

4. How else can CLING (Community Language Information Network Group) support agencies such as EOCs, EQC, CCC, ECan etc?

Interpreting Canterbury and Language Line can provide training on how to recognise the need for an interpreter, how to access interpreters, when to use face-to-face interpreters and when to use telephone interpreters. More detailed written guidelines on using interpreters are available.

5. Interpreting Services:

We recommend:

- Interpreting Canterbury (Face-to-face and Telephone interpreting)
Contact Coordinator Atena Hensch mobile: 0211263390, atena.hensch@interpret.org.nz
Not-for-profit organisation
- Language Line (telephone interpreting)
Contact Manager, Diana Clark ph: 0800 656 656
Diana.Clark@dia.govt.nz
Service of Office of Ethnic Affairs

Do not use on-line translation services such as Alta-Vista's Babelfish. At best these only give a general indication of content.

6. Translation Services:

We recommend:

- Translation Service of the Department of Internal Affairs)
http://www.dia.govt.nz/diawebsite.nsf/wpg_URL/Services-Translation-Index

Partnership Health Canterbury manages its own process for health related information, including translation and distribution. They are happy to advise or arrange for translations to be done. Contact wayne@partnershiphealth.org.nz.

The information in these guidelines was written collaboratively by the Community Language Information Network Group (CLING) in Christchurch.

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nzkevinpark@gmail.com www.chch.korean.net

Rex Gibson
(Manager, Christchurch Migrants Centre – Te Whare Ta Wahi)
mobile: 021 128 0404 rex.cmct@xtra.co.nz

(Note: Mobile phone numbers are provided here as many people are working from temporary office locations).

Guidelines

for Getting Public Information
(Earthquake) Messages to
Culturally and Linguistically
Diverse (CALD) or Multicultural
Communities in Christchurch



- *These guidelines do not include guidelines regarding Te Reo Maori, as that is beyond the scope of this document.*
- *Written information is translated. Spoken information is interpreted.*

1. Community Languages for Translations and Interpreting in Order of Priority

Based on Christchurch demographics prior to 22 February 2011, and taking into account the most vulnerable groups:

- Chinese (traditional); or Chinese (simplified) for translations; Mandarin (or Cantonese) for interpreting
- Samoan
- Korean
- Arabic
- Japanese
- Tongan
- Thai
- Russian
- Hindi
- Fijian
- Cook Island Maori
- Nepali
- Farsi
- Somali
- Spanish
- Amharic
- Tigrina

2. Distributing Translated Material

Tips for making English easier to understand - especially if it's to be translated:

- One idea or question per sentence
- Use active, positive language
- Avoid phrasal verbs like “set off”, “hand out”, “sort out”, “move forward”
- Avoid idiom like “the tip of the iceberg”, “at the end of the day”
- Get someone else to review your writing or use Microsoft Word's Show Readability Statistics feature (in Options -> Spelling and Grammar)

Recommended Distribution Channels:

- Through Culturally and Linguistically Diverse Community (CALD) Groups which redistribute the information to their own communities. Jenni Marr (jenni.marr@ccc.govt.nz) has an email list, so is happy to be a central point for distribution via email to those with computer access.
- Through the Multicultural Agency Network. Meetings are held regularly. Contact Rex Gibson, rex.cmct@xtra.co.nz, mobile 021 128 0404 to ensure participants receive your information at one of these meetings.
- Locations of other key resources:
 1. Rewi Alley Education and Cultural Centre (for the Chinese community, and many Korean speakers), 32a Matipo Street, Riccarton
 2. The Pacific Hub (45 Hampshire Street, Aranui)
 3. The Mosque, Deans Avenue
 4. The Korean Society Office, Suite 3, Level 1, 95 Riccarton Rd (close to the Windmill Centre)
 5. The Christchurch Migrants Centre, 166 St Asaph Street
- Distributing through face-to-face visits to community groups (particularly refugee-background communities). Key agencies with significant and regular customer contact that can support this process include Christchurch Resettlement Services, Refugee Services Aotearoa, English Language Partners, Ministry of Pacific Island Affairs, the Christchurch Refugee Council, Partnership Health Canterbury (PHO), and Hagley Community College.
- Distributing through faith communities and churches.
- Through multi-lingual media. Note these are small business concerns and community notices need to be paid for.

Chinese media:

New Zealand Messenger, weekly newspaper, Helena Wang, Managing Director, messengers@xtra.co.nz

The Sun Bilingual, fortnightly newspaper, Ying Shi, Managing Director, info@thesunnews.co.nz

Asian Media, monthly magazine, Ping Huang, am@inet.net.nz

Skykiwi, the largest online media, Alex Wang, Chief Marketing Manager of the South, max@skykiwi.co.nz (www.skykiwi.co.nz)

The Voice of South Pole, 24 hours radio channel, Judy, vsp@tvo.cc

Korean media -

Korea Review, weekly newspaper, Ho-Chang Lee, Managing Director, netzealand@gmail.com

Japanese media -

Gekkan NZ, monthly magazine, Auckland-based, Christchurch reporter Kazy Matsuzaki Takaako, matsu@paradise.net.nz

- Radio is important to communicate key messages, in particular the Chinese radio station (The Voice of the South Pole at FM 100.9), and Plains FM. Plains FM 96.9 has multi-language broadcasters; and uses the 5 minute station time between programmes to broadcast targeted messages or campaigns. Plains FM is working nationally with 11 other access radio stations to reach a memorandum of understanding with Civil Defence ensuring they are recognised as broadcasting resources in each region and can be used in any future emergencies. Nicki Reece, Station Manager, reecen@plainsfm.org.nz
- Provide copies of translated materials for any community briefings that may be held
- Health documents can be distributed to medical centres and pharmacies, retail and food outlets and are found on the Partnership Health Canterbury website. Translations can be downloaded also from the Health Information website <http://www.healthinfo.org.nz/>
- Link translated materials to other websites such as Partnership Health, Community and Public Health, Ministry of Pacific Island Affairs, Health Pathways (through Partnership Health Canterbury), COSS Twitter and promote these links to the community

3. How to ensure customers can access Interpreting Services if these are required:

- Promote the services of Interpreting Canterbury (telephone interpreting and face-to-face interpreting) and Language Line (telephone interpreting).
- Key agencies (EQC etc) should have a service level agreement with Interpreting Canterbury and/or Language Line if they need to use interpreters.
- Brief agency staff who take calls and those who visit specific communities about interpreting services that are available and how to access them. Callers should only need to identify the language they require, and then be automatically connected to Interpreting Canterbury or Language Line.
- Provide interpreting services at community presentations and briefings.
- Provide interpreting services at presentations specific to each language community. For example ensure a Chinese interpreter is involved in Chinese community presentations.