

## Which method of interpreting is best?

The answer is that it depends.

Interpreting New Zealand's recommendations are outlined below.

Use **face to face** interpreting

- for the first consultation with a non-English speaker
- for tricky medical appointments where there are difficult concepts to explain or when there is bad news to impart
- in counselling or mental health situations
- in meetings where written documents have to be interpreted, e.g. reports, forms, instruction sheets
- for appointments longer than 20-30 minutes.

Use **telephone** interpreting

- for an urgent connection, e.g. medical emergency
- when onsite is not available due to remote locations or interpreters not being in the region
- when the interpreting engagement is likely to be simple and short (less than 30 minutes), e.g. to set up or cancel an appointment
- when there is no local interpreter, and the technology available won't support the use of video.

Use **video** conference interpreting

- when onsite is not available due to remote locations or interpreters not being in the region
- when the technology to support video conferencing is available
- in more straightforward medical and other situations.

### **Note:**

While telephone interpreting is sometimes promoted as the best method for ensuring confidentiality, we have not found this to be an issue when our interpreters work in face to face situations. This is because each of them has signed up to our code of ethics, committing themselves to maintaining confidentiality. We can assure agencies who engage with us that, along with accuracy and impartiality, confidentiality is a non-negotiable quality required of all interpreters working for us.

Book an interpreter by phoning (04) 384 2849 or 0508 INTERPRET (468 377).