-tuhi o Aotearoa**

PO Box 34-530, Birkenhead, Auckland 0746  
E: [secretary@nzsti.org](mailto:secretary@nzsti.org) | W: [www.nzsti.org](http://www.nzsti.org)

On 7/09/2023, at 6:38 PM, Hyden <[hyden@transnational-ltd.co.nz](mailto:hyden@transnational-ltd.co.nz)> wrote:

Hello Diana, Isabelle

Thank you for your time to field our concerns.

Last night's Fair Pay Zoom meeting provided some clarification around some of the processes that are being adhered to.

A great deal of miscommunication could have been avoided due to lack of any communication, clarity or response from Carolina Cannard when asked about her processes for data collection.

The subsequent legal advice we have obtained has instructed that any information should be kept anonymous in:

1. Their name.
2. The name of their employer/principal.
3. Any other identifying details that might indicate where or who they may be working for or contracted to.

During the Zoom meeting, Carolina stated that there is no risk of defamation. This is not the issue. Supporting FairPay is also not the issue. We are in support of FairPay action.

We retain concerns over how the information extracted is being securely managed and filtered by a single individual. Do they have bitlocker encryption, who else is the source material being shared with, how is it being shared?

We are naturally concerned that NZSTI members and non-members are "over sharing" information that breaches the anonymity criteria and therefore as was stated during the Zoom meeting is needing to be edited out and filtered by Carolina (a non-privy party) to suit her requirements.

As we do not have access to the raw data, we cannot issue a notice to cease and desist as we are not able to identify the individual offenders breaching their contracts through this process. Nonetheless, it is a door that now has been widely opened and that can't be shut.

We do not condone or support the advocating of breaching employment contract confidentiality by dangling shiny objects and offering anonymity in exchange.

This creates a very slippery slope where interpreters may easily determine that disclosure of any private or confidential information about clients, patients, government agency bookings is acceptable by claiming anonymity.

I believe it opens the door to potential ongoing breaches of professional ethics and this will diminish professional integrity, as no one's information is now safe, an area NZSTI should be gravely concerned with.

Regards,

### Hyden Toonen | National Coordinator

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**From:** Diana Renker <[secretary@nzsti.org](mailto:secretary@nzsti.org)>

**Sent:** Monday, August 21, 2023 7:39 AM

**To:** Hyden <[hyden@transnational-ltd.co.nz](mailto:hyden@transnational-ltd.co.nz)>

**Cc:** Isabelle Poff-Pencole <[president@nzsti.org](mailto:president@nzsti.org)>

**Subject:** Re: Solicitation and collation of compensation data - formal complaint

Dear Hyden,

We will certainly be reminding our members to abide by the terms of any contract they may have signed with an employer or LSP.

Data collection itself is neither illegal nor unethical. You will be aware that many T&I associations undertake and publish surveys on rates regularly. If discussing rates or conditions of engagement is not permitted under the terms of agreement between TransNational and their contractors, then you will need to take this up with your contractors directly.

If you wish to raise a formal complaint against a member of NZSTI, please provide us with concrete information pertaining to any misconduct so the Complaints and Disciplinary Committee can look into this.

Kind regards,

Diana Renker  
Secretary

**New Zealand Society of Translators and Interpreters**  
**Te Rōpū Kaiwhakamāori ā-waha, ā-tuhi o Aotearoa**

13 September 2023

Robert Stewart  
Barrister  
Level 13, 70 Shortland Street  
PO Box 4338, Auckland

Hello Robert,

Thank you for the letter on behalf of Carolina Cannard dated 12 September 2023.

Before addressing the content of your letter, I would like to provide some background information to assist you in the matter. TransNational is a government approved translation and interpreting service provider with nearly 20-years' experience in the New Zealand market and with over 1,200 interpreters working with us in over 90 languages. We are a preferred supplier to government under the open syndicate panel supported by the LAS programme. I hold a double masters in translation and interpreting, as well as applied linguistics and have been self-employed in that capacity for nearly 30 years. I would be one of the few CEOs who operate a major Language Service Provider (LSP) and hold NZSTI membership as a practitioner since 2010.

If my memory serves me correctly, I served on the NZSTI national council for 6 years and was Canterbury branch president for 3 years. During my tenure on the Council, I authored the official complaints procedures which has been adopted for use by NZSTI national council, which will be recorded in Council minutes. I was also the lead in designing and implementing a membership insignia for use on websites, email and business cards to help translators and interpreters promote themselves in the industry. TransNational has been a sponsor of past NZSTI conferences including the conference taking place this weekend. I take great exception to your comments questioning my integrity and that the motives are self-serving to disrupt the Fair Pay initiative.

To address a key matter, we are strongly in support of the transition to NAATI accreditation and as a Language Service Provider we are in support of the Fair Pay initiative and have stated this multiple times in recent correspondence, both to NZSTI who is advocating the initiative and to MBIE.

NZSTI does not provide corporate membership. As a professional courtesy we have shared our concerns with the Australasian Association of Language Companies (AALC). Whilst their representation and engagement in Aotearoa New Zealand has been minimal, there are New Zealand based LSPs and the Department of Internal Affairs who are members and whose confidentiality of contractual information and email correspondence are now also at risk.

The complaint filed with NZSTI in relation to Carolina Cannard pertains to a tainted process, the unprotected access to private and confidential data, the lack of supervision and breach of anonymity criteria, in addition to the editing and filtering of data. Carolina as a private individual is in possession of masses of uncensored raw data that she is not privy to, and we request an undertaking that she be supervised to destroy all traces of the data in every form effective immediately.

Having taken legal advice I reserve all my rights. This response is to provide you with facts that have been omitted and to put Carolina and NZSTI on notice. If there is any breach of confidential information at the upcoming NZSTI conference, we will take legal action.

We stand by the confidentiality clauses of our contractor agreements, which were updated last year and in May again this year. There is no ambiguity in our view around the requirements of maintaining confidentiality. Confidentiality is further outlined in the NZSTI Code of Ethics to which Carolina is a signed member.

A great deal of miscommunication could have been avoided if it weren't for a complete lack of communication, clarity or response from Carolina when asked for transparency around her processes for data collection and management. As you noted, she is a volunteer student, so there should not be any reason for her not to welcome industry input and support?

We surmise that Carolina has personal motives for collecting the data and that she was going to carry out the work with or without an endorsement from the NZSTI president. Therefore, whilst in support, there was nothing for NZSTI to lose in advocating. Arguably, it would reflect poorly if the council did not support the cause. But by not providing adequate framework, safeguards, oversight, or supervision NZSTI's involvement does not instil any additional confidence in the process. We would appreciate it if Carolina could respond to the questions in our emails.

To provide further essential background, it took us a while to join the dots as to why we were suddenly receiving inflammatory phone calls and baited emails from interpreters since the inception of the initiative. It has been very stressful at our head office dealing with a faction of interpreters who, for lack of a better expression, are working off misinformation and have been whipped into a 'more pay' frenzy. If you were to ask 100 people if they feel they were over worked and under paid, 99% of them are likely to say yes. In every industry, there will be people who want to pump their fist in the air and yell "more pay – more pay". But demanding more pay and having a full understanding of fair pay are two completely different concepts. I believe these concepts have become widely confused through this initiative.

When MBIE announced that LSPs were the preferred procurement partner to government for interpreting services through the LAS programme, this sent a shockwave through the freelance interpreter community. Many saw it as a threat to their independence. We believe this has in part fanned the flame of discontent among freelance interpreters who attempt to propagate the divide, existing only in their minds, that LSPs do not have their best interests at heart and only care about the bottom line.

We have fielded countless ridiculous claims that we have to meet MOJ rates and provide minimum hour guarantees when it is clearly stated on their public facing website and in their framework document that we do not. We recently wrote to the lecturer of translation and Interpreting studies at AUT to advise her of this fact, because their students were emailing us saying our lecturer told us that MOJ offers a three-hour minimum guarantee per booking. AUT has since acknowledged the error and said they will implement the change when talking to students in the future. Again, misinformation as a general lack of understanding of regulations and the machinery of government, creating an ill-informed frenzy among upskilling and new interpreters. Obviously, not the MOJ nor MBIE can set industry wide pay rates for the industry, yet there is a faction of interpreters who seem to believe that they do.

We surmise that the current mindset of the profession has been in part fuelled by the fact that the government required interpreters to upskill and transition into NAATI accreditation. Initially, there was significant resistance by interpreters, but wide support from LSPs. MBIE has done an exceptional job in supporting interpreters with not only paying for additional study, but covering the costs of the exam as well. This perhaps took some of the sting out of it for many people. The number of people now registered is impressive. NZSTI also received funding to provide professional development to assist with the transition. Collectively, this has unwittingly sent a message that the government is throwing money around and this has created a bit of a cash grab mentality to strike while it is hot.

Despite the clear breaches in the data collection process, we still attempted to extend an opportunity to Carolina and NZSTI for a private meeting to talk through this matter, emailed at 1:00pm on 12 September 2023. This was not up taken and we received your letter this afternoon.

I am concerned that your letter may not be fully informed of the situation and therefore has not addressed the urgent matter at hand. To that effect, please allow me to provide further context and the following timeline of events.

We were first alerted to the matter via the NZSTI August newsletter. Carolina, using NZSTI as a conduit, made the following request of its members in order to collect data for her campaign. *I quote from Carolina:*

*"You can choose to write anonymously or not. I understand if you don't wish to share your identity publicly. I have created a form for you to complete (attached below) and write your testimony. Feel free to share relevant information such as your take-home pay rates, previous relevant petitions, articles or correspondence with LSPs (with any personal data removed if you prefer), as I know that these issues have been raised in the past by other colleagues."*

*"....I will be presenting a workshop at NZSTI's Conference in Christchurch where we can openly discuss the issues that you have raised and reach out to important decision makers...."*

There was no clear or secure framework established to maintain anonymity from the outset therefore the intent was to solicit direct access to confidential information.

We first emailed Carolina on 08 August 2023 reminding her of her obligations to maintain contractual confidentiality. This correspondence was ignored. A follow up email was sent on 12 August 2023. Again ignored. A simple acknowledgement would have been courteous as she has been typically vocal in her emails with our office, providing all the reasons why she feels entitlement to more pay.

We then wrote to the NZSTI President on 13 August 2023 expressing our concerns and asked for NZSTI to engage due to no response from Carolina. This (Email to NZSTI 1) has been attached for your reference.

We were reassured by Diana Renker, NZSTI Secretary on 16 August 2023 that:

*"The council has already asked Carolina Cannard to make sure that people sharing information with her are abiding by any contracts they may have signed."*

Further emails were sent to NZSTI raising increasing concerns over breaches in anonymity criteria and process, and the security of data, lack of safeguards, access and possession of confidential contractual information from Language Service Providers and government agencies, booking emails, correspondence among other data sent to Carolina via NZSTI members, and this was being shared with her colleagues who also were not privy.

NZSTI confirmed they had spoken with her again last week. It was our expectation that NZSTI would continue to communicate with Carolina on the matter and act as an intermediary as Carolina was non-responsive to us.

Having taken legal advice on the matter, we were advised that any data and information collected should be kept anonymous in:

1. Their name
2. The name of their employer/principal
3. Any other identifying details that might indicate where or who they may be working for or contracted to.

We emailed our concerns to NZSTI on 7 September 2023 [Email to NZSTI 2] attached.

During the Fair Pay Zoom meeting (which MBIE and INZ attended) hosted by NZSTI on Tuesday 7 September 2023, it was revealed by Carolina that NZSTI members and non-members were over sharing information that we believe breaches the anonymity and confidentiality criteria, and that data was being edited and filtered by Carolina to suit her requirements.

There was no initial response from NZSTI to this email. It appeared that both NZSTI and Carolina were now unresponsive and perhaps feeling the pressure, so an email was sent to both parties including Alison McDonald of MBIE to encourage a response. [Email to Carolina 3] attached.

In this email we asked detailed questions around the process Carolina has followed and the issues we have encountered as a direct result- the backlash of her management of the process. This was in light of Carolina's admission during the Fair Pay Zoom meeting that the anonymity criteria had not been met, that she had edited and filtered responses to maintain its integrity.

NZSTI responded to our 7 September 2023 email on 12 September 2023 (late this morning), opting to withdraw from the discussion and deflecting the responsibility back to Carolina.

*"We appreciate your concerns and continuous efforts to ensure that this initiative is carried out within the limits prescribed by law. For specific concerns about Carolina's fair pay initiative, please contact her directly."*

Furthermore, I received the letter from Robert Stewart, Barrister on 12 September 2023 (late this afternoon), suggesting we are *"trying to shoot the messenger"*.

A great deal of support could have been provided if industry partners, LSPs and employers had been consulted and engaged in the process, and if it had been made transparent and been done right from the outset.

We feel that based on the access to raw non-anonymised data, the admission of editing data, the lack of transparency, the lack of consultation, the lack of confidence in data security and the entire process having been a well-intentioned volunteer attempt to take on such a significant piece of industry-based work under the NZSTI banner, there are grave concerns in the lack of impartiality and one-sided bias that any report could accomplish.

We do not condone or support the advocating of breaching contractual confidentiality by 'dangling shiny objects' and offering anonymity in exchange. This creates a very slippery slope where interpreters may easily determine that disclosure of any private or confidential information about clients, patients, government agency bookings to name a few is acceptable by claiming anonymity.

I believe it opens the door to potential ongoing breaches of professional ethics and this will diminish professional integrity, as no one's information is now safe, an area NZSTI and the entire industry should be gravely concerned with.

For these reasons, we feel that it would not be in the best interests of NZSTI or the industry for Carolina to speak at the conference until the disputed matter is resolved and ask that the contents of all emails and related communications about this matter be kept strictly confidential. We have factored in time for the organising committee to comfortably find an alternate arrangement for her speaking spot which is part of due process, as I was the lead organiser of the last conference held in Christchurch. All my work supporting NZSTI over the years has been on a volunteer basis to support the organisation.

Unfortunately, since communications commenced on 08 August 2023, an entire month has passed and we are no longer in a position to apply for an emergency injunction to ensure the protection of confidential information. TransNational is the victim and we do not want to be persecuted further by the reckless action of people 'throwing chum into the water to circle the sharks' to benefit their own cause, and trying to set up an unwarranted "us verses them" mindset promoted by a faction of independent interpreters.

As a result, LSPs in general are receiving a bad rap from freelance interpreters, and as NZSTI is a peak body representing freelancers, NZSTI tends to support this mindset unwittingly. I am very saddened by the idea of a mindset that supports an us versus them mentality because the success of our company has been built on a collaborative approach and positive relationships with all industry stakeholders, including a range of contractors, language and migrant communities, other LSPs, our clients and the government.

The role of an LSP is mostly misunderstood by independent interpreters possibly due to a lack of understanding of the machinery of government in relation to procurement, and we understand that the forthcoming release of the 2023 Languages Report by the Auckland Languages Strategy Working Group

(ALSWG), Te Hononga Akoranga COMET, a report taking 3 years in its creation, will include and elucidate the vital role that LSPs play, and perhaps mend the divisive mentality embraced by some freelancers.

We believe that the only way to move forward and conduct an impartial, secure, balanced and accurate survey on the current status of the industry including Fair Pay is to procure the services of a professional, independent third-party consultancy, perhaps lead by MBIE, to collect truly anonymous data under a robust and clear framework. This is testament to our support for such an initiative, and we look forward to a positive response in this regard.

Sincerely

A handwritten signature in black ink, appearing to read 'Hyden Toonen', with a large, stylized flourish at the end.

Hyden Toonen  
National Coordinator  
TransNational (NZ) Limited

RELEASED UNDER THE OFFICIAL  
INFORMATION ACT 1982



**From:** [Hyden](#)  
**To:** "Robert Stewart"  
**Cc:** [xxxxxxx@xxxx.xx](#); [Alison McDonald](#); [Ciska Den Haring](#); "Carolina Cannard"  
**Subject:** Carolina Cannard - Petition for fair pay for professional interpreters in New Zealand  
**Date:** Thursday, 14 September 2023 7:10:05 pm  
**Attachments:** [image001.png](#)  
[image003.png](#)  
[Fair Pay - Carolina.pdf](#)

---

Hello Robert,

Further to my earlier email, I attach the July NZSTI newsletter which suggests to contradict the statement made in clause 5 of your response letter dated 12 September 2023.

5. Ms Cannard's request for anonymous data is not a breach of her contractual arrangement with Transnational and nor is it a breach of any implied obligation of confidence she may have as a contractor to Transnational.

It is clear that Carolina has made anonymity optional and asked for *articles or correspondence with LSPs*.

Why would private email correspondence between the interpreter and LSP be requested, if her focus was to merely collect pay rate data?

She further states *as I know that these issues have been raised in the past by other colleagues*.

NZSTI JULY NEWSLETTER

*"You can choose to write anonymously or not. I understand if you don't wish to share your identity publicly. I have created [a form for you to complete](#) and write your testimony. Feel free to share relevant information such as your take-home pay rates, previous relevant petitions, articles or correspondence with LSPs (with any personal data removed if you prefer), as I know that these issues have been raised in the past by other colleagues."*

It is clear the legal anonymity criteria for collecting confidential data has not been met, as already indicated in my response letter.

This information combined with the self-confession during the Fair Pay Zoom meeting warrants a direct and honest response.

I feel all parties concerned would simply like to know the truth behind the matter.

Regards

**Hyden Toonen | National Coordinator**

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**From:** Hyden <xxxxx@xxxxxxxxxxxxxxxxxx.xx.xx>

**Sent:** Thursday, September 14, 2023 11:51 AM

**To:** 'Robert Stewart' <xxxxxxxxx@xxxxxxxxxxxxxxxxxx.xx.xx>

**Cc:** 'xxxxxxxxx@xxxxx.xxx' <xxxxxxxxx@xxxxx.xxx>; 'xxxxxxxxx@xxxx.xxxx.nz' <xxxxxxxxx@xxxx.xxxx.xx>; 'xxxxx.xxxxxxxxx@xxxx.xxxx.xx' <xxxxx.xxxxxxxxx@xxxx.xxxx.xx>; 'xxxxx.xxxxxxxxx@xxxx.xxxx.xx' <xxxxx.xxxxxxxxx@xxxx.xxxx.xx>; 'Carolina Cannard' <carolina.cannard@gmail.com>

**Subject:** RE: Carolina Cannard - Petition for fair pay for professional interpreters in New Zealand

Hello Robert,

Thank you for your response and views.

We are concerned that the key concerns raised have not been addressed despite the wealth of information provided in good faith.

We retain our position that Carolina solicited private and confidential information and through self-confession at the Fair Pay Zoom meeting, she edited content in consultation with respondents, to make it anonymous and suit her purposes. This is simple fact.

We have invited her to provide clarity and transparency and her silence in this regard speaks loudly.

To be clear, I don't think anyone is against Fair Pay. We support it. We don't have a problem with Carolina personally. But I am obligated to protect the privacy and confidentiality of our information and that of our clients and stakeholders.

It is a fair assumption that you have not read all of the employment contracts that Carolina has signed nor those of the respondents.

Therefore, whilst we disagree with your view on our contractual requirements, it would not be excessive to consider that she is not in breach of her collective contractual obligations.

Whether Carolina speaks at the conference or not is not up to me. I can only express my views and concerns.

For what it's worth, in my view, the horse has already bolted the stable and the car is now driving dangerously towards the cliff.

As a sponsor and member of NZSTI, I look forward to the upcoming conference. I think a more appropriate venue and more time would need to be set for any potential meeting moving to fully address the unresolved issues.

Regards

**Hyden Toonen | National Coordinator**

TransNational | Te Whakawhiti Whenua

New Zealand's Largest Translation and Interpreting Network



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**From:** Robert Stewart <xxxxxxxxxx@xxxxxxxxxxxxxxxxxx.xx.xx >  
**Sent:** Thursday, September 14, 2023 10:13 AM  
**To:** Hyden <xxxxx@xxxxxxxxxxxxxxxxxx.xx.xx >  
**Cc:** xxxxxxxxx@xxxxx.xxx; xxxxxx.xxxxxxxxxx@xxxx.xxxx.xx ; xxxxx.xxxxxxxxxx@xxxx.xxxx.xx ;  
'Carolina Cannard' <xxxxxxxx.xxxxxxx@xxxxx.xxx >  
**Subject:** Re: Carolina Cannard - Petition for fair pay for professional interpreters in New Zealand

Dear Mr Toonen,

Thank you for your email, letter and attachments, which I have read with interest.

You are, of course, entitled to your views on the manner in which Ms Cannard has gone about collecting information for her Fair Pay petition initiative, which is supported by NZSTI.

I remain of the view that the obligation of confidence contained in your contract with Ms Cannard and the NZSTI Code of Ethics, which I have read, has not been breached and does not prevent her from receiving or providing information related to rates of pay and conditions for translators and interpreters engaged by LSPs. The purpose of the Code of Ethics is clearly to impose an obligation of confidence in relation to the information that is being translated etc, not to gag a member from discussing rates of pay and conditions with a view to improving both.

Ms Cannard intends to speak at the conference and your request that she 'destroy all traces of the data immediately' makes her more determined than ever to do so. My suggestion, for what it's worth, is that rather than attempting to gag Ms Cannard you ask NZSTI for a speaking slot at the conference as well so you have an opportunity to put your views on the initiative and explain your support of ALSWG Language Report to members. Alternatively, you might like to present your concerns in relation to the collection and use of data by Ms Cannard to MBIE for its consideration.

Finally, Ms Cannard takes particular exception to your assertion that she is somehow manipulating the information she has received from those who have responded to her petition. She has attempted to make the process as inclusive and transparent as possible for those wanting to support her petition and join her in advocating for fair pay and better working conditions for interpreters in New Zealand. Further, to the extent that your communications

have questioned her integrity as a person and a professional, she reserves her rights.

Regards,

Robert Stewart

Barrister

p +64 9 307 9803

m +64 21 868 679

e [xxxxxxxx@xxxxxxxxxxxxxxxx.xx.xx](mailto:xxxxxxxx@xxxxxxxxxxxxxxxx.xx.xx)

w [shortlandchambers.co.nz/stewart](http://shortlandchambers.co.nz/stewart)

**SHORTLAND CHAMBERS**

Level 13, 70 Shortland Street

PO Box 4338, Auckland 1140, New Zealand

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---

**From:** Hyden <[xxxxx@xxxxxxxxxxxxxxxxxxxxxxxx.xx.xx](mailto:xxxxx@xxxxxxxxxxxxxxxxxxxxxxxx.xx.xx)>  
**Date:** Wednesday, 13 September 2023 at 1:25 PM  
**To:** Robert Stewart <[xxxxxxxx@xxxxxxxxxxxxxxxx.xx.xx](mailto:xxxxxxxx@xxxxxxxxxxxxxxxx.xx.xx)>  
**Cc:** [xxxxxxxx@xxxxx.xxx](mailto:xxxxxxxx@xxxxx.xxx) <[xxxxxxxx@xxxxx.xxx](mailto:xxxxxxxx@xxxxx.xxx)>, [xxxxxx xxxxxx xxx@xxxx.xxxx.xx](mailto:xxxxxx xxxxxx xxx@xxxx.xxxx.xx) <[xxxxxx xxxxxx xxx@xxxx.xxxx.xx](mailto:xxxxxx xxxxxx xxx@xxxx.xxxx.xx)>, [xxxxxx xxxxxx xxx@xxxx.xxxx.xx](mailto:xxxxxx xxxxxx xxx@xxxx.xxxx.xx) <[xxxxxx xxxxxx xxx@xxxx.xxxx.xx](mailto:xxxxxx xxxxxx xxx@xxxx.xxxx.xx)>, [xxxxxx xxxxxx xxx@xxxx.xxxx.xx](mailto:xxxxxx xxxxxx xxx@xxxx.xxxx.xx) <[xxxxxx xxxxxx xxx@xxxx.xxxx.xx](mailto:xxxxxx xxxxxx xxx@xxxx.xxxx.xx)>, 'Carolina Cannard' <[xxxxxxxx.xxxxxxx@xxxxx.xxx](mailto:xxxxxxxx.xxxxxxx@xxxxx.xxx)>  
**Subject:** RE: Carolina Cannard - Petition for fair pay for professional interpreters in New Zealand

Hello Robert,

Thank you for your letter.

I have provided a response attached and some supplementary information.

My response needed to provide you with a fuller backdrop of the industry and recent events, in order to give a clear overview and understanding of the nature of our complaint, associated events and the concerns raised.

We had provided Carolina and NZSTI an opportunity to sit down and talk through the matter yesterday via email, however, with the arrival of your letter this has now become a legal matter.

Carolina as a private individual is in possession of masses of uncensored confidential data that she is not privy to and we request an undertaking that she be supervised to destroy all traces of the data in every form effectively immediately. As the efficacy of process and resulting report is now brought into question, we do not see it in the best interests of anyone for Carolina to speak at the NZSTI conference.

We also would like to avoid further unwarranted persecution as an LSP and ask that all communications around this matter are kept strictly confidential and not be distributed beyond the parties privy to this email.

Kind regards,

**Hyden Toonen | National Coordinator**

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**From:** Robert Stewart <xxxxxxxxx@xxxxxxxxxxxxxxxxxx.xx>  
**Sent:** Tuesday, September 12, 2023 3:50 PM  
**To:** [xxxxx@xxxxxxxxxxxxxxxxxx.xx](mailto:xxxxx@xxxxxxxxxxxxxxxxxx.xx)  
**Cc:** [xxxxxxxxx@xxxxx.xx](mailto:xxxxxxxxx@xxxxx.xx); [xxxxxxxxx@xxxxx.xx](mailto:xxxxxxxxx@xxxxx.xx); [xxxxxxxxx@xxxxx.xx](mailto:xxxxxxxxx@xxxxx.xx) ;  
Carolina Cannard <[xxxxxxxxx@xxxxx.xx](mailto:xxxxxxxxx@xxxxx.xx)>  
**Subject:** Carolina Cannard – Petition for fair pay for professional interpreters in New Zealand

Dear Mr Toonen,

Please see the attached letter.

Regards,

Robert Stewart  
Barrister

p +64 9 307 9803  
m +64 21 868 679  
e [xxxxxxxxx@xxxxxxxxxxxxxxxxxx.xx](mailto:xxxxxxxxx@xxxxxxxxxxxxxxxxxx.xx)  
w [shortlandchambers.co.nz/stewart](http://shortlandchambers.co.nz/stewart)

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Level 13, 70 Shortland Street  
PO Box 4338, Auckland 1140, New Zealand

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Hyden

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**From:** NZSTI <info@nzsti.org>  
**Sent:** Thursday, 13 July 2023 2:00 pm  
**To:** hyden@transnational-ltd.co.nz  
**Subject:** NZSTI Newsletter - July 2023



NEW ZEALAND SOCIETY OF  
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*Te Rōpū Kaiwhakamāori ā-waha, ā-tuhi o Aotearoa*

NZSTI Newsletter

July 2023

Welcome to NZSTI'S monthly newsletter. Inside you'll find important information about what is going on at NZSTI as well as in the wider profession.

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**Fair pay and better working conditions for interpreters in Aotearoa**

NZSTI recently issued [a letter in support](#) of [Fair pay for professional interpreters in Aotearoa New Zealand](#), a petition initiated by NZSTI member Carolina Cannard. NZSTI has long been advocating for fair pay and conditions in the T&I sector and

---

is very grateful to Carolina for her initiative in bringing this issue to the fore once again.

Carolina is now also collecting more detailed, anonymous data about low rates and conditions and has asked us to publish the below letter on her behalf:

Dear interpreter colleagues,

This is your chance to have your voices heard!

I am inviting NZ interpreters to send me an [email](#) to speak up about your current working conditions and your experience of turning down interpreting assignments due to low rates. This is your opportunity to express your view on your pay rates, working conditions, and the improvements that you would like to see in our profession in NZ.

Your testimonies will help support the petition for better pay and working conditions for NZ-based interpreters. The goal is to send it all to important decision makers, such as MBIE and LAS. By doing so, I hope to explain the flaws in the current interpreting system and justify the need to review current practices and implement better pay conditions for us interpreters in Aotearoa, especially now that NAATI will be in place.

You can choose to write anonymously or not. I understand if you don't wish to share your identity publicly. I have created [a form for you to complete](#) and write your testimony. Feel free to share relevant information such as your take-home pay rates, previous relevant petitions, articles or correspondence with LSPs (with any personal data removed if you prefer), as I know that these issues have been raised in the past by other colleagues.

Please share this email with your NZ interpreter colleagues. To have your voice heard, complete the form and kindly send it back to me by email by 31 August 2023.

Thank you for your support – together we can push for change.

Carolina Cannard  
[carolina.cannard@gmail](mailto:carolina.cannard@gmail)  
020 4118 0096

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**NZSTI Conference 2023**



The excitement is building as we get set to announce, later this month, the names of our presenters and details of their presentations. With fantastic venues, amazing speakers and a great gala dinner planned, this is an event you don't want to miss. Many themes will be in the spotlight, including musical ones. And music will feature at our gala dinner, with professional musicians from NZ and overseas entertaining delegates as they enjoy their meal.

Remember that early bird pricing ends midnight 16 July 2023, so [book your spot today!](#)

We would like take a moment to thank our Platinum sponsor, [Connecting Now](#), for their ongoing support and we are also grateful to [NAATI](#) and [MBIE](#), our Gold sponsors who continue to support our national conference. Without our sponsors, this event would not be possible. Stay tuned to learn about our Silver and Bronze sponsors this year. All together, they made this great event possible! Ehara koe ia ia!

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## National

### News from AGM 2023

On Sunday, 9 July, NZSTI's annual general meeting (AGM) took place. Once again, we met online to allow as many members as possible to participate.

After NZSTI President Isabelle Poff-Pencole warmly welcomed the 53 members present, she proceeded to present a summary of some of the past year's activities and events. These included an update on the service contract with MBIE and a short recap of the work undertaken within various council committees during another busy year at NZSTI. The second part of benchmarking new T&I qualifications in Aotearoa is now under way, so those waiting to have their NZSTI membership application or upgrade confirmed will have more certainty soon.

Isabelle thanked the office-holders and council members for all their time spent on governance, as well as on operational matters. She closed her report by urging members to support each other, take an active interest in our society, and [contact council](#) with any concerns or questions they may have.

---

**From:** [Hyden](#)  
**To:** "Robert Stewart"  
**Cc:** [xxxxxxx@xxxx.xx](#); Alison McDonald; "xxxx.xxxxxxxx@xxxx.xx"; "Carolina Cannard"  
**Subject:** Carolina Cannard - Solicitation of Confidential and Private information  
**Date:** Thursday, 21 September 2023 5:38:39 pm  
**Attachments:** [image001.png](#)  
[image003.png](#)

Hello Robert,

I am writing to request a response to the email sent Thursday, September 14, 2023 7:10 PM. This is to inform you that I will be keeping a very careful eye on breaches throughout the process. Confidentiality is a fundamental principle of law and I trust Carolina and her associates working on the initiative are aware of this.

As a revision on my earlier request, I request an undertaking for the deletion in all forms of raw data that may not have been fully anonymised and remains in the possession of Carolina Cannard, her associates and any other third parties that they may have engaged with. There is no reason for raw data to be retained, or be exposed to potential risk of wider dissemination. If the anonymised content needed has already been extracted, then the primary data would no longer serve any value.

I wish to reiterate that any breach of confidentiality of my confidential information in any report or release resulting from non-anonymised raw data collected will result in further action. I would be appreciative of a written reassurance of this in your response.

Kind regards,

**Hyden Toonen | National Coordinator**

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**From:** Hyden <[xxxxx@xxxxxxxxxxxxxxxxxx.xx.xx](mailto:xxxxx@xxxxxxxxxxxxxxxxxx.xx.xx)>  
**Sent:** Thursday, September 14, 2023 7:10 PM  
**To:** 'Robert Stewart' <[xxxxxxx@xxxxxxxxxxxxxxxxxx.xx.xx](mailto:xxxxxxx@xxxxxxxxxxxxxxxxxx.xx.xx)>  
**Cc:** '[xxxxxxx@xxxx.xx](mailto:xxxxxxx@xxxx.xx)' <[xxxxxxx@xxxx.xx](mailto:xxxxxxx@xxxx.xx)>; '[xxxxxx.xxxxxxxx@xxxx.xx](mailto:xxxxxx.xxxxxxxx@xxxx.xx)' <[xxxxxx.xxxxxxxx@xxxx.xx](mailto:xxxxxx.xxxxxxxx@xxxx.xx)>

<xxxxxx.xxxxxxxxxx@xxxx.xxxx.xx>; 'xxxxx.xxxxxxxxxx@xxxx.xxxx.xx'

<xxxxx.xxxxxxxxxx@xxxx.xxxx.xx>; 'Carolina Cannard' <carolina.cannard@gmail.com>

**Subject:** Carolina Cannard - Petition for fair pay for professional interpreters in New Zealand

Hello Robert,

Further to my earlier email, I attach the July NZSTI newsletter which suggests to contradict the statement made in clause 5 of your response letter dated 12 September 2023.

5. Ms Cannard's request for anonymous data is not a breach of her contractual arrangement with Transnational and nor is it a breach of any implied obligation of confidence she may have as a contractor to Transnational.

It is clear that Carolina has made anonymity optional and asked for *articles or correspondence with LSPs*.

Why would private email correspondence between the interpreter and LSP be requested, if her focus was to merely collect pay rate data?

She further states *as I know that these issues have been raised in the past by other colleagues*.

NZSTI JULY NEWSLETTER

*"You can choose to write anonymously or not. I understand if you don't wish to share your identity publicly. I have created [a form for you to complete](#) and write your testimony. Feel free to share relevant information such as your take-home pay rates, previous relevant petitions, articles or correspondence with LSPs (with any personal data removed if you prefer), as I know that these issues have been raised in the past by other colleagues."*

It is clear the legal anonymity criteria for collecting confidential data has not been met, as already indicated in my response letter.

This information combined with the self-confession during the Fair Pay Zoom meeting warrants a direct and honest response.

I feel all parties concerned would simply like to know the truth behind the matter.

Regards

**Hyden Toonen | National Coordinator**

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**Sent:** Thursday, September 14, 2023 11:51 AM  
**To:** 'Robert Stewart' <xxxxxxxxxx@xxxxxxxxxxxxxxxxxxxxxx.xx.xx >  
**Cc:** 'xxxxxxxxx@xxxxx.xxx' <xxxxxxxxxx@xxxxx.xxx>; 'xxxxxxxx.xxxxxxxx@xxxx.xxxx.xx' <xxxxxxxx.xxxxxxxx@xxxx.xxxx.xx >; 'xxxxx.xxxxxxxx@xxxx.xxxx.xx' <xxxxxxxx.xxxxxxxx@xxxx.xxxx.xx >; 'Carolina Cannard' <xxxxxxxx.xxxxxxxx@xxxxx.xxx >  
**Subject:** RE: Carolina Cannard - Petition for fair pay for professional interpreters in New Zealand

Hello Robert,

Thank you for your response and views.

We are concerned that the key concerns raised have not been addressed despite the wealth of information provided in good faith.

We retain our position that Carolina solicited private and confidential information and through self-confession at the Fair Pay Zoom meeting, she edited content in consultation with respondents, to make it anonymous and suit her purposes. This is simple fact.

We have invited her to provide clarity and transparency and her silence in this regard speaks loudly.

To be clear, I don't think anyone is against Fair Pay. We support it. We don't have a problem with Carolina personally. But I am obligated to protect the privacy and confidentiality of our information and that of our clients and stakeholders.

It is a fair assumption that you have not read all of the employment contracts that Carolina has signed nor those of the respondents.

Therefore, whilst we disagree with your view on our contractual requirements, it would not be excessive to consider that she is not in breach of her collective contractual obligations.

Whether Carolina speaks at the conference or not is not up to me. I can only express my views and concerns.

For what it's worth, in my view, the horse has already bolted the stable and the car is now driving dangerously towards the cliff.

As a sponsor and member of NZSTI, I look forward to the upcoming conference. I think a more appropriate venue and more time would need to be set for any potential meeting moving to fully address the unresolved issues.

Regards

**Hyden Toonen | National Coordinator**

TransNational | Te Whakawhiti Whenua

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**From:** Robert Stewart <xxxxxxxxxx@xxxxxxxxxxxxxxxxxx.xx.xx >  
**Sent:** Thursday, September 14, 2023 10:13 AM  
**To:** Hyden <xxxxx@xxxxxxxxxxxxxxxxxx.xx.xx >  
**Cc:** xxxxxxxx@xxxxx.xxx; xxxxxx.xxxxxxxxxx@xxxx.xxxx.xx ; xxxxx.xxxxxxxxxx@xxxx.xxxx.xx ; 'Carolina Cannard' <xxxxxxxx.xxxxxx@xxxxx.xxx >  
**Subject:** Re: Carolina Cannard - Petition for fair pay for professional interpreters in New Zealand

Dear Mr Toonen,

Thank you for your email, letter and attachments, which I have read with interest.

You are, of course, entitled to your views on the manner in which Ms Cannard has gone about collecting information for her Fair Pay petition initiative, which is supported by NZSTI.

I remain of the view that the obligation of confidence contained in your contract with Ms Cannard and the NZSTI Code of Ethics, which I have read, has not been breached and does not prevent her from receiving or providing information related to rates of pay and conditions for translators and interpreters engaged by LSPs. The purpose of the Code of Ethics is clearly to impose an obligation of confidence in relation to the information that is being translated etc, not to gag a member from discussing rates of pay and conditions with a view to improving both.

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Finally, Ms Cannard takes particular exception to your assertion that she is somehow manipulating the information she has received from those who have responded to her petition. She has attempted to make the process as inclusive and transparent as possible for those wanting to support her petition and join her in advocating for fair pay and better working conditions for interpreters in New Zealand. Further, to the extent that your communications have questioned her integrity as a person and a professional, she reserves her rights.

Regards,

Robert Stewart

Barrister

p +64 9 307 9803

m +64 21 868 679

e [xxxxxxxx@xxxxxxxxxxxxxxxx.xx.xx](mailto:xxxxxxxx@xxxxxxxxxxxxxxxx.xx.xx)

w [shortlandchambers.co.nz/stewart](http://shortlandchambers.co.nz/stewart)

### SHORTLAND CHAMBERS

Level 13, 70 Shortland Street

PO Box 4338, Auckland 1140, New Zealand

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**From:** Hyden <[xxxxx@xxxxxxxxxxxxxxxxxxxxxxxx.xx.xx](mailto:xxxxx@xxxxxxxxxxxxxxxxxxxxxxxx.xx.xx)>  
**Date:** Wednesday, 13 September 2023 at 1:25 PM  
**To:** Robert Stewart <[xxxxxxxx@xxxxxxxxxxxxxxxx.xx.xx](mailto:xxxxxxxx@xxxxxxxxxxxxxxxx.xx.xx)>  
**Cc:** [xxxxxxxx@xxxx.xx](mailto:xxxxxxxx@xxxx.xx) <[xxxxxxxx@xxxx.xx](mailto:xxxxxxxx@xxxx.xx)>, [xxxxx.xxxxxxxx@xxxx.xxxx.xx](mailto:xxxxx.xxxxxxxx@xxxx.xxxx.xx) <[xxxxx.xxxxxxxx@xxxx.xxxx.xx](mailto:xxxxx.xxxxxxxx@xxxx.xxxx.xx)>, [xxxxx.xxxxxxxx@xxxx.xxxx.xx](mailto:xxxxx.xxxxxxxx@xxxx.xxxx.xx) <[xxxxx.xxxxxxxx@xxxx.xxxx.xx](mailto:xxxxx.xxxxxxxx@xxxx.xxxx.xx)>, 'Carolina Cannard' <[xxxxxxxx.xxxxxxx@xxxx.xx](mailto:xxxxxxxx.xxxxxxx@xxxx.xx)>  
**Subject:** RE: Carolina Cannard - Petition for fair pay for professional interpreters in New Zealand

Hello Robert,

Thank you for your letter.

I have provided a response attached and some supplementary information.

My response needed to provide you with a fuller backdrop of the industry and recent events, in order to give a clear overview and understanding of the nature of our complaint, associated events and the concerns raised.

We had provided Carolina and NZSTI an opportunity to sit down and talk through the matter yesterday via email, however, with the arrival of your letter this has now become a legal matter.

Carolina as a private individual is in possession of masses of uncensored confidential data that she is not privy to and we request an undertaking that she be supervised to destroy all traces of the data in every form effectively immediately. As the efficacy of process and resulting report is now brought into question, we do not see it in the best interests of anyone for Carolina to speak at the NZSTI conference.

We also would like to avoid further unwarranted persecution as an LSP and ask that all communications around this matter are kept strictly confidential and not be distributed beyond the parties privy to this email.

Kind regards,

**Hyden Toonen | National Coordinator**

TransNational | Te Whakawhiti Whenua  
New Zealand's Largest Translation and Interpreting Network  
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**From:** Robert Stewart <xxxxxxxxx@xxxxxxxxxxxxxxxxxx.xx.xx >  
**Sent:** Tuesday, September 12, 2023 3:50 PM  
**To:** [xxxxx@xxxxxxxxxxxxxxxxxx.xx.xx](mailto:xxxxx@xxxxxxxxxxxxxxxxxx.xx.xx)  
**Cc:** [xxxxxxxxx@xxxxx.xx](mailto:xxxxxxxxx@xxxxx.xx); [xxxxxxxxx@xxxxx.xx](mailto:xxxxxxxxx@xxxxx.xx); [xxxxxxxxx@xxxxx.xx](mailto:xxxxxxxxx@xxxxx.xx) ;  
Carolina Cannard <[xxxxxxxxx@xxxxx.xx](mailto:xxxxxxxxx@xxxxx.xx) >  
**Subject:** Carolina Cannard – Petition for fair pay for professional interpreters in New Zealand

Dear Mr Toonen,

Please see the attached letter.

Regards,

Robert Stewart  
Barrister

p +64 9 307 9803  
m +64 21 868 679  
e [xxxxxxxxx@xxxxxxxxxxxxxxxxxx.xx.xx](mailto:xxxxxxxxx@xxxxxxxxxxxxxxxxxx.xx.xx)  
w [shortlandchambers.co.nz/stewart](http://shortlandchambers.co.nz/stewart)

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PO Box 4338, Auckland 1140, New Zealand

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**From:** [Hyden](#)  
**To:** [Iva Meshetrovich](#)  
**Subject:** Variation request [UNCLASSIFIED]  
**Date:** Tuesday, 26 September 2023 12:57:09 pm  
**Attachments:** [image002.png](#)  
[image006.png](#)

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Hello Iva,

I trust you are keeping well.

Have you had a chance to discuss with your legal team our updated variation request based on the conditions outline in the 11 September 2023 email below?

At the time of signing the agreement, Craig Stansfield suggested that processing any future variation would be a relatively straightforward process.

We started this conversation on 29 May 2023 with MBIE, receiving a response on 11 September 2023.

With due respect, could we have some indication of when the updated proposal may receive consideration.

Kind regards,

**Hyden Toonen | National Coordinator**

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**From:** Hyden <xxxxxx@xxxxxxxxxxxxxxxx.xx.xx>  
**Sent:** Monday, September 11, 2023 12:27 PM  
**To:** 'Iva Meshetrovich' <xxxxxxxxxxxxxxxx@xxxx.xx.xx>  
**Subject:** RE: MOJ rate increase confirmation - TransNational [UNCLASSIFIED]

Hello Iva,

Thank you for the email and information regarding the variation.

We have an updated proposal in this regard.

As of 01 July 2023, the FTF consecutive interpreting charge out rates for non-participating agencies increased to \$ 9(2)(b)(ii) + GST (\$ 9(2)(b)(ii)) per hour.

We would like to apply the current MOJ rate of \$ 9(2)(b)(ii) + GST (\$ 9(2)(b)(ii) Incl) per hour to all participating agencies.

This would not only make them all the same, but would provide incentive further for more agencies to join the panel.



Could you take this proposal to the MBIE Legal and Procurement team for consideration please. I am hopeful it can expedite the matter.

Kind regards,

**Hyden Toonen | National Coordinator**

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**From:** Iva Meshtrovich <xxxxxxxxxxxxxxxxxxxx@xxxx.xxx.xx >  
**Sent:** Monday, September 11, 2023 9:58 AM  
**To:** Hyden <xxxxx@xxxxxxxxxxxxxxxxxxxx.xx.xx >  
**Subject:** RE: MOJ rate increase confirmation - TransNational [UNCLASSIFIED]

Ata mārie Hyden,

Hope that you are well. Thank you again for your emails regarding the request for a Variation to the contract between MBIE and TransNational for Face to Face Interpreting Panel.

After careful consideration and consultations with MBIE Legal and Procurement, MBIE has come to a conclusion that at this time we are unable to do a Variation based on your request.

The reason is that the syndicated agreement is set out that when a Participating Agency joins and they select a Provider from the panel, they are accepting the rates set out in the Service Catalogue. There is no provision within this agreement to include separate rates for different Agencies.

On another note, I will be in Christchurch during the upcoming weekend (for NZSTI conference) arriving on Friday. I was thinking that it would be great to catch-up with you on site at the TransNational office and see how you are and how the whole TransNational machinery works. We are supposed to land at 13.30 h so I could be at TransNational some time 2.30-ish? Let me know if that suits you.

Have a good week ahead.

Ngā mihi / Kind regards,

Iva

Ivanica Meshetrovich – Meštrović (ia/she/her)

RELATIONSHIP MANAGER | LANGUAGE ASSISTANCE SERVICES | REFUGEE AND MIGRANT SUPPORT

Ministry of Business, Innovation & Employment | Hīkina Whakatutuki

15 Stout Street, Wellington, New Zealand | PO Box 1473, Wellington 6140, New Zealand

[www.mbie.govt.nz](http://www.mbie.govt.nz) | [Language Assistance Services](#)

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MINISTRY OF BUSINESS,  
INNOVATION & EMPLOYMENT  
HIKINA WHAKATUTUKI



**From:** Hyden <[xxxxxx@xxxxxxxxxxxxxxxxxx.xx.xx](mailto:xxxxxx@xxxxxxxxxxxxxxxxxx.xx.xx)>

**Sent:** Thursday, 27 July 2023 12:02 PM

**To:** Iva Meshetrovich <[xxxxxx.xxxxxxxxxx@xxxx.xxxx.xx](mailto:xxxxxx.xxxxxxxxxx@xxxx.xxxx.xx)>

**Subject:** MOJ rate increase confirmation - TransNational

Hello Iva,

Please see below the MOJ rate increase confirmation received today.  
\$ s 9(2)(b)(ii) per hour (ex GST) for all interpreters (NAATI or non-NAATI).

The MOJ notes that for suppliers on the LAS panel, these rates would need to be updated so that when they join the contract, the rates will match up.

Kind regards,

**Hyden Toonen | National Coordinator**

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**From:** Interpreters <[xxxxxxxxxx@xxxxxxxx.xxxx.x](mailto:xxxxxxxxxx@xxxxxxxx.xxxx.x)>

**Sent:** Thursday, July 27, 2023 10:52 AM

**To:** Hyden <[xxxxxx@xxxxxxxxxxxxxxxxxx.xx.xx](mailto:xxxxxx@xxxxxxxxxxxxxxxxxx.xx.xx)>

**Subject:** RE: Rate Increase Proposal for the Supply of Interpreting Services - TransNational

Kia ora Hyden,

Thank you for your email.

The Ministry is open to considering a flat rate of \$ 9(2)(b)(i) per hour (ex GST) with the expectation that TransNational will endeavour to provide NAATI qualified interpreters in the first instance. However, the Ministry acknowledges that TransNational may not be able to provide a NAATI qualified interpreter in all instances.

Noting that TransNational is already a part of the All of Government Language Assistance Scheme. Please keep in mind should the Ministry become a participating agency, and join the Ministry of Business, Innovation and Employment (MBIE) Open Syndicated Contract, the agreed rates with MBIE would supersede the agreed rates with the Ministry where applicable.

To address your previous query regarding independent interpreters, we hope you find the attachments from a previous information pack to be helpful. The pricing policy reflects the qualification requirements set out in the [Interpreter Services Quality Framework](#).

We look forward to your response.

Ngā mihi,



**Sian Fisher**

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0800 268 787 (Courts)  
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**From:** Hyden <xxxxx@xxxxxxxxxxxxxxxxxx.xx.xx>  
**Sent:** Thursday, 13 July 2023 2:54 pm  
**To:** Interpreters <xxxxxxxxxxx@xxxxxxx.xxxx.xx>  
**Subject:** RE: Rate Increase Proposal for the Supply of Interpreting Services - TransNational

Hello Nick, Sian,

Thank you for the reply.

It seems I have become somewhat confused by the information received thus far.

(1)

We are in acceptance of the Ministry's offer: *To apply this to your current rates would lift TransNational's hourly rate by 53.85%, or in simple terms from \$ 9(2)(b)(i) per hour to \$ 9(2)(b)(i) per hour.*

We want to underline in our proposal that 53.85% marks the national increase of the **minimum wage**, not the national increase in professional services.

In the most recent email from you it states, *The Ministry would consider it to be excessive to pay \$ 9(2)(b)(i) per hour (ex GST) for non-NAATI/non-WTN qualified interpreter booked through an LSP.*

Our understanding was that \$ 9(2)(b)(i) per hour (ex GST) had already been offered for non-NAATI interpreters. Or was that simply confusion on our part?

(2)

As mentioned earlier, we have substantial email correspondence with freelancers indicating that the Ministry has recently increased payrates for **non-NAATI qualified interpreters** from \$35 to \$65 per hour. This is a **53.85%** increase.

But this statistic seems to not have been factored into the Ministry's response to our proposal at all.

Our current TransNational rate for the Ministry is \$ [REDACTED] + GST per hour (for non-NAATI). No increase seen in 5 years. But simple math suggests, using the Ministry's formula, that \$ [REDACTED] + [REDACTED] % is \$ [REDACTED] + GST per hour.

Upon further reflection, we would be prepared to downgrade the original rate proposed for NAATI accredited Interpreters. That is to, \$ [REDACTED] + GST per hour to match **53.85%** increase now being demanded by freelancers working towards NAATI. This is a reduction on the earlier proposed \$ [REDACTED] + GST per hour and well within clause 7 of the [Witnesses and Interpreters Fees, Allowances, and Expenses Regulations 2023](#).

The amended proposal is also based on how we assume the Ministry is classifying interpreters into "2 groups" of interpreters: Non-NAATI/non-WTN **verses** WTN / NAATI accredited Interpreters. As you have not responded to our earlier emails about this topic we hope this observation is roughly correct?

We are trying to moving in the right direction for the Ministry and trust that this compromise reflects the reality of the statistical data provided and the significant changes the industry is currently experiencing as a whole.

We are most appreciative of your time to review the proposal and welcome any questions or discussion.

Kind regards,

**Hyden Toonen | National Coordinator**

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