



From the community, for the community

Our interpreters are usually native speakers of the languages they interpret, recruited from New Zealand's migrant and refugee background population. They are sensitive to community customs and needs.

We also provide qualified NZ Sign language interpreters for the deaf.



We provide trained interpreters

- Accuracy
- Impartiality
- Confidentiality
- 24/7
- Face to face
- Phone/Video

Book an interpreter

Freephone: 0508 468 377
Email: request@interpret.org.nz
Website: www.interpret.org.nz

Do you need an interpreter?

We provide trained interpreters

Being bilingual is not enough

Interpreters need training in the skills that allow clear communication across languages. These include understanding technical vocabulary, cultural practices and conventions, and knowledge of local and foreign institutions. Interpreting New Zealand's trained interpreters effectively remove the language barrier between you and your non-English speaking client.

Our service

65 languages +

24-hour, 7 day-a-week availability - including weekends and public holidays.

Onsite, telephone or video-conference interpreting.

Training for English speakers on ways to communicate more effectively using interpreters.

Information lines - pre-recorded information for non-English speakers.

Which interpreting method is best?

1. Onsite interpreting

The interpreter will join the English and non-English speaker for face-to-face communication. We recommend this method when dealing with complex or weighty issues, in emotionally charged situations, or when the appointment is longer than 30 minutes.

2. Telephone Interpreting

Our coordinators will link the English and non-English speaker via our teleconference service. The parties may be together, in different parts of the country, or overseas. Telephone interpreting is recommended for shorter, less complex interaction.

3. Video-conference interpreting

Video conference interpreting is a hybrid between onsite and telephone interpreting. It has the advantage of using the visual cues that one would get with onsite interpreting without incurring travel costs.

Our point of difference

Our interpreters are experienced, trained professionals. We recruit, train, and assess bilingual speakers to be interpreters, and we provide continuing professional development to broaden their skills. This is our guarantee of quality to you. Our trained interpreters will give you the best opportunity to achieve a positive outcome of full understanding between client and provider.

Our commitment to you

Confidentiality.

Full and accurate delivery of message - no additions or omissions.

Impartiality- objective and neutral interpreting. Our interpreters won't provide personal opinions or comments.

Interpreters matched to clients' needs to ensure cultural, linguistic and individual suitability.

