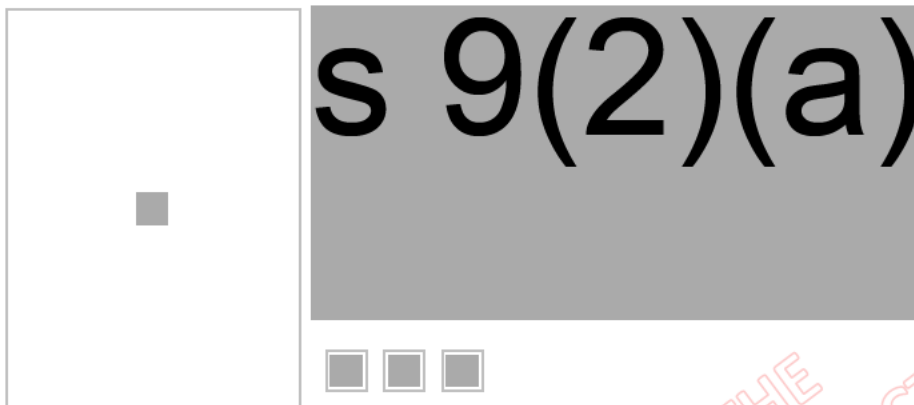


From: s 9(2)(a)
To: [Craig Stansfield](#)
Subject: Re: Recruitment of unqualified interpreters for government interpreting work [UNCLASSIFIED]
Date: Thursday, 9 September 2021 5:40:32 pm
Attachments: [image001.jpg](#)
[image003.jpg](#)

Hi Craig, many thanks for your explanation.

Kind regards,



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On Thu, Sep 9, 2021 at 4:54 PM Craig Stansfield <Craig.Stansfield@mbie.govt.nz> wrote:

Kia ora s 9(2)(a)

A very good question, and we do not have all the details of the enforcement regime for 1 July 2024 onwards worked through as yet. For the government's telephone and video interpreting and face-to-face interpreting public sector contracts, the 13 suppliers involved will be regularly audited and spot checked on their provision of interpreters, and the provision of an interpreter who did not have an appropriate NAATI interpreting credential for the relevant language would be a significant contractual breach. Repeated contractual breaches would be a serious matter and if there was not a convincing explanation for such breaches and a credible plan for ensuring that further such breaches would be avoided termination of the contract with that supplier would be a likely outcome. Out of Scope

Out of Scope

I hope that this is of reassurance and interest.

Ngā mihi,

Craig

Craig W. J. S. Stansfield (ia/he)

KAIWHAKAHAERE HŌTAKA/PROGRAMME MANAGER

Language Assistance Services Programme

Hikina Whakatutuki/Ministry of Business, Innovation and Employment

Craig.Stansfield@MBIE.GOV.NZ | rohe wā/time zone: UTC+12:00

waea pūkoro/mobile: s 9(2)(a) | waea/telephone: + 64 4 831 9648

15–21 Te Ara o Stout/Stout Street, Te Whanganui-a-Tara/Wellington 6011, Niu Tireni/New Zealand

pouaka poutāpeta/PO box 1473, Te Whanganui-a-Tara/Wellington 6140, Niu Tireni/New Zealand



From: s 9(2)(a)

Sent: Thursday, 9 September 2021 11:56

To: Craig Stansfield <Craig.Stansfield@mbie.govt.nz>

Cc: Alison McDonald <Alison.McDonald2@mbie.govt.nz>

Subject: Re: Recruitment of unqualified interpreters for government interpreting work

Hello Craig,

Thanks so much for your email and explanations. It is comforting to know that MBIE has a solid understanding of our role as interpreters, and I acknowledge that implementing NAATI certification requirements in New Zealand is an important first step towards much needed (and long-awaited) regulation in our industry. I also understand that this is a complex process and cannot simply be implemented overnight.

Given that there is currently no way of assessing or ensuring that companies are using qualified interpreters, I wonder: how will this be different post-2024 when NAATI certification becomes mandatory for interpreters? Will MBIE have a system in place to monitor compliance? Private companies will obviously continue to provide interpreting services to mixed sectors (both private and public), so how can this realistically be monitored on a practical level? Surely MBIE won't be able to oversee which interpreters are being used for every single interpreting assignment. Will a complaints authority be established? I think this should be a very important consideration for the LAS project, if it hasn't already been considered, of course. Based on the track record of some companies, I find it hard to believe that only a contractual obligation would be sufficient.

Anyway, thanks again Craig for all the time you have put into reading and replying to my emails.

Kind regards,



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Out of Scope

Out of Scope

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On Mon, Jun 21, 2021 at 10:56 AM Craig Stansfield <Craig.Stansfield@mbie.govt.nz> wrote:

Dear **s 9(2)(a)**

Thank you for your e-mails and for your feedback on our proposals for supporting New Zealand interpreters to become certified or recognized within the NAATI certification system, which is much appreciated.

In relation to your wider points about translation and interpretation, my colleague Alison McDonald (copied in to this e-mail) has passed your e-mail to me to respond to, and I can advise that:—

Out of Scope

Out of Scope

Face-to-Face Interpreting

The government's open syndicated contract for face-to-face interpreting will likely involve a panel of at least 10 suppliers of interpreters for departments and agencies to use, and we therefore consider that this will be a competitive environment for the suppliers. It is highly unlikely that any one supplier will be the main or only supplier. This is a different interpreting environment and a different open syndicated contract from telephone and video interpreting. The suppliers will therefore need to have sufficient and sufficiently skilled interpreters available to them to win departments' and agencies' business.

In the tender for face-to-face interpreting we asked respondents for specific information about their payment practices and gave feedback where we considered that proposed remuneration rates were too low. We intend to include in the contracts with the suppliers statements of principle about the fair treatment of interpreters and a contractual requirement to regularly report on the remuneration of NAATI certified interpreters and NAATI provisionally certified interpreters. From 1 July 2024 only NAATI certified, certified provisional or recognised practising interpreters will be able to be used by the various suppliers in supplying the government's contract.

We do not intend to include any requirements about using New Zealand-based interpreters because the practicalities and costs of using interpreters who are not based in New Zealand to undertake face-to-face interpreting work in New Zealand, where the interpreter needs to be physically present here, mean that this would be very rare, and is only likely to occur for extremely specialized interpreting work arranged well in advance (for example, for a specialized academic conference to be held in New Zealand).

I trust that this is of interest and reassurance, and thank you again for your feedback on our proposals for supporting New Zealand interpreters to become certified or recognized within the NAATI certification system.

Nāku noa, nā

Craig W. J. S. Stansfield (ia/he)

KAIWHAKAHAERE HŌTAKA/PROGRAMME MANAGER, LANGUAGE ASSISTANCE SERVICES

Hikina Whakatutuki/Ministry of Business, Innovation & Employment

Craig.Stansfield@MBIE.GOV.T.NZ | rohe wā/time zone: UTC+12:00

waea pūkoro/mobile: + **s 9(2)(a)** | waea/telephone: + 64 4 831 9648

15–21 Stout Street, Te Whanganui-a-Tara/Wellington 6011, Nu Tirani/New Zealand

pouaka poutāpeta/PO box 1473, Te Whanganui-a-Tara/Wellington 6140, Nu Tirani/New Zealand

Values email graphic



From: **s 9(2)(a)** >
Sent: Friday, 4 June 2021 11:29 am
To: Alison McDonald <Alison.McDonald2@mbie.govt.nz>
Subject: FEEDBACK ON STANDARDS PROPOSAL

Dear Alison,

Thank you for your presentation during our NZSTI conference this year. I am a professional translator and interpreter based in Auckland and below is my personal feedback regarding the new NAATI certification rollout and LAS project:

Out of Scope

2. Will there be any accountability by the suppliers that win the government tender for face-to-face interpreting services in terms of maintaining certain working conditions for their interpreters, such as fair pay rates and prioritising the use of NZ-based practitioners? Does

the LAS working group, MBIE or otherwise plan to undertake ongoing monitoring of company practices once the tender has been won by companies or are they free to do as they wish once they win the tender? These days, companies in the translation/interpreting industry are constantly trying to find ways of lowering costs, sometimes due to market pressure. Sadly, interpreters never come out on top. But surely government-funded work should be paid fairly.... Ezispeak, for example, the company providing telephone interpreting services, is about to issue new payment terms for it's NZ-based interpreters. While I personally believe their proposed separation of payment levels based on the interpreter's experience/qualifications/professional affiliation is fair and a positive step in terms of ensuring high standards of interpreting, as well as switching to weekly payments instead of every 60 days (although only coming into effect later in the year), some of the other terms are not favourable for interpreters (such as removing a minimum fee for shorter calls, and the lowering of fees in general). Telephone interpreting is very challenging, often in specialised settings and should be remunerated fairly.

Out of Scope

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Out of Scope

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Apologies for the lengthy email. I hope that some of this feedback will be useful.

Kind regards,

s 9(2)(a)

s 9(2)(a)

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From: [Tony Irvine](#)
To: [Craig Stansfield](#)
Subject: RE: FEEDBACK ON STANDARDS PROPOSAL [UNCLASSIFIED]
Date: Monday, 21 June 2021 11:41:20 am

Looks great Craig. Just one very minor suggestion below.

From: Craig Stansfield
Sent: Friday, 18 June 2021 11:36 a.m.
To: Alison McDonald
Cc: Quintin.Ridgeway@DIA.GOVN.Z; Tony Irvine; Iva Meshtrovich
Subject: RE: FEEDBACK ON STANDARDS PROPOSAL [UNCLASSIFIED]

Draft response to **s 9(2)(a)** below, for your (and everyone's) consideration and improvement. I am happy to send this out, and happy for you to—please let me know which you would prefer.

Ngā mihi,

Craig

Dear **s 9(2)(a)**,

Thank you for your e-mails and for your feedback on our proposals for supporting New Zealand interpreters to become certified or recognized within the NAATI certification system, which is much appreciated.

In relation to your wider points about translation and interpretation, I can advise that:—

Out of Scope

Out of Scope

Face-to-Face Interpreting

The government's open syndicated contract for face-to-face interpreting will likely involve a panel of at least 10 suppliers of interpreters for departments and agencies to use, and we therefore consider that this will be a competitive environment for the suppliers. It is highly unlikely that any one supplier will be the main or only supplier. This is a different interpreting environment and a different open syndicated contract from telephone and video interpreting. The suppliers will therefore need to have sufficient and sufficiently skilled interpreters available to them to win departments' and agencies' business.

In the tender for face-to-face interpreting we asked respondents for specific information about their payment practices and gave feedback where we considered that proposed remuneration rates were too low. We intend to include in the contracts with the suppliers statements of principle about the fair treatment of interpreters and a contractual requirement to regularly report on the remuneration of NAATI certified interpreters and NAATI provisionally certified interpreters. From 1 July 2024 only NAATI certified, provisionally certified or recognised practising interpreters will be able to be used by the various suppliers in supplying the government's contract.

We do not intend to include any requirements about using New Zealand-based interpreters because the practicalities and costs of using interpreters who are not based in New Zealand to undertake face-to-face interpreting work in New Zealand, where the interpreter needs to be physically present here, mean that this would be very rare, and is only likely to occur for extremely specialized interpreting work arranged well in advance (for example, for a specialized academic conference to be held in New Zealand).

I trust that this is of interest and reassurance.

Nāku noa, nā [etc.]

From: Alison McDonald <xxxxxx.xxxxxxxxx@xxxx.xxxx.xx>

Sent: Tuesday, 8 June 2021 15:07

To: Tony Irvine <xxxx.xxxxxxx@xxxx.xxxx.xx>

Cc: Craig Stansfield <xxxxxx.xxxxxxxxx@xxxx.xxxx.xx>; Iva Meshtrovich <xxxxxxxxxxxxxxxx@xxxx.xxxx.xx>

Subject: RE: FEEDBACK ON STANDARDS PROPOSAL [UNCLASSIFIED]

Thanks for that Tony and yes, lets discuss tomorrow.

Cheers

Alison

From: Tony Irvine <Tony.Irvine5@mbie.govt.nz>
Sent: Tuesday, 8 June 2021 3:01 pm
To: Alison McDonald <Alison.McDonald2@mbie.govt.nz>
Cc: Craig Stansfield <Craig.Stansfield@mbie.govt.nz>; Iva Meshtrovich <Ivanica.Meshtrovich@mbie.govt.nz>
Subject: RE: FEEDBACK ON STANDARDS PROPOSAL [UNCLASSIFIED]

Thanks Alison,

Some draft responses; we could talk about this tomorrow also:

- Will there be any accountability by the suppliers that win the government tender for face-to-face interpreting services in terms of maintaining certain working conditions for their interpreters, such as fair pay rates and prioritising the use of NZ-based practitioners? “In the face to face interpreting tender, we have: asked respondents for specific information about their payment practices; and given feedback where we believe remuneration rates are too low. We intend to include in contracts some statements of principle about fair treatment of interpreters. We believe the use of NZ-based interpreters will happen naturally without any specific intervention on the part of MBIE (for practical reasons such as interpreter travel and costs)”.
- Does the LAS working group, MBIE or otherwise plan to undertake ongoing monitoring of company practices once the tender has been won by companies or are they free to do as they wish once they win the tender? “We intend to include a contractual requirement to regularly report on the remuneration of NAATI-certified interpreters”.

Out of Scope

Tony

From: Alison McDonald
Sent: Tuesday, 8 June 2021 9:19 a.m.
To: Tony Irvine
Cc: Craig Stansfield; Iva Meshtrovich
Subject: FW: FEEDBACK ON STANDARDS PROPOSAL [UNCLASSIFIED]

Hi Tony

I am forwarding this response to you because it raises issues that are more relevant for F2F than Standards. Also very relevant for Guidelines.

Is there a case for putting a bit more background about the F2F up on the website now?

Perhaps we can discuss on Wednesday.

Cheers

Alison

From: s 9(2)(a)

Sent: Friday, 4 June 2021 11:29 am

To: Alison McDonald <Alison.McDonald2@mbie.govt.nz>

Subject: FEEDBACK ON STANDARDS PROPOSAL

Dear Alison,

Thank you for your presentation during our NZSTI conference this year. I am a professional translator and interpreter based in Auckland and below is my personal feedback regarding the new NAATI certification rollout and LAS project:

Out of Scope

2. Will there be any accountability by the suppliers that win the government tender for face-to-face interpreting services in terms of maintaining certain working conditions for their interpreters, such as fair pay rates and prioritising the use of NZ-based practitioners? Does the LAS working group, MBIE or otherwise plan to undertake ongoing monitoring of company practices once the tender has been won by companies or are they free to do as they wish once they win the tender? These days, companies in the translation/interpreting industry are constantly trying to find ways of lowering costs, sometimes due to market pressure. Sadly, interpreters never come out on top. But surely government-funded work should be paid fairly.... Ezispeak, for example, the company providing telephone interpreting services, is about to issue new payment terms for it's NZ-based interpreters. While I personally believe their proposed separation of payment levels based on the interpreter's experience/qualifications/professional affiliation is fair and a positive step in terms of ensuring high standards of interpreting, as well as switching to weekly payments instead of every 60 days (although only coming into effect later in the year), some of the other terms are not favourable for interpreters (such as removing a minimum fee for shorter calls, and the lowering of fees in general). Telephone interpreting is very challenging, often in specialised settings and should be remunerated fairly.

Out of Scope

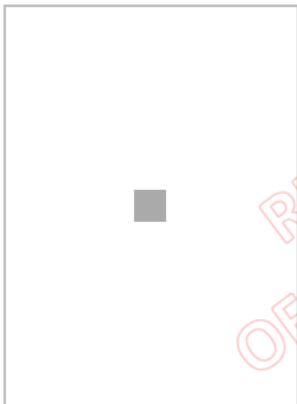
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Out of Scope

Apologies for the lengthy email. I hope that some of this feedback will be useful.

Kind regards,



s 9(2)(a)



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From: [Jordan Fallow](#)
To: [Alison McDonald](#); [Lillian Pak](#); [Iva Meshetrovich](#)
Subject: RE: IMPORTANT INFORMATION FOR TRANSITIONING INTERPRETERS [UNCLASSIFIED]
Date: Friday, 10 May 2024 3:37:24 pm

Hi Alison,

I don't know how we can require an accountability mechanism given these operational policy guidelines are entirely opt in, we don't have a mandate from Cabinet to direct agencies to do any of this. I imagine most agencies, including our own, will be using a hybrid LAS/contractor model, especially in the transition period and especially given the current fiscal environment.

Out of Scope

Ngā mihi,
Jordan Fallow ([she/her](#))
Refugee and Migrant Support

From: Alison McDonald <Alison.McDonald2@mbie.govt.nz>
Sent: Friday, May 10, 2024 2:59 PM
To: Jordan Fallow <Jordan.Fallow@mbie.govt.nz>; Lillian Pak <Lillian.Pak@mbie.govt.nz>; Iva Meshetrovich <Ivanica.Meshetrovich@mbie.govt.nz>
Subject: FW: IMPORTANT INFORMATION FOR TRANSITIONING INTERPRETERS [UNCLASSIFIED]

Kia ora

Please see the following email received from **s 9(2)(a)**. He is raising the concerns that we have heard repeatedly from interpreters throughout the transition process, and that I have frequently brought up. We have addressed the principles in the Operational Policy and Guidelines, and have had input to the final elements of the procurement for telephone and video. **Out of Scope**

[REDACTED]

[REDACTED]

Is there a way forward on this?

Thank you

Alison

From: s 9(2)(a)

Sent: Friday, May 10, 2024 11:12 AM

To: Alison McDonald <Alison.McDonald2@mbie.govt.nz>

Subject: Re: IMPORTANT INFORMATION FOR TRANSITIONING INTERPRETERS [UNCLASSIFIED]

Dear Alison,

I hope this message finds you well. Thank you for continual update on the Interpreter Standards Transition Support program and the efforts to enhance professionalism and standardization within the interpreting industry. As a credentialed interpreter with four years of experience, I appreciate the importance of these initiatives. However, I have some concerns regarding the enforcement and implementation of these new standards, based on my experiences within the industry.

One instance that raised concerns was when I was contacted by an interpreting agency in s 9(2)(a) to provide court interpreting services for an s 9(2)(a) speaker. (This was before I had my CPI for s 9(2)(a) Language). Despite having no prior interaction with the agency, I was asked to undertake a significant assignment that could impact someone's life without any interview or background check. This agency, to my knowledge, continues to be a preferred provider of interpreters to MBIE. I have had multiple similar experience in Hospitals and community law centers.

Additionally, my involvement with other major interpreting organization (Agency that provides on demand phone services for number of Government Agencies) has highlighted some lax practices in the industry. To become part of their interpreter pool, I simply needed to submit a CV and fill out a form, without any interviews or assessments to verify my qualifications. Furthermore, at a current agency where I work, there is a noticeable difference in pay between NAATI credentialed and non-credentialed interpreters. After obtaining my RPI certificate for s 9(2)(a), my pay increased, but I noticed a decrease in the number of job offers. Upon discussing this with colleagues, I found that they were experiencing the opposite, indicating a potential bias toward non-credentialed interpreters due to cost advantages.

Having witnessed these issues firsthand, I believe there is a pressing need to address professionalism and ethics within the industry. Therefore, if possible, I would like to understand how MBIE plans to enforce these new standards on agencies and interpreter services. I would also like to know how the MBIE intends to prevent the misuse of the "Interpreter WTN" status as a loophole and ensure accountability. Additionally, I would appreciate information on the appropriate channels to report instances of unprofessionalism within these services.

I look forward to hearing back from you.

Best regards,

s 9(2)(a)

From: [Iva Meshtrovich](#)
To: [Jordan Fallow](#); [Alison McDonald](#); [Lillian Pak](#)
Subject: RE: DRAFT IMPORTANT INFORMATION FOR TRANSITIONING INTERPRETERS [UNCLASSIFIED]
Date: Thursday, 23 May 2024 11:59:47 am

Ata mărie,

Below, in blue are my comments that could potentially inform our response.

*One instance that raised concerns was when I was contacted by an interpreting agency in **s 9(2)(a)** to provide court interpreting services for an **s 9(2)(a)** speaker. (This was before I had my CPI for **s 9(2)(a)** Language). Despite having no prior interaction with the agency, I was asked to undertake a significant assignment that could impact someone's life without any interview or background check. This agency, to my knowledge, continues to be a preferred provider of interpreters to MBIE. I have had multiple similar experience in Hospitals and community law centers.*

I feel we don't have enough information here. No date, time, provider name, granular insight into how the hiring took place. Did the interpreter provide information to the LSP about their competency, experience etc.? We need to be careful that we are fair.

It is a good point to make though, to bring up with the LSPs. Contractually LSPs must ensure the Services are provided using appropriately experienced, skilled and qualified personnel who are capable of providing the services to the standards required. That is the expectation, and feedback is welcome and appreciated and allows us to continually improve the quality language assistance services.

Additionally, my involvement with other major interpreting organization (Agency that provides on demand phone services for number of Government Agencies) has highlighted some lax practices in the industry. To become part of their interpreter pool, I simply needed to submit a CV and fill out a form, without any interviews or assessments to verify my qualifications.

NAATI credential, WTN proof and other achieved qualifications may support this? Any other expectation could be there?

*Furthermore, at a current agency where I work, there is a noticeable difference in pay between NAATI credentialed and non-credentialed interpreters. After obtaining my RPI certificate for **s 9(2)(a)**, my pay increased, but I noticed a decrease in the number of job offers. Upon discussing this with colleagues, I found that they were experiencing the opposite, indicating a potential bias toward non-credentialed interpreters due to cost advantages.*

Interesting. Contractual requirement from F2F LSPs is that from 1 July onwards orders fulfilled by an interpreter certified under the NAATI certification system is 100%. This may need to be redefined to reflect Op Pol and current state perhaps?

Under the current, active agreement established in 2019 and serviced by Connecting Now, the contractual requirement is that from 1 July 2024 for the proportion of calls serviced by a NAATI credentialed interpreter is for core languages 95% by NAATI certified, and non-core languages 50% by NAATI certified, and non-core languages 90% (NAATI provisional/recognised/certified). As Jordan noted the new TIS/VIS agreement hasn't been executed yet. The Lead Agency Agreement terms apply also to participating agencies.

Having witnessed these issues firsthand, I believe there is a pressing need to address

professionalism and ethics within the industry. Therefore, if possible, I would like to understand how MBIE plans to enforce these new standards on agencies and interpreter services. I would also like to know how the MBIE intends to prevent the misuse of the "Interpreter WTN" status as a loophole and ensure accountability. Additionally, I would appreciate information on the appropriate channels to report instances of unprofessionalism within these services.

Happy to discuss further

Thanks, Iva

From: Jordan Fallow <xxxxxx.xxxxxx@xxxx.xxxx.xx>

Sent: Wednesday, May 22, 2024 4:48 PM

To: Alison McDonald <xxxxxx.xxxxxxxxxx@xxxx.xxxx.xx>; Iva Meshtrovich <xxxxxx.xxxxxxxxxx@xxxx.xxxx.xx>; Lillian Pak <xxxxxx.xxx@xxxx.xxxx.nz>

Subject: RE: DRAFT IMPORTANT INFORMATION FOR TRANSITIONING INTERPRETERS [UNCLASSIFIED]

Kia ora koutou,

Thanks for pulling this together Alison. It looks really good – the only things I want to double check are highlighted in yellow:

- i. The mention about procurement. Iva, can you review the sections on the panel contracts given that procurement is ongoing?
- ii. Also, the reference to the CE endorsing a complaints mechanism – I'm not sure what this is referring to?

Section highlighted in green – can we add a link to the course mentioned?

Thanks again!

Ngā mihi,

Jordan Fallow ([she/her](#))

Refugee and Migrant Support

From: Alison McDonald <xxxxxx.xxxxxxxxxx@xxxx.xxxx.xx_>

Sent: Wednesday, May 22, 2024 10:58 AM

To: Jordan Fallow <xxxxxx.xxxxxx@xxxx.xxxx.xx_>; Iva Meshtrovich <xxxxxx.xxxxxxxxxx@xxxx.xxxx.xx_>; Lillian Pak <xxxxxx.xxx@xxxx.xxxx.xx>

Subject: DRAFT IMPORTANT INFORMATION FOR TRANSITIONING INTERPRETERS [UNCLASSIFIED]

Hi Jordan

As requested here is a draft response to s 9(2)(a) for you to consider:

Kia ora s 9(2)(a)

Thank you for your email of 10 May I do apologise sincerely for the delay in providing you with a substantive response. This response has drawn information from different areas of the Language Assistance Services work and has taken us a little time to collate. We do appreciate you raising these concerns and I will deal them in the order you raised them.

LAS checking procedures

The Language Service Providers on the current(?) Open Syndicated Contract Panel are required to ensure they provide appropriately qualified and experienced staff. The need for Police checks is also included. The detail on how they do this is up to them and, if they are found not to have done this and there is a complaint or concern raised then it will be dealt with under the terms of the contract that MBIE holds with that provider.

Remuneration of NAATI credentialed interpreters

The requirement to use NAATI credentialed interpreters comes into effect from 1 July this year. New contracts issued to LSPs make clear that they are required to use NAATI credentialed interpreters ahead of those interpreters who may still be working towards achieving their credential. If neither are available then interpreters who are members of NZSTI should be used ahead of interpreter who have some training and experience. These details are included in the Operational Policy which will be released shortly and has been discussed with the participating agencies and the Language Service providers.

s 9(2)(j)

Using non-credentialed interpreters because they can be supplied more cheaply is not an option when credentialed interpreters are available.

Professionalism in the industry

The move to adopt NAATI standards and associated credentialing mechanism is all about supporting interpreters to become accredited professionals. Part of the process of becoming a professional group is the growing confidence of the workforce and the ability to challenge the sort of behaviour that you are concerned about. There is a process for dealing with complaints in the contracts of providers and the government agencies who use interpreters have committed to this policy from the Chief Executive down. On-going support from NZSTI is also as critical part of this alongside the NAATI Regional Advisory Committee for New Zealand which will also keep the progress towards increasing professionalism and ethics on its agenda.

In relation to Interpreters WTN, these interpreters will be required to provide evidence to their language service provider or the agency of their current status. Every interpreter who has completed or is working towards their NAATI credential, and who has gone through the support process has been asked to complete the "Interpreting in Aotearoa New Zealand : The Public Sector Context" on-line course by 1 July 2024 – can we please put a link to the course here?

They have been awarded a certificate of completion and they will need to ensure that it is provided to the LSP or agency. Confirmation of WTN status would be provided by the Entitlement Note and evidence of course enrolment or waiting on testing. All this will be explained to agencies, providers and interpreters ahead of 1 July.

Once again, thank you for raising these points with us and also for working to achieve your NAATI credential. It will be a great asset to you as New Zealand moves towards developing a standards based interpreting service.

Sign off

Please let me know if you need any further information for this to be completed.

Thank you

Alison

From: s 9(2)(a)
Sent: Friday, May 10, 2024 11:12 AM
To: Alison McDonald <Alison.McDonald2@mbie.govt.nz>
Subject: Re: IMPORTANT INFORMATION FOR TRANSITIONING INTERPRETERS [UNCLASSIFIED]

Dear Alison,

I hope this message finds you well. Thank you for continual update on the Interpreter Standards Transition Support program and the efforts to enhance professionalism and standardization within the interpreting industry. As a credentialed interpreter with four years of experience, I appreciate the importance of these initiatives. However, I have some concerns regarding the enforcement and implementation of these new standards, based on my experiences within the industry.

One instance that raised concerns was when I was contacted by an interpreting agency in s 9(2)(a) to provide court interpreting services for an s 9(2)(a) speaker. (This was before I had my CPI for s 9(2)(a) Language). Despite having no prior interaction with the agency, I was asked to undertake a significant assignment that could impact someone's life without any interview or background check. This agency, to my knowledge, continues to be a preferred provider of interpreters to MBIE. I have had multiple similar experience in Hospitals and community law centers.

Additionally, my involvement with other major interpreting organization (Agency that provides on demand phone services for number of Government Agencies) has highlighted some lax practices in the industry. To become part of their interpreter pool, I simply needed to submit a CV and fill out a form, without any interviews or assessments to verify my qualifications. Furthermore, at a current agency where I work, there is a noticeable difference in pay between NAATI credentialed and non-credentialed interpreters. After obtaining my RPI certificate for s 9(2)(a), my pay increased, but I noticed a decrease in the number of job offers. Upon discussing

this with colleagues, I found that they were experiencing the opposite, indicating a potential bias toward non-credentialed interpreters due to cost advantages.

Having witnessed these issues firsthand, I believe there is a pressing need to address professionalism and ethics within the industry. Therefore, if possible, I would like to understand how MBIE plans to enforce these new standards on agencies and interpreter services. I would also like to know how the MBIE intends to prevent the misuse of the "Interpreter WTN" status as a loophole and ensure accountability. Additionally, I would appreciate information on the appropriate channels to report instances of unprofessionalism within these services.

I look forward to hearing back from you.

Best regards,

s 9(2)(a)

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

Out of scope

From: Alison McDonald
Sent: Wednesday, 22 May 2024 5:35 pm
To: Jordan Fallow; Iva Meshetrovich
Cc: Lillian Pak
Subject: RE: DRAFT IMPORTANT INFORMATION FOR TRANSITIONING INTERPRETERS [UNCLASSIFIED]

Thank you Jordan

From my perspective all the points you have marked in yellow are correct. The reference to the CE relates to our CE engaging with her peers which I understand she intends to do. We could remove that part of the sentence if you think there is any uncertainty around that.

In relation to the link. This is done through the interpreter's "My NAATI" All interpreters have access through their NAATI Login s 9(2)(a) will have done this. There is an instruction in their entitlement notes. They were also reminded in my last information email:

"you will need to complete the free mandatory New Zealand Public Sector Context Course *"Interpreting in Aotearoa New Zealand: The Public Sector Context"*. Please log into your NAATI Learn account to access it."

If they go through that route they get the certificate.

Do you want to sign it out?

Thank you

Alison

From: Jordan Fallow <xxxxxx.xxxxxx@xxxx.xxxx.xx>
Sent: Wednesday, May 22, 2024 4:48 PM
To: Alison McDonald <Alison.McDonald2@mbie.govt.nz>; Iva Meshetrovich <Ivanica.Meshetrovich@mbie.govt.nz>; Lillian Pak <Lixxxxx.xxx@xxxx.xxxx.xx>
Subject: RE: DRAFT IMPORTANT INFORMATION FOR TRANSITIONING INTERPRETERS [UNCLASSIFIED]

Kia ora koutou,

Thanks for pulling this together Alison. It looks really good – the only things I want to double check are highlighted in yellow:

- i. The mention about procurement. Iva, can you review the sections on the panel contracts given that procurement is ongoing?
- ii. Also, the reference to the CE endorsing a complaints mechanism – I'm not sure what this is referring to?

Section highlighted in green – can we add a link to the course mentioned?

Thanks again!

Ngā mihi,
Jordan Fallow ([she/her](#))

From: Alison McDonald <Alison.McDonald2@mbie.govt.nz>

Sent: Wednesday, May 22, 2024 10:58 AM

To: Jordan Fallow <Jordan.Fallow@mbie.govt.nz>; Iva Meshetrovich <Ivanica.Meshetrovich@mbie.govt.nz>; Lillian Pak <Lillian.Pak@mbie.govt.nz>

Subject: DRAFT IMPORTANT INFORMATION FOR TRANSITIONING INTERPRETERS [UNCLASSIFIED]

Hi Jordan

As requested here is a draft response to 9(2)(a) for you to consider:

Kia ora 9(2)(a)

Thank you for your email of 10 May I do apologise sincerely for the delay in providing you with a substantive response. This response has drawn information from different areas of the Language Assistance Services work and has taken us a little time to collate. We do appreciate you raising these concerns and I will deal them in the order you raised them.

LAS checking procedures

The Language Service Providers on the current(?) Open Syndicated Contract Panel are required to ensure they provide appropriately qualified and experienced staff. The need for Police checks is also included. The detail on how they do this is up to them and, if they are found not to have done this and there is a complaint or concern raised then it will be dealt with under the terms of the contract that MBIE holds with that provider.

Remuneration of NAATI credentialed interpreters

The requirement to use NAATI credentialed interpreters comes into effect from 1 July this year. New contracts issued to LSPs make clear that they are required to use NAATI credentialed interpreters ahead of those interpreters who may still be working towards achieving their credential. If neither are available then interpreters who are members of NZSTI should be used ahead of interpreter who have some training and experience. These details are included in the Operational Policy which will be released shortly and has been discussed with the participating agencies and the Language Service providers. Included in the contracts is the requirement that the remuneration of NAATI credentialed interpreters needs to appropriately reflect the knowledge, skills and attributes these interpreters have. Using non-credentialed interpreters because they can be supplied more cheaply is not an option when credentialed interpreters are available.

Professionalism in the industry

The move to adopt NAATI standards and associated credentialing mechanism is all about supporting interpreters to become accredited professionals. Part of the process of becoming a professional group is the growing confidence of the workforce and the ability to challenge the sort of behaviour that you are concerned about. There is a process for dealing with complaints in the contracts of providers and the government agencies who use interpreters have committed to this policy from the Chief Executive down. On-going support from NZSTI is also as critical part of this alongside the NAATI Regional Advisory Committee for New Zealand which will also keep the progress towards increasing professionalism and ethics on its agenda.

In relation to Interpreters WTN, these interpreters will be required to provide evidence to their language service provider or the agency of their current status. Every interpreter who has completed or is working towards their NAATI credential, and who has gone through the support process has been asked to complete the "Interpreting in Aotearoa New Zealand : The Public Sector Context" on-line course by 1 July 2024 – can we please put a link to the course here? They have been awarded a certificate of completion and they will need to ensure that it is provided to

the LSP or agency. Confirmation of WTN status would be provided by the Entitlement Note and evidence of course enrolment or waiting on testing. All this will be explained to agencies, providers and interpreters ahead of 1 July.

Once again, thank you for raising these points with us and also for working to achieve your NAATI credential. It will be a great asset to you as New Zealand moves towards developing a standards based interpreting service.

Sign off

Please let me know if you need any further information for this to be completed.

Thank you

Alison

From: 9(2)(a)
Sent: Friday, May 10, 2024 11:12 AM
To: Alison McDonald <Alison.McDonald2@mbie.govt.nz>
Subject: Re: IMPORTANT INFORMATION FOR TRANSITIONING INTERPRETERS [UNCLASSIFIED]

Dear Alison,

I hope this message finds you well. Thank you for continual update on the Interpreter Standards Transition Support program and the efforts to enhance professionalism and standardization within the interpreting industry. As a credentialed interpreter with four years of experience, I appreciate the importance of these initiatives. However, I have some concerns regarding the enforcement and implementation of these new standards, based on my experiences within the industry.

One instance that raised concerns was when I was contacted by an interpreting agency in s 9(2)(a) to provide court interpreting services for an 9(2)(a) speaker. (This was before I had my CPI for 9(2)(a) Language). Despite having no prior interaction with the agency, I was asked to undertake a significant assignment that could impact someone's life without any interview or background check. This agency, to my knowledge, continues to be a preferred provider of interpreters to MBIE. I have had multiple similar experience in Hospitals and community law centers.

Additionally, my involvement with other major interpreting organization (Agency that provides on demand phone services for number of Government Agencies) has highlighted some lax practices in the industry. To become part of their interpreter pool, I simply needed to submit a CV and fill out a form, without any interviews or assessments to verify my qualifications. Furthermore, at a current agency where I work, there is a noticeable difference in pay between NAATI credentialed and non-credentialed interpreters. After obtaining my RPI certificate for 9(2)(a), my pay increased, but I noticed a decrease in the number of job offers. Upon discussing this with colleagues, I found that they were experiencing the opposite, indicating a potential bias toward non-credentialed interpreters due to cost advantages.

Having witnessed these issues firsthand, I believe there is a pressing need to address professionalism and ethics within the industry. Therefore, if possible, I would like to understand how MBIE plans to enforce these new standards on agencies and interpreter services. I would also like to know how the MBIE intends to prevent the misuse of the "Interpreter WTN" status as a loophole and ensure accountability. Additionally, I would appreciate information on the appropriate channels to report instances of unprofessionalism within these services.

I look forward to hearing back from you.

Best regards,

9(2)(a)

From: s 9(2)(a)
To: [Alison McDonald](#)
Cc: [Jordan Fallow](#); [Iva Meshetrovich](#); [Lillian Pak](#)
Subject: Re: IMPORTANT INFORMATION FOR TRANSITIONING INTERPRETERS [UNCLASSIFIED]
Date: Wednesday, 29 May 2024 2:42:27 pm

Dear Alison,

Thank you for your email.

It is a good thing to know that the contractual agreement with LSPs will reflect the NAATI standards that will come into effect soon. I also hope to see some kind of contractual obligation on LSPs to document the procedures/steps they have undertaken to ensure that priorities are given to their NAATI credentialed interpreters.

Kind regards

s 9(2)(a)

On Wed, 29 May 2024 at 13:42, Alison McDonald <Alison.McDonald2@mbie.govt.nz> wrote:

Good afternoon s 9(2)(a)

Further to my brief response below I have now been provided by my colleagues with information to respond fully to your questions.

In response to the issues that you raised related to the performance of the Language Service Providers (LSPs) who place interpreters on assignments, contractually LSPs must ensure the Services are provided using appropriately experienced, skilled and qualified personnel who are capable of providing the services to the standards required. These are the NAATI standards that will come into effect from 1 July 2024. That is the expectation. In the first instance an interpreter should raise concern about the processes with the LSP concerned. If they don't provide you with a satisfactory explanation of why their hiring practice is deficient in the ways you have outlined then you are welcome to raise this with our Relationship Manager, Iva Meshetrovich who is copied in. Iva always welcomes feedback and appreciates that it allows MBIE to continually improve the quality of language assistance services provided under the Open Syndicated Service contracts under which the Panel of providers operates. Iva would need to get specific information related to the complaint.

Also, in response to your question about verifying the credential, the LSP is required under their contract to ensure the interpreter has a valid NAATI credential. The LSPs will expect interpreters to provide them with a copy of the credential to verify this. They may also verify it by going to the NAATI website and looking up the person to see if their credential is listed. This depends on whether the interpreter has agreed to be listed and most interpreters do because it is also a way of getting work.

The contractual requirements applying to LSPs is that from 1 July onwards orders are required to be filled by an interpreter certified under the NAATI certification system this will include those who are still working towards achieving their NAATI credential until 30 June 2025. There is a clear priority established in the Operational Policy and Guidelines where the top priority is a NAATI credential, next will be Interpreter WTN. As highlighted in my information note, getting everyone through the credential process is taking time, particularly as there were a large number of very late registrations. This requirement is also clear in the Operational Policy and Guidelines that will be available and will apply from 1 July 2024.

In relation to pay rates the contracts similarly require that interpreters are paid fairly and recognised for their skills and attributes. These are encompassed in the NAATI credential. Some LSPs and agencies have already started paying interpreters for their credentials. As a professional, credentialed interpreter you are in a stronger position now to negotiate your pay rates.

I hope you have found this helpful s 9(2)(a) and thank you for raising your concerns.

Alison

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

From: Alison McDonald
Sent: Friday, May 17, 2024 4:03 PM
To: s 9(2)(a)
Subject: IMPORTANT INFORMATION FOR TRANSITIONING INTERPRETERS
[UNCLASSIFIED]

Good afternoon s 9(2)(a)

Thank you for your email outlining a number of concerns. My apologies for the delay in getting back to you. I have passed this on to other members of the team who are better placed to get back to you on most of the issues you have raised.

From my area of responsibility I can assure you that the Language Assistance Services Operational Policy and Guidelines does address the appropriate channels to report the sort of instances that you have outlined. This policy document is in the final stages of development and will apply from 1 July 2024 when NAATI standards are formally adopted. It will be available to all interpreters who have registered for the Interpreter Standards Transition Support and I will notify you through the normal method of sending an information email when it is available.

With very best wishes and thank you for raising your concerns.

Alison

From: s 9(2)(a)
Sent: Friday, May 10, 2024 11:12 AM
To: Alison McDonald <Alison.McDonald2@mbie.govt.nz>
Subject: Re: IMPORTANT INFORMATION FOR TRANSITIONING INTERPRETERS [UNCLASSIFIED]

Dear Alison,

I hope this message finds you well. Thank you for continual update on the Interpreter Standards Transition Support program and the efforts to enhance professionalism and standardization within the interpreting industry. As a credentialed interpreter with four years of experience, I appreciate the importance of these initiatives. However, I have some concerns regarding the enforcement and implementation of these new standards, based on my experiences within the industry.

One instance that raised concerns was when I was contacted by an interpreting agency in s 9(2)(a) to provide court interpreting services for an s 9(2)(a) speaker. (This was before I had my CPI for s 9(2)(a) Language). Despite having no prior interaction with the agency, I was asked to undertake a significant assignment that could impact someone's life without any interview or background check. This agency, to my knowledge, continues to be a preferred provider of interpreters to MBIE. I have had multiple similar experience in Hospitals and community law centers.

Additionally, my involvement with other major interpreting organization (Agency that provides on demand phone services for number of Government Agencies) has highlighted some lax practices in the industry. To become part of their interpreter pool, I simply needed to submit a CV and fill out a form, without any interviews or assessments to verify my qualifications. Furthermore, at a current agency where I work, there is a noticeable difference in pay between NAATI credentialed and non-credentialed interpreters. After obtaining my RPI certificate for s 9(2)(a), my pay increased, but I noticed a decrease in the number of job offers. Upon discussing this with colleagues, I found that they were experiencing the opposite, indicating a potential bias toward non-

credentialed interpreters due to cost advantages.

Having witnessed these issues firsthand, I believe there is a pressing need to address professionalism and ethics within the industry. Therefore, if possible, I would like to understand how MBIE plans to enforce these new standards on agencies and interpreter services. I would also like to know how the MBIE intends to prevent the misuse of the "Interpreter WTN" status as a loophole and ensure accountability. Additionally, I would appreciate information on the appropriate channels to report instances of unprofessionalism within these services.

I look forward to hearing back from you.

Best regards,

s 9(2)(a)

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

From: [Alison McDonald](#)
To: [Jordan Fallow](#); [Lillian Pak](#); [Iva Meshtrovich](#)
Subject: COMPLAINTS [UNCLASSIFIED]
Date: Tuesday, 4 June 2024 4:08:55 pm
Attachments: [DRAFT APPROACH TO MANAGING COMPLAINTS ABOUT LANGUAGE ASSISTANCE SERVICES.docx](#)
[image001.jpg](#)

Hi All

Further to the meeting this morning I have put together the attached draft which aims to inform a discussion we need to have, before the meeting with the LSPs about dealing with complaints.

I hope this is helpful. You will see that I have included a link to advice from the Ombudsman who can deal with complaints related to agencies (and those they contract with) that might fall outside the terms and conditions of the service contracts.

Enjoy!

Alison

Alison McDonald

INTERPRETER STANDARDS, LANGUAGE ASSISTANCE SERVICES PROGRAMME

Refugee and Migrant Support | Immigration New Zealand / Rōpū Manene
Ministry of Business, Innovation and Employment / Te Manatū Pakihi, Auahatanga me Ngā Kaupapa ā-Mahi
15 Stout Street | PO Box 1473 | Wellington | New Zealand

alison.mcdonald2@mbie.govt.nz |

s 9(2)(a)

If you receive this email outside of your normal working hours, don't feel compelled to respond at this time.



DRAFT APPROACH TO MANAGING COMPLAINTS ABOUT LANGUAGE ASSISTANCE SERVICES (Interpreting)

Complaints about the provision of interpreting services can be generated by:

- The LEP Client (Service user with limited English proficiency)
- Interpreter
- The Language Service Provider (LSP providing interpreter services)
- The Public Sector Agency (Agency purchasing the interpreter service in order to meet their responsibilities to the LEP client.)

The LEP Client may raise a complaint directly with the LSP or Agency who provided the interpreter – The LSP or Agency investigates the complaint in discussion with the interpreter

The interpreter may raise a complaint directly with LSPs or Agencies who provide interpreting assignments – The LSP or government agency investigates the complaint in discussion with the interpreter

LSPs and government agencies will have internal escalation policies and conduct their investigations accordingly

If the complaint relates to the contractual agreement – either a participating agency agreement or a contract for services agreement, then the complaint is dealt with under the terms of the agreement. (This can be between the LSP and the Agency or between the LSP and MBIE)

If the complaint remains unresolved and remains unresolved after the limits of escalation have been reached then the complaint should be referred to the Ombudsman [Tips for resolving a complaint with a government agency | Ombudsman New Zealand](#)

<p>LEP Client Client can raise a complaint about the quality of interpreting directly with the Service Provider or Agency who employed the interpreter</p>	<p>Interpreter Interpreters should raise complaints about the performance of LSPs or Agencies who hired them directly</p> <p>Interpreters should also be asked to respond to complaints about their performance by the LSP or Agency who hired them</p>	<p>Language Service Provider LSPs should raise complaints about the performance of interpreters they have hired or agencies who have hired them directly</p> <p>LSPs should be asked to respond to complaints about their performance by interpreters and Agencies</p> <p>LSPs should also be asked to respond to any concerns about the service they are providing under their contracts with Agencies and MBIE – these concerns should be dealt with under the terms of the contract.</p>	<p>Public Sector Agency Agencies should raise complaints about the performance of LSPs, including the performance of interpreters provided by LSPs, directly with the LSP providing the service to them</p> <p>Agencies should raise complaints about the performance of interpreters they have employed, directly with the interpreter</p> <p>Agencies should be asked to respond to complaints about their performance under the terms of their Participating Agency Contract</p>
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Out of scope

From: Alison McDonald
Sent: Tuesday, 6 August 2024 3:36 pm
To: Jordan Fallow; Iva Meshtrovich; Lillian Pak; operations@nzsti.org; s 9(2)(a) @naati.com.au; s 9(2)(a) @naati.com.au; s 9(2)(a) @naati.com.au; s 9(2)(a) @naati.com.au; ineke.crezee@aut.ac.nz; sconway@unitec.ac.nz; marco.sonzogni@vuw.ac.nz; antonio.viselli@canterbury.ac.nz
Subject: DRAFT EMAIL FOR INTERPRETERS FOR REVIEW [UNCLASSIFIED]

Good morning

Please see the following draft email which I have prepared to send out to all the registered interpreters. Thank you to NAATI, NZSTI and the Academic Working Group for their contributions to date and please can you also provide a quick review now you can see the whole context. Please can you provide feedback by midday on 8th August so that I can send it out by the end of the week?

I also wonder if it would be useful to put the text of the message up on our LAS webpage and Iva is looking at that. This might help those people who come to our website wondering about becoming an interpreter in New Zealand.

DRAFT

"RE: FINAL INFORMATION NOTE FOR REGISTERED INTERPRETERS"

Kia ora koutou katoa | Greetings

Out of Scope

Out of Scope

IF YOU ARE ALREADY A NAATI CREDENTIALLED INTERPRETER – THAT IS YOU HAVE EITHER OR ANY OF A CI, CPI OR RPI CREDENTIAL:

Out of Scope

The following chart indicates where maintaining and developing a NAATI credentialed interpreter workforce will lie:

Out of Scope

MBIE
Contact:
LAS@mbie.govt.nz

Out of Scope

Deals with complaints relating to the performance of LSPs

Out of Scope

IF YOU HAVE A CONCERN ABOUT YOUR TREATMENT BY PARTICIPATING AGENCIES OR LANGUAGE SERVICE PROVIDERS ON THE PANEL:

First, please take a look at the [Language Assistance Services Operational Policy and Guidance](#) available on the MBIE website. This policy provides Public Sector Agencies and Language Service Providers with information on priorities for allocating interpreting assignments and a range of other issues relating to how interpreters are expected to be treated.

If you are concerned over your treatment you should raise the matter with whoever has employed or contracted you to do the assignment. If, once you have discussed this with them, you continue to be concerned then contact LAS@mbie.govt.nz MBIE will continue to work with Public Sector Agencies and Language Service Providers on the Panel in its role of leading procurement of interpreter services, both through telephone and video and face to face, to ensure that that the aims of the Language Assistance Service programme deliver improved quantity, quality and access to interpreter services to those who need them.

Out of Scope

Kia tau rā ngā manaakitanga ki a koutou katoa | May you all be well

Alison

Alison McDonald

INTERPRETER STANDARDS, LANGUAGE ASSISTANCE SERVICES PROGRAMME

Refugee and Migrant Support | Immigration New Zealand / Rōpū Manene
Ministry of Business, Innovation and Employment / Te Manatū Pakihi, Auahatanga me Ngā Kaupapa ā-Mahi
15 Stout Street | PO Box 1473 | Wellington | New Zealand

s 9(2)(a)

If you receive this email outside of your normal working hours, don't feel compelled to respond at this time.



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OFFICIAL INFORMATION ACT

Out of scope

From: Alison McDonald
Sent: Thursday, 8 August 2024 9:13 am
To: Jordan Fallow; Iva Meshstrovich; Lillian Pak
Subject: What the OP says about complaints [UNCLASSIFIED]

Please see the following excerpt from the OP relating to complaints. Please bear in mind that the wording in my draft Information Note is directed specifically at the Interpreters.

“Agencies are required to provide mechanisms for clients and staff to give feedback on language assistance. As part of this, agencies should have an agreed process for dealing with complaints about interpreting and translations that can be used by staff and LEP clients.

LEP clients must be informed how they can access the complaints process, and any time-limit for complaints. Some ways of informing them are through a brochure or website information in their first language, or through a standard statement at the end of every interpreted interview.

Where information provided through interpreters or translations is challenged, government agencies and funded services should consider whether the client should have a further opportunity to provide the information through a different interpreter or translator.

Aside from complaints processes, other ways to collect client satisfaction information include questions in standard feedback mechanisms and client satisfaction surveys – which of course will need to be translated to be effective.”

I hope this is helpful

Alison

Alison McDonald
INTERPRETER STANDARDS, LANGUAGE ASSISTANCE SERVICES PROGRAMME

Refugee and Migrant Support | Immigration New Zealand / Rōpū Manene
Ministry of Business, Innovation and Employment / Te Manatū Pahihi, Auahatanga me Ngā Kaupapa ā-Mahi
15 Stout Street | PO Box 1473 | Wellington | New Zealand

alison.mcdonald2@mbie.govt.nz |

s 9(2)(a)

If you receive this email outside of your normal working hours, don't feel compelled to respond at this time.



From: [Alison McDonald](#)
To: [s 9\(2\)\(a\) @naati.com.au](#); [s 9\(2\)\(a\) @naati.com.au](#); [s 9\(2\)\(a\) operations@nzsti.org](#); [ineke.crezee@aut.ac.nz](#); [marco.sonzogni@vuw.ac.nz](#); [sconway@unitec.ac.nz](#); [antonio.viselli@canterbury.ac.nz](#)
Cc: [Jordan Fallow](#); [Iva Meshetrovich](#); [Lillian Pak](#)
Subject: FINAL IMPORTANT INFORMATION FOR TRANSITIONING INTERPRETERS [UNCLASSIFIED]
Date: Thursday, 15 August 2024 10:41:29 am
Attachments: [image001.jpg](#)

Good morning again

Apologies again. In the version I sent through to you earlier this morning I had not picked up an important piece of feedback from NZSTI. Fortunately I discovered this before sending it out – here is the final correct version if you are wishing to send it on.

Thank you for your patience

Alison

From: Alison McDonald <Alison.McDonald2@mbie.govt.nz>
Sent: Thursday, August 15, 2024 10:29 AM
To: Alison McDonald <Alison.McDonald2@mbie.govt.nz>
Subject: IMPORTANT INFORMATION FOR TRANSITIONING INTERPRETERS [UNCLASSIFIED]

Kia ora koutou | Greetings

Out of Scope

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Out of Scope

IF YOU HAVE A COMPLAINT OR FEEDBACK RELATING TO LANGUAGE ASSISTANCE SERVICES:

First, please take a look at the [Language Assistance Services Operational Policy and Guidance](#) available on the MBIE website. This policy provides Public Sector Agencies and Language Service Providers with information on priorities for allocating interpreting assignments and a range of other issues relating to how interpreters are expected to be treated.

If an issue arises during an assignment you should raise the matter with whoever has employed or contracted you first.

MBIE will continue to work with Public Sector Agencies and Language Service Providers on the TVIS and Face to Face Panels to ensure that that the aims of the Language Assistance Service programme deliver improved quantity, quality and access to interpreter services to those who need them.

Out of Scope

Kia tau rā ngā manaakitanga ki a koutou katoa | May you all be well”

Alison

Alison McDonald

INTERPRETER STANDARDS, LANGUAGE ASSISTANCE SERVICES PROGRAMME

Refugee and Migrant Support | Immigration New Zealand / Rōpū Manene
Ministry of Business, Innovation and Employment / Te Manatū Pakihi, Auahatanga me Ngā Kaupapa ā-Mahi
15 Stout Street | PO Box 1473 | Wellington | New Zealand

alison.mcdonald2@mbie.govt.nz |

s 9(2)(a) [REDACTED]

If you receive this email outside of your normal working hours, don't feel compelled to respond at this time.



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OFFICIAL INFORMATION ACT

Out of scope

From: Iva Meshtrovich
Sent: Tuesday, 27 August 2024 5:39 pm
To: Jordan Fallow
Subject: RE: Complaints process against the behaviour of LSPs that are contracted to LAS? [IN-CONFIDENCE]

Hi Jordan,

I am replying here so that I can refer to the email *below*. There are a few layers to Diana's email that need to be deconstructed before I can provide a response, as this is a complex subject that deserves to be well considered.

- *"I remember discussions about such a process being available earlier on [...]"*
I am not aware of these discussions, nor what was talked about and if it was correct and in alignment with the existing LSP contracts or MBIE processes.

4.9.5. Complaints and feedback about Departmental practices and/or Language Assistance Service Providers.

A process for receiving complaints on agency practices is required and complaints on the performance of language assistance service provid

- This is taken from the Ops Pol which is a guiding document for government agencies I believe, it may be a bit unclear what is really meant here in practice.
When there is an escalation or participating agencies feel there is a need, they provide feedback on LSP performance to them first and then me, and I help them resolve this.

Out of Scope

s 9(2)(g)(i)

My first idea which I mentioned in one of our 1:1 was to receive reasonable, well considered, precise, and factual feedback from s 9(2)(g)(i) who would filter this for us. I thought that it could be valuable for me to meet with

s 9(2)(g)(i) periodically and go over the information they provide and then discuss this in my provider meetings. (Note also that LSP contracts are under review). But before we agree to this it would be wise to consult with the INZ MBIE feedback and complaints team for guidance. And I would be happy to do this.

This is what I wanted to discuss and get clearance before providing a response.

I would be happy to discuss further.

Thanks 😊,

Iva

From: Jordan Fallow <xxxxxx.xxxxxx@xxxx.xxxx.xx>
Sent: Tuesday, August 27, 2024 9:37 AM
To: Iva Meshetrovich <Ivanica.Meshetrovich@mbie.govt.nz>; Lillian Pak <Lillian.Pax@xxxx.xxxx.xx>
Cc: Tracey Hutching <Tracey.Hutching@mbie.govt.nz>; Alison McDonald <Alison.McDonald2@mbie.govt.nz>
Subject: FW: Complaints process against the behaviour of LSPs that are contracted to LAS? [IN-CONFIDENCE]

Hi Iva,

Can you please prepare a draft response to Diana and then send to the team for review before it goes out? This is related to the discussion we had on Teams yesterday with Lillian around complaints processes.

Ngā mihi,
Jordan Fallow ([she/her](#))
Refugee and Migrant Support

From: Diana Renker <[xxxxxxxxxx@xxxxxx.xx](#)>
Sent: Monday, August 26, 2024 8:32 PM
To: Lillian Pak <[xxxxxxx.xxx@xxxx.xxxx.xx](#)>; Jordan Fallow <[Jordan.xxxxxx@xxxx.xxxx.xx](#)>; Iva Meshetrovich <[Ivanica.Meshxxxxxxx@xxxx.xxxx.xx](#)>
Cc: Isabelle Poff-Pencole <[president@nzsti.org](#)>
Subject: Complaints process against the behaviour of LSPs that are contracted to LAS?

Kia ora Lillian, Jordan and Iva,

I'm writing to enquire about a process where interpreters or anyone, for that matter, can raise concerns and lodge complaints against an LSP that holds a contract with MBIE to provide interpreting services under the LAS programme. I remember discussions about such a process being available earlier on, and the recently released Operations Manual states:

4.9.5. Complaints and feedback about Departmental practices and/or Language Assistance Service Providers.

A process for receiving complaints on agency practices is required and complaints on the performance of language assistance service providers is covered in their contracts with the MBIE as lead agency.

I cannot find any further details in the Manual about what this process is.

We've had an enquiry from a member raising concerns about a particular LSP that holds a contract to provide services under the LAS. This relates to claims by said LSP that they hold a "preferential contract" with MBIE and threats being made that if the interpreter does not accept the agency's pay and conditions, they will not get to work in the public sector again since said LSP is a "preferred provider". This interpreter has also seen first hand that certain government agencies (including the court) only contacted this particular LSP, and when no qualified interpreter was available, either no interpreting service was provided or an unqualified interpreter from said LSP was used resulting in a bad outcome for the client. No other LSP was contacted to try and secure the services of a credentialed or at least qualified interpreter, and this appears to be a regular occurrence.

The concerns of the member who emailed us are echoed by many other members and have featured in many discussions at our social gatherings and NZSTI events.

Could you please let me know what avenues are available to our members for making MBIE aware of these serious concerns and getting them looked into?

Ngā mihi,

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@xxxx.xxx | W: www.nzsti.org

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Out of Scope

From: Quintin Ridgeway <Quintin.Ridgeway@dia.govt.nz>

Sent: Thursday, September 12, 2024 10:11 AM

To: Tracey Hutching <Tracey.Hutching@mbie.govt.nz>; Jordan Fallow <Jordan.Fallow@mbie.govt.nz>; Iva Meshetrovich <Ivanica.Meshetrovich@mbie.govt.nz>; Lillian Pak <Lillian.Pak@mbie.govt.nz>

Subject: RE: LAS Complaints and Feedback Follow Up [IN-CONFIDENCE: RELEASE-EXTERNAL]

Thanks for this. I agree with the outlines below. As I see it, there are just three areas that need attention really, as you've already mentioned below:

1. Complaints about the LSPs not meeting their responsibilities or the RFP requirements being § 9(2)(g)(i)
 - We just need a clear process on how we'd handle this information, e.g. will this be investigated and actioned immediately or stored for consideration during the RFP process, or both.
2. Complaints about serious misconduct, incompetence or unethical behaviour by interpreters etc (i.e. with the implication that the person should be barred from the profession).
 - These need to go somewhere they will be fairly handled (right of reply etc and a decision reached). That decision then needs to sit somewhere that agencies and LSPs will actually check before engaging the interpreter again. § 9(2)(j) can potentially carry out this function but we'd need raise awareness of this and § 9(2)(j) would need to be ready for these complaints. We'd also need to ensure when someone is removed from the NAATI register, it does actually mean they can't work for another government agency (i.e. uncertified interpreters are not being engaged by other agencies). This all seems achievable to me but I'm not sure § 9(2)(j) will be enthusiastic about running the fair hearing/investigation part. Perhaps MBIE received the complaint and forwards it to § 9(2)(j) § 9(2)(g)(i)
In any case, I think this needs consideration.
3. Industrial action
 - At present interpreters are not represented by a union. Petitions for better

pay and conditions arise now and again and are presented to agencies such as MoJ. I don't know whether we need to take any action but it is worth thinking through the consequences of agencies such as MoJ (or MBIE) setting rates for interpreters (s 9(2)(g)(i) [REDACTED]) or interpreters forming a union (as this works in Australia). In the meantime, any petitions referred to MBIE will need to be forwarded somewhere or responded to.

Nāku noa, nā

Quintin Ridgeway | Pou Whakahaere | Manager
Te Pūtahi Whakawhiti Reo | The Translation Service
Te Tari Taiwhenua | Department of Internal Affairs
0800 872 675 | +64 4 460 2220 | www.translate.govt.nz

Logo-test



From: Tracey Hutching <xxxxxx.xxxxxxx@xxxx.xxxx.xx>
Sent: Monday, September 9, 2024 9:35 AM
To: Jordan Fallow <xxxxxx.xxxxxxx@xxxx.xxxx.xx>; Iva Meshtrovich <xxxxxx.xxxxxxx@xxxx.xxxx.xx>; Lillian Pak <xxxxxx.xxx@xxxx.xxxx.xx>; Quintin Ridgeway <xxxxxx.xxxxxxx@xxx.xxxx.xx>
Subject: RE: LAS Complaints and Feedback Follow Up [IN-CONFIDENCE: RELEASE-EXTERNAL]

You don't often get email from xxxxxx.xxxxxxx@xxxx.xxxx.xx. [Learn why this is important](#)

Thanks Jordan

Yes agree we need a complaints procedure for the various types of complaints. We have to be careful we don't just deflect/defer but we make it clear to everyone who they contact in which instance.

Industrial issues to me would be around fair pay/treatment/ etc.

If there is an issue about an interpreter around ethics etc, I can see why this would go to NAATI for their information and investigation but they are not the hiring party? Would we as a across government approach need to work out how we manage this so other departments don't use them if they are found to be unethical? Who is the central agency to deal with interpreter complaints.

Thanks

Tracey

From: Jordan Fallow <xxxxxx.xxxxxxx@xxxx.xxxx.xx>
Sent: Monday, September 9, 2024 8:57 AM
To: Iva Meshtrovich <xxxxxx.xxxxxxx@xxxx.xxxx.xx>; Lillian Pak <xxxxxx.xxx@xxxx.xxxx.xx>; Tracey Hutching <xxxxxx.xxxxxxx@xxxx.xxxx.xx>; Quintin Ridgeway <xxxxxx.xxxxxxx@xxx.xxxx.xx>
Subject: LAS Complaints and Feedback Follow Up [IN-CONFIDENCE: RELEASE-EXTERNAL]

Morena everyone,

Hope you all had a good weekend at the NZSTI conference. I'm looking forward to hearing how it went

I'm sending through some notes I took from the meeting we had on complaints and feedback last week. Some general guidance and then responses for the specific case we discussed too. Keen to get any thoughts/additions on the below.

Roles and Responsibilities for LAS Complaints and Feedback (general guidance)

1. If it is about the LSP not meeting their responsibilities/roles under the contract?
 - a. Then MBIE deal with it under that contract – Relationship Manager's role to investigate and respond (the same with all contracts we manage).
 - b. Get in touch with the LSP – say we heard this – would you like to comment?
 - i. Part of the issue below (in my opinion) fits into this category – the main concern is the LSP not offering roles to NAATI credentialled interpreters first which they are contractually required to do. So we need to follow up with the LSP and see if this is accurate.
2. Employment issue?
 - a. Between the interpreters and the LSP to resolve in first instance;
 - b. If it is unresolved then there are other services (such as employment mediation etc) which can support.
3. Industrial issues – leave that between agencies/LSPs
 - a. I'll be honest, I'm not 100% clear about what would constitute an industrial issue? Any feedback appreciated.
4. Complaints about agencies not booking a NAATI interpreter/not booking competent interpreters?
 - a. These should go to the particular agency to respond to –
Out of Scope
5. Complaints about competency/ethics of the interpreter during interpreting issues?
 - a. Now sitting with NAATI for investigation (what happens for non-NAATI credentialled interpreters? Who investigates ethical concerns with them?)

Out of Scope

Let me know if I have missed anything? Any additional thoughts on this appreciated.

Ngā mihi,

Jordan Fallow ([she/her](#))

Manager, Refugee and Migrant Support

Rōpu Manene | Immigration New Zealand

Hīkina Whakatutuki | Ministry of Business, Innovation & Employment

Email: xxxxxx.xxxxxx@xxxx.xxxx.xx | Web: www.mbie.govt.nz | (+64 9) 928 2583
15 Stout Street, PO Box 1473, Wellington 6140, New Zealand
NZBN 9429000106078

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REFUGEE AND MIGRANT SERVICES

STAKEHOLDER ENGAGEMENT & COMMS PLAN FOR: LANGUAGE ASSISTANCE SERVICE – IMPLEMENTATION

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What happens if we have a concern or complaint? Is there a process?

Agencies should have mechanisms for LEP clients and staff to provide feedback, and an agreed process for dealing with complaints about interpreting and translations.

LEP clients should be informed how they can access the complaints process, and any time limits for complaints.

If there are any issues with the performance of an individual credentialed interpreter, these should be discussed directly and privately by the staff member with the credentialed interpreter as soon as possible. If this discussion does not resolve the issues, then a formal complaint should be made to the Language Service Provider (LSP) who supplied the interpreter.

If the initial investigation indicates that there are concerns re: the quality of the credentialed interpreter (for example, they have not accurately conveyed meaning), then the LSP will refer the matter to NAATI to consider, and advise MBIE that they have done so. Following their investigation, NAATI may decide to require some form of remedial action or remove the interpreter's credential.

Where information provided through an interpreter is challenged, agencies and funded services should consider whether the client should have a further opportunity to provide the information through a different interpreter.

If there is a complaint about a New Zealand Sign Language interpreter, the first point of call should be the interpreter themselves, or the agency through which the interpreter was booked.

Language Service Providers who meet the required ISO117100 will have processes to resolve complaints.

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Out of Scope

Out of Scope

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Who will monitor agencies to make sure they have appropriately qualified interpreters?

MBIE has established national interpreting panels of Language Service Providers (LSPs) for government agencies to access face-to-face, video and telephone interpreting services more effectively and efficiently across all New Zealand.

Contractually, LSPs must ensure the interpreting services are provided using appropriately experienced, skilled and qualified personnel who are capable of providing the services to the standards required. These are the NAATI standards that will come into effect from 1 July 2024.

The LSP will be required under their contract to ensure the interpreter has a valid NAATI credential. The LSPs will expect interpreters to provide them with a copy of the credential to verify this. They may also verify it by going to the NAATI website and looking up the person to see if their credential is listed. This depends on whether the interpreter has agreed to be listed and most interpreters do because it is also a way of getting work.

The contractual requirements applying to LSPs is that, from 1 July 2024 onwards, assignments are required to be filled by an interpreter credentialed under the NAATI certification system. This will include those who are still working towards achieving their NAATI credential until 30 June 2025. There is a clear priority established in the LAS Operational Policy where the top priority is a NAATI-credentialed interpreter, then an interpreter working towards NAATI.

Out of Scope

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Comms: Email Messages

The Language Assistance Services programme has a dedicated email account. The email address is: LAS@mbie.govt.nz. There is a number of pre-set responses for the different type of queries received:

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Feedback about a provider	<ul style="list-style-type: none">• If the LAS email address is cc-ed (copied in), follow up with the provider after one week.• If the email is addressed to the LAS email address, forward the concern directly to the provider and ask them to follow up in the first instance. Copy in the sender of the feedback.• Follow up after one week if there is no response from the provider.
----------------------------------	--

Out of Scope

Out of Scope

From: Jordan Fallow
Sent: Monday, 2 September 2024 5:21 pm
To: Iva Meshtrovich; Lillian Pak; Tracey Hutching
Subject: RE: Complaints process against the behaviour of LSPs that are contracted to LAS? [IN-CONFIDENCE]
Attachments: FINAL IMPORTANT INFORMATION FOR TRANSITIONING INTERPRETERS [UNCLASSIFIED]; Language Assistance Service - Roles and Responsibilities.pdf

Thanks Iva -

As discussed, it's important to identify the scope/areas that each agency/organisation in the LAS infrastructure holds. Some of this is answered in the last information note that went out to interpreters (email attached) Lillian turned this into a draft pdf.

Iva is going to set up a meeting for the team to discuss, we'll put it in a short memo and then it can be taken to the next IAWG and NZSTI/NAATI for their review/endorsement so everyone is on the same page.

I imagine it will include:

- agencies managing complaints about their own practices themselves,
- LSP performance issues being managed under the relevant contracts;
- Testing/ issues etc → NAATI;
- ISTSP complaints → MBIE;

Can discuss as a group when we meet.

Ngā mihi,
Jordan Fallow ([she/her](#))
Refugee and Migrant Support

From: Iva Meshtrovich <Ivanica.Meshtrovich@mbie.govt.nz>
Sent: Monday, September 2, 2024 5:06 PM
To: Jordan Fallow <Jordan.Fallow@mbie.govt.nz>; Lillian Pak <Lillian.Pak@mbie.govt.nz>; Tracey Hutching <Tracey.Hutching@mbie.govt.nz>
Subject: RE: Complaints process against the behaviour of LSPs that are contracted to LAS? [IN-CONFIDENCE]

Kia ora team,

s 9(2)(h)

Iva

From: Iva Meshtrovich
Sent: Thursday, August 29, 2024 12:37 PM
To: Jordan Fallow <xxxxxx.xxxxxx@xxxx.xxxx.xx>; Lillian Pak <xxxxxxx.xxx@xxxx.xxxx.xx>; Tracey Hutching <Tracey.Hutching@mbie.govt.nz>; Alison McDonald <Alison.McDonald2@mbie.govt.nz>
Subject: FW: Complaints process against the behaviour of LSPs that are contracted to LAS? [IN-CONFIDENCE]

Kia ora team,

Interpreter's experiences are important, and this is only an update (and a very rough draft) about the response to NZSTI's email below, and not to be shared outside of this group until it is agreed on and finalised.

s 9(2)(h)

I kindly ask you to not provide guidance to stakeholders until we are clear about processes that are in our remit, and the business will provide clarity on that.

Many thanks,

Iva

From: Iva Meshtrovich <Ivanica.Meshtrovich@mbie.govt.nz>

Sent: Tuesday, August 27, 2024 8:41 PM

To: Iva Meshtrovich <Ivanica.Meshtrovich@mbie.govt.nz>

Subject: RE: Complaints process against the behaviour of LSPs that are contracted to LAS? [IN-CONFIDENCE]

DRAFT START-----

Kia ora Diana,

Thank you very much for your email and for bringing to our attention the feedback you have received.

From a contractual standpoint the face to face interpreting language service providers (LSPs) with an MBIE contract, and according to clause 6.3 *Good employer obligations* of the Agreement are required to comply with their obligations under the Employment Relations Act 2000, Minimum Wage Act 1983, Wages Protection Act 1983, Parental Leave and Employment Protection Act 1987 and the Holidays Act 2003; and notify the Lead Agency (MBIE) of any instances where the Service Provider (or its subcontractors): are being investigated by the Labour Inspectorate; are subject to a claim in the Employment Relations Authority or Employment Court; or have breached any of the legislation referenced above. I can confirm that we have not received such notification to date.

In response to your high level feedback I can provide the following [comments](#):

Out of Scope

Out of Scope

"Could you please let me know what avenues are available to our members for making MBIE aware of these serious concerns and getting them looked into?"

While MBIE monitors LSPs' performance against the agreed service levels and states in clause 6.3 Good employer obligations (as stated earlier in this email) it does not have a direct line for interpreters as the LSPs subcontractors to make a formal complaint. Therefore it may be best to start with raising any issues that arise with the contracting agency in the first instance.

DRAFT END -----

From: Jordan Fallow <xxxxxx.xxxxxx@xxxx.xxxx.xx>
Sent: Tuesday, August 27, 2024 9:37 AM
To: Iva Meshtrovich <xxxxxxxxxxxxxxxx@xxxx.xxvt.nz>; Lillian Pak <Lillian.Pax@xxxx.xxxx.xx>
Cc: Tracey Hutching <Tracey.Hutching@mbie.govt.nz>; Alison McDonald <Alison.McDonald2@mbie.govt.nz>
Subject: FW: Complaints process against the behaviour of LSPs that are contracted to LAS? [IN-CONFIDENCE]

Hi Iva,

Can you please prepare a draft response to Diana and then send to the team for review before it goes out? This is related to the discussion we had on Teams yesterday with Lillian around complaints processes.

Ngā mihi,
Jordan Fallow ([she/her](#))
Refugee and Migrant Support

From: Diana Renker <xxxxxxxxxx@xxxx.xx>
Sent: Monday, August 26, 2024 8:32 PM
To: Lillian Pak <xxxxxxxx.xxx@xxxx.xxxx.xx>; Jordan Fallow <Jordan.xxxxxx@xxxx.xxxx.xx>; Iva Meshtrovich <Ivanica.Meshxxxxxxxx@xxxx.xxxx.xx>
Cc: Isabelle Poff-Pensole <president@nzsti.org>
Subject: Complaints process against the behaviour of LSPs that are contracted to LAS?

Kia ora Lillian, Jordan and Iva,

I'm writing to enquire about a process where interpreters or anyone, for that matter, can raise concerns and lodge complaints against an LSP that holds a contract with MBIE to provide interpreting services under the LAS programme. I remember discussions about such a process being available earlier on, and the recently released Operations Manual states:

4.9.5. Complaints and feedback about Departmental practices and/or Language Assistance Service Providers.

A process for receiving complaints on agency practices is required and complaints on the performance of language assistance service providers is covered in their contracts with the MBIE as lead agency.

I cannot find any further details in the Manual about what this process is.

We've had an enquiry from a member raising concerns about a particular LSP that holds a contract to provide services under the LAS. This relates to claims by said LSP that they hold a "preferential contract" with MBIE and threats being made that if the interpreter does not accept the agency's pay and conditions, they will not get to work in the public sector again since said LSP is a "preferred provider". This interpreter has also seen first hand that certain government agencies (including the court) only contacted this particular LSP, and when no qualified interpreter was available, either no interpreting service was provided or an unqualified interpreter from said LSP was used resulting in a bad outcome for the client. No other LSP was contacted to try and secure the services of a credentialed or at least qualified interpreter, and this appears to be a regular occurrence.

The concerns of the member who emailed us are echoed by many other members and have featured in many discussions at our social gatherings and NZSTI events.

Could you please let me know what avenues are available to our members for making MBIE aware of these serious concerns and getting them looked into?

Ngā mihi,

Diana Renker
Secretary

New Zealand Society of Translators and Interpreters
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Language Assistance Services

Roles and Responsibilities

Ministry of Business, Innovation and Employment (MBIE)

- co-leads the Language Assistance Services programme
- leads the procurement of panels of interpreters
- member of the NAATI NZ Advisory Committee
- monitors and evaluates the Language Assistance Services programme
- responsible for the Operational Policy guidelines and Handbook
- monitors the LAS inbox, an ongoing mechanism for asking questions about the LAS

National Accreditation Authority for Translators and Interpreters (NAATI)

- sets and maintains high standards for the translating and interpreting sector
- administers tests for interpreters
- interpreters wanting to work for government agencies need to be NAATI-credentialed
- runs NAATI NZ Advisory Committee

New Zealand Society of Translators and Interpreters (NZSTI)

- national professional association and peak body for translators and interpreters
- provides professional development for interpreters - i.e., NAATI test preparation & recertification workshops
- individual interpreter's membership is voluntary
- provides the professional voice of interpreters on issues
- member of the NAATI NZ Advisory Committee

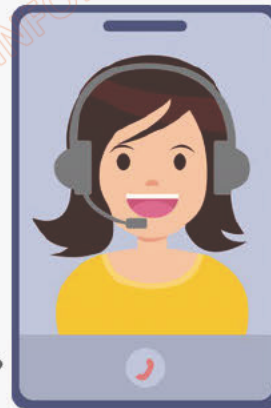
NAATI Endorsed Course Providers (Auckland University of Technology, Victoria University of Wellington, Unitec, University of Canterbury)

- provides interpreting courses (which may be part of a degree or diploma programme), endorsed by NAATI, as pre-requisites for testing
- works with NAATI to ensure course curricula reflects the appropriate levels of competence required to meet the interpreting standards
- members of the NAATI NZ Advisory Committee

Participating Agencies

- New Zealand government agencies sign up to use telephone and video interpreting, and the face-to-face interpreting panels
- contacts the Language Service Providers on panels to access interpreters

Telephone, video and face-to-face interpreting panels



Language Service Providers (LSPs)

- employs interpreters and checks NAATI-credentialed
- organises interpreters
- maintains records on assignments and provides reports to MBIE

Interpreters

- maintains skills in interpreting
- maintains NAATI-credentialed

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From: [Iva Meshetrovich](#)
To: [Emma Kindl](#)
Subject: RE: Question about feedback and complaints [UNCLASSIFIED]
Date: Tuesday, 10 September 2024 4:41:05 pm
Attachments: [image001.jpg](#)

Thank you for your reply Emma, I will read through the process and see where we are at after that.

Kind regards / Ngā mihi,

Iva

Ivanica Meshetrovich – Meštrovic ([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 | [Language Assistance Services](#)

Ivanica.Meshetrovich@mbie.govt.nz | +64 4 897 5444 ext 49444 | mob **s 9(2)(a)**

Description: cid:image001.jpg@01CE732A.1A2F9630



From: Emma Kindl <Emma.Kindl@mbie.govt.nz>
Sent: Monday, September 9, 2024 12:55 PM
To: Iva Meshetrovich <Ivanica.Meshetrovich@mbie.govt.nz>
Subject: RE: Question about feedback and complaints [UNCLASSIFIED]

Kia ora Iva

Thank you for reaching out.

I had a quick chat with Jordan a while back about RMS complaints and this scenario came up. I can certainly give you the documents that we use – the INZ Complaints and Feedback Process document. <https://www.immigration.govt.nz/documents/complaints-and-feedback/inz-complaints-feedback-process.pdf>. Essentially, our process is to receive, triage against criteria to see if a complaints should be accepted for investigation, or not.

s 9(2)(h)

Is there also a role for procurement – I am not sure who managed the contracts.

Thanks

Emma

From: Katy MacLeod <Katy.MacLeod@mbie.govt.nz>
Sent: Friday, September 6, 2024 2:10 PM
To: Iva Meshetrovich <Ivanica.Meshetrovich@mbie.govt.nz>
Cc: Emma Kindl <Emma.Kindl@mbie.govt.nz>
Subject: RE: Question about feedback and complaints [UNCLASSIFIED]

Kia ora Iva,

Thanks for your message.

I am copying in Emma who is the Manager for Complaints now as I have moved roles.

Ngā mihi,

Katy

From: Iva Meshetrovich <Ivanica.Meshetrovich@mbie.govt.nz>
Sent: Friday, September 6, 2024 1:34 PM
To: Katy MacLeod <Katy.MacLeod@mbie.govt.nz>
Subject: Question about feedback and complaints [UNCLASSIFIED]

Kia ora Katy,

Out of Scope

I am hoping you might be able to provide me with guidance or direct me to whom would be best to contact about MBIE/INZ feedback and complaint process for **services contracted out by INZ/MBIE**.

Background

I am currently managing 11 contracts with language service providers that provide telephone, video and face to face interpreting services to MBIE (lead agency) and 69 other (participating) government agencies. Up until recently I only had to manage the feedback and complaints from government agency users and the language providers and this has worked well so far.

Matter

Recently we started receiving feedback (complaints) from interpreters contracted by the language providers, about the language providers. MBIE does not have a contract with the interpreters but yes with the providers. s 9(2)(g)(i)

[REDACTED]

I didn't encounter these kinds of complaints before s 9(2)(g)(i) [REDACTED]. I have built good working relationships with the language providers and it is important for me to keep these, in order to ensure effective services. I also have good relationships with interpreters, although quite limited. I am also aware that the business needs to deal with complaints.

Questions

Are there any organisational processes that I could link up to in dealing with this feedback?

What are the processes I need to follow?

Are there any standard organisational responses I could use to ensure neutrality and professional tone?

Are there any resources I could use that would help with training on how to manage a complaint that is outside of my usual remit?

Any help would be appreciated.

Kind regards / Ngā mihi,

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 | [Language Assistance Services](#)

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

Description: cid:image001.jpg@01CE732A.1A2F9630

