

27th March 2020

Kia ora koutou



With the Covid-19 Alert Level 4 in place, Deaf Aotearoa, other interpreting agencies and NZSL interpreters themselves are taking every precaution to ensure the health and safety of our interpreter workforce, Deaf people and other people requiring interpreting services.

Face-to-face interpreting continues to be provided to ensure Deaf people can access essential health and disability services. Due to the Level 4 Alert status and needing to self-isolate, interpreting agencies are now offering video-interpreting as an alternative to their usual face-to-face interpreting services. The video-interpreting options offered by the various interpreting agencies may be delivered over different platforms such as Skype, Zoom, Whereby, FaceTime etc. You can contact your usual NZSL interpreting service provider to find out what they are offering.

NZSL interpreting agencies that are now offering video-interpreting services is a continuation of their existing services but provided via other channels in direct response to the Covid-19 situation requiring that we work from home where possible. NZSL interpreting services are included in the Government's list of essential services as these services provide access to important information and services for Deaf people.

The Video Interpreting Service nzvis.co.nz is also an essential service and it continues to be provided free to Deaf people. It is not the intention of the interpreting agencies to compete with the VIS but rather to support and promote access to all NZSL interpreting services for Deaf people in this time of crisis.

If you wish to use the video interpreting option, make a booking in the usual way that you have for a face to face meeting. If this option is appropriate and the all parties agree, the booking will be confirmed.

If you have any questions about this, please contact me or one of the agencies directly on the numbers below.

Yours sincerely

Lachlan Keating

Chief Executive

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