

Internal policies on provision of translators to interviewees:

Purpose

When interacting with a passenger who speaks limited to no English, Border Officers have a range of options available to communicate with the passenger.

These options are different in the pre-arrival and on-arrival space.

This document provides guidance for using an interpreter to interact with passengers who have no or limited English language capabilities.

Interpretation Services

The following are MBIE approved interpretation services:

- [Connecting Now Interpreter Service](#) is available 24/7 on **Section 9(2)(ba)(i)**
- [Interpreting New Zealand Inc](#) is available on 0508 468 377 or (04) 3842849
- [TransNational \(NZ\) Limited](#) is available 0830-1730 7 days on 0800 000 339 or **Section 9(2)(ba)(i)**

The above three options should be tried first, however you can find a full list of MBIE approved interpreters [here](#).

Pre-Arrival

Although individual situations with passengers will vary, Border Officers should aim to seek interpreting assistance in the following order:

1. Airline Staff (when fixing routine APP issues).
Interpretation services should be prioritised for interdictions and risk interactions
2. Phone-based interpreting services (Connecting Now, TransNational (NZ) Limited, or Interpreting New Zealand Inc.)
3. Another passenger who is part of the travelling party.
Please use caution with this option. Discussing bona fides is acceptable (if you are satisfied that the other passenger is sufficiently impartial), but any character or security concerns will need to be addressed with the individual themselves, not another passenger.
4. An IBO colleague who can speak and understand the specific language.

It is important that Border Officers make every effort to secure an interpreter through one of our approved phone-based interpreting services before turning to the airline, other passengers, or IBO colleagues for assistance.

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On Arrival

In the on-arrival space, please ensure that you organise an interpreter to assist with your triage / interview via phone or in-person. IBO colleagues can assist with interpreting for pastoral care, however, all triage and or interviews will require an independent interpreter.

An interpreter/s can be called for via the POLY teleconference machine in the interview rooms. Interpreters are aware of our expectations and can be provided with - this [document](#) for their reference.

IMPORTANT NOTE:

Please plan ahead. If you have prior indication that you may have multiple passengers to interact with on-arrival at a certain time (e.g. five RTPs at 1600hrs) – use discretion and book an interpreter to come to the airport for in-person interpreting. This may assist with the on-arrival processes including pastoral care.

If no interpreter is available, and circumstances are such that an entry decision needs to be made immediately, you may need to make a decision based on the information available at that time. However, in these cases please check with a Senior Border Officer, Technical Specialist, or a Border Manager. All [sensitive issues](#) must be escalated to a Border Manager.

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