



**MINISTRY OF SOCIAL
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA

29 MAY 2020

Dear [REDACTED]

On 5 March 2020, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982, the following information:

- *Budget allocation (in dollar amounts) to support deaf, hard of hearing, and hearing-impaired clients since 2010 broken down by financial year.*
- *How many Sign Language interpreters are currently employed or contracted by MSD and how many Sign Language interpreters were contracted by MSD from the period of 2010 to 2020 broken down by financial year.*
- *Number of deaf, hard of hearing, and hearing impaired receiving a benefit broken down by gender and ethnicity from 2010 until 2020 broken down by year.*

On 16 March 2020, you made an additional request for the following information:

- *All training manuals and guides used since 2010 on how to support Deaf, hard of hearing, or hearing-impaired clients.*
- *A list of hiring and contracting requirements for NZ Sign Language Interpreters, such as degree requirements, suggested work experience, or reference requirements.*

On 28 April 2020, you made an additional request for the following information:

- *The number of benefit recipients registered as Deaf, hard of hearing, or hearing impaired.*

This letter combines all requests and addresses all points in the above order.

Please note, the information provided for question three of your request of 5 March 2020 also addresses your most recent request of 28 April 2020.

In response to your first question, the Ministry does not allocate funds specifically to support deaf, hard of hearing and/or hearing-impaired clients. In response to your second question, the Ministry does not employ or contract directly with interpreters.

As such, the first and second question of your request are refused under section 18(e) of the Official Information Act as the information does not exist or, despite reasonable efforts to locate it, cannot be found.

In addition to providing financial support to individuals, such as main benefits and supplementary assistance as required, the Ministry contracts Connect Interpreting and Deaf Aotearoa (operating as iSign) to provide New Zealand Sign Language (NZSL) interpreting and translation services. The primary purpose of these services is to ensure Ministry clients have access to NZSL interpreting and translation services when needed. These services are funded on a fee for services basis and provided via the Ministry's service centres, Regional offices, and National Office.

The Ministry's contracts with Connect Interpreting and Deaf Aotearoa specify that interpreters must be qualified and full ordinary members of the Sign Language Interpreters Association of New Zealand. Both Connect Interpreting and Deaf Aotearoa are required to advise the Ministry of any complaints or issues raised.

Table One shows the total amount the Ministry has paid to Connect Interpreting and Deaf Aotearoa from the 2009/10 to 2018/19 financial years and the period 1 July 2019 to 31 March 2020.

Table One: Total amount paid (dollars) to Connect Interpreting and Deaf Aotearoa (iSign) from the 2009/10 financial year to date, broken down by financial year.

Financial Year (1 July-31 June)	Connect Interpreting	Deaf Aotearoa	Grand Total
2010	-	32,248.86	32,248.86
2011	-	90,816.33	90,816.33
2012	-	84,061.50	84,061.50
2013	-	71,686.00	71,686.00
2014	2,573.00	173,676.19	176,249.19
2015	7,853.88	168,957.12	176,811.00
2016	9,596.08	453,674.57	463,270.65
2017	6,512.55	489,134.05	495,646.60
2018	31,893.00	503,270.29	535,163.29
2019	23,025.97	713,624.45	736,650.42
2020 (up to 31 March 2020)	34,229.70	304,068.66	338,298.36
Grand Total	115,684.18	3,085,218.02	3,200,902.20

Notes:

- Figures include any grants or funding in addition to interpreting services.
- Figures for the 2019/20 financial year include information up to 31 March 2020 only.
- This information has been sourced from the Ministry's financial system based on actual payments made.

In response to your third question, and subsequent request of 28 April 2020, please see Table Three and Table Four enclosed at the end of this response.

Table Three shows the number of working age clients with a primary incapacity listed as 'hearing' or 'ear' related, broken down by benefit type and gender, as at the end of December for 2010 to 2019.

Table Four shows the number of working age clients with a primary incapacity listed as 'hearing' or 'ear' related, broken down by benefit type and ethnicity, as at the end of December for 2010 to 2019.

The Ministry is unable to provide information concerning deaf, hearing impaired, and hard of hearing clients in receipt of any other benefit as this information, where held, would be held on individual client files. In order to provide you with this information Ministry staff would need to manually review hundreds of thousands of files. As such I refuse this part of your request under section 18(f) of the Official Information Act. The greater public interest is in the effective and efficient administration of the public service.

I have considered whether the Ministry would be able to respond to your request given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

Please note the ethnicity classification that is used to construct this table does not necessarily align with the current Statistics New Zealand classification of ethnicity. Ethnicity details recorded by the Ministry have been gathered under varied classification methods as clients come into contact with the Ministry. The ethnicity data is self-identified based on an individual's preference or self-construct.

While the Ministry collects multiple ethnicities from clients, we only report a unique form of ethnicity for core benefit data (one ethnic group per person with Māori coming first, Pacific groups second followed by other groups, ending with NZ European).

The Ministry does not have a specific training manual or guide dedicated to support staff and their engagement with Deaf, hard of hearing, or hearing-impaired clients. The Ministry sends updates, change-of-process notifications, and other information across the Ministry when appropriate. Updates are sent via the Ministry's intranet service, Doogle.

Please find enclosed the following documents found in scope of your request:

- *22 March 2014: Things you need to know when working with an interpreter*
- *13 December 2017: Weekly Brief for Service Delivery – 13 December*
- *17 May 2018: Booking a New Zealand Sign Language Interpreter*
- *30 January 2019: Weekly brief for Service Delivery – 30 January 2019*
- *25 July 2019: Service Delivery Weekly Update 25 July 2019*
- *13 November 2019: Best practice for working with deaf and hearing-impaired clients*

Please note that both *13 December 2017: Weekly Brief for Service Delivery – 13 December*, and *30 January 2019: Weekly brief for Service Delivery – 30 January 2019* include power-point presentations. The relevant slides of each presentation are included at the end of the appropriate document.

To expedite a response, information not concerning deaf, hearing impaired, or hard of hearing clients, has not been included. Please contact the Ministry if this was not the intent of your request and you would like this information.

You will also note that the contact details of some individuals have been withheld under section 9(2)(k) of the Act in order to reduce the possibility of staff being exposed to phishing and other scams. This is because information released under the Act may end up in the public domain, for example, on websites including the Ministry's own website.

The Ministry is currently working on a 'Disability Etiquette' which will provide all staff with specific guidance for interacting with people with disabilities. This document will focus on specific issues which arise for disabled people with different kinds of impairments and practical tips to assist the relationship between the client and Ministry staff member. The document will also provide guidance specific to assisting people with hearing impairments. This guide will be available on the Ministry's website shortly.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public. The Ministry will do this by publishing this letter on the Ministry of Social Development's website. Your personal details will be deleted, and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with this response regarding deaf, hard of hearing, and hearing-impaired clients, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Yours sincerely



Bridget Saunders
Manager, Issue Resolution, Service Delivery

Table Three: Number of clients who are hearing impaired and receiving a benefit, broken down by benefit type and gender, as at the end of December 2010 to 2019.

Benefit	Gender	Year (as at the end of December)									
		2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Invalids Benefit	Female	412	394	371	0	0	0	0	0	0	0
	Male	333	333	320	0	0	0	0	0	0	0
	Total	745	727	691	0	0	0	0	0	0	0
Sickness Benefit	Female	105	112	96	0	0	0	0	0	0	0
	Male	164	167	166	0	0	0	0	0	0	0
	Total	269	279	262	0	0	0	0	0	0	0
Jobseeker Support - Health Condition and Disability	Female	0	0	0	110	107	108	94	88	102	102
	Male	0	0	0	135	131	115	113	97	93	111
	Total	0	0	0	245	238	223	207	185	195	213
Supported Living Payment	Female	0	0	0	376	382	372	343	323	315	299
	Male	0	0	0	317	310	297	300	265	252	251
	Total	0	0	0	693	692	669	643	588	567	550

Notes:

- This table shows working age clients only (ages between 18 and 64 years).
- This table shows clients with a primary incapacity related to 'hearing' or 'ears'.
- On 15 July 2013, the Welfare Reform changes came into place. This included the Invalids Benefit becoming the Supported Living Payment, and the Sickness Benefit becoming the Jobseeker Support Health Condition or Disability (JS HCD). More information about the 2013 Welfare Reform can be found on the Ministry's website: www.msd.govt.nz/about-msd-and-our-work/publications-resources/statistics/benefit/index.html.

Table Four: Number of clients who are hearing impaired and receiving a benefit, broken down by benefit type and ethnicity, as at the end of December 2010 to 2019.

Benefit	Ethnicity	Year (as at the end of December)									
		2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Invalids Benefit	Māori	208	202	194	05	0	0	0	0	0	0
	Pacific Peoples	45	49	49	0	0	0	0	0	0	0
	NZ European	361	345	318	0	0	0	0	0	0	0
	Unspecified	18	18	19	0	0	0	0	0	0	0
	Other	113	113	111	0	0	0	0	0	0	0
	Total	745	727	691	0	0	0	0	0	0	0
Sickness Benefit	Māori	106	107	103	0	0	0	0	0	0	0
	Pacific Peoples	26	33	S	0	0	0	0	0	0	0
	NZ European	78	83	68	0	0	0	0	0	0	0
	Unspecified	7	6	S	0	0	0	0	0	0	0
	Other	52	50	52	0	0	0	0	0	0	0
	Total	269	279	262	0	0	0	0	0	0	0
Jobseeker Support Health Condition or Disability	Māori	0	0	0	77	71	75	68	65	71	74
	Pacific Peoples	0	0	0	S	S	S	24	23	15	16
	NZ European	0	0	0	88	80	69	62	52	55	61
	Unspecified	0	0	0	S	S	S	10	10	7	9
	Other	0	0	0	45	57	49	43	35	47	53
	Total	0	0	0	245	238	223	207	185	195	213
Supported Living Payment	Māori	0	0	0	204	189	182	173	156	158	144
	Pacific Peoples	0	0	0	50	51	47	46	45	41	38
	NZ European	0	0	0	307	312	312	290	265	257	247
	Unspecified	0	0	0	21	26	21	19	19	17	21
	Other	0	0	0	111	114	107	115	103	94	100
	Total	0	0	0	693	692	669	643	588	567	550

Notes:

- This table shows working age clients only (ages between 18 and 64 years).
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- In some circumstances low numbers may potentially lead to individuals being identified. Due to these concerns, numbers for some categories of clients have been suppressed or aggregated. Secondary suppression rules have also been applied when required. Suppressed numbers have been replaced by an 'S'.

Home » Resources & Tools » Helping Clients » Procedures and Manuals » Work and Income » **Things you need to know when working with an interpreter**

Things you need to know when working with an interpreter

This page provides you with some useful hints and tips for working with a Deaf person and an Interpreter

Things to know when working with an interpreter

Position the seating so that the Deaf person can see both you and the interpreter clearly.

Talk directly to the Deaf person and look at them rather than at the interpreter.

Introduce all people who are attending the appointment.

Remember that names take longer to sign, so allow the interpreter time for this.

Address the Deaf person directly e.g rather than saying 'Tell him/her...', say 'I've...'

The Deaf person will usually try to look at the hearing person from time to time to give visual feedback and to gain visual clues from the speaker such as body language and gestures but must look at the interpreter to see what is being said.

Interpreters need to hear/see full sentences before being able to start interpreting. Do not alter your pace or speak too slowly.

If you are a very fast speaker the interpreter may ask you to slow down.

Pausing after sentences is much more helpful than pausing during them.

Interpreters are bound by a code of ethics, please do not request that the interpreter 'not interpret' part of the interaction, as they are bound by their code of ethics to convey everything that is said or signed and to not omit anything.

If the interpreter needs something to be repeated they will ask. Equally the Deaf person will ask if anything is not clear.

Allow for a slight delay in the time that the interpreter hears the information to when the Deaf person receives it. Allow for this when asking for feedback so that the Deaf participant has an equal opportunity to respond or interject.

Saying the name of the person whose turn it is to speak will aid the interpreter and the deaf person to follow the discussion. Pointing to the speaker also helps.

If you have only booked one interpreter for your meeting, remember to take regular breaks of approximately 5 minutes for 25 minutes of interpreting. The interpreter may wish to leave the room to perform stretches. Participants often use this time to reorganise paperwork, make photocopies or collect printouts. You will need to explain to the client what is happening so that the Deaf person is not left wondering.

Content owner: [Work and Income Design and Improvement](#) Last updated: 22 March 2014

Weekly Brief for Service Delivery - 13 December


08 December 2017.

This Weekly Brief covers: Out of Scope

Sign language interpreters, Out of Scope

On this Page:

The Presentation

 [Presentation 13 December 2017](http://doogle/documents/whats-on/news/wednesday-brief/weekly-brief-13-december2017-copy2.pptx) (Powerpoint 44.7MB) [<http://doogle/documents/whats-on/news/wednesday-brief/weekly-brief-13-december2017-copy2.pptx>]

 [Facilitators' notes 13 December 2017](http://doogle/documents/whats-on/news/wednesday-brief/facilitator-notes-13-december2017.docx) (Word 260.63KB) [<http://doogle/documents/whats-on/news/wednesday-brief/facilitator-notes-13-december2017.docx>]

Out of Scope

Out of Scope

Out of Scope

Sign Language Interpreters

Audience All staff

Duration 5 Minutes

Resources PowerPoint slides

Questions: Anne Hawker
42142

[Anne Hawker s 9\(2\)\(k\)](#) [\[mailto:Anne.Hawker s 9\(2\)\(k\)\]](#)

DDI:

Many deaf clients rely on sign language to communicate. Lip reading and written notes don't allow for good two-way communication, and relying on family members can also be difficult or may not be appropriate.

We now have two sign language interpreting services we can use. There's information on Doogle about how to book them, and tips on how to work with a sign language interpreter.

Out of
Scope

Doogle links for the Weekly Brief 13 December 2017

Sign Language Interpreters

Booking a sign language interpreter

<http://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/health-disability/interpreter-services-for-deaf-clients/booking-a-new-zealand-sign-language-interpreter.html> [<http://doogle/resources/helping-clients/procedures-manuals/work-and-income/health-disability/interpreter-services-for-deaf-clients/booking-a-new-zealand-sign-language-interpreter.html>]

Tips for working with a sign language interpreter

<http://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/health-disability/interpreter-services-for-deaf-clients/things-you-need-to-know-when-working-with-an-interpreter.html> [<http://doogle/resources/helping-clients/procedures-manuals/work-and-income/health-disability/interpreter-services-for-deaf-clients/things-you-need-to-know-when-working-with-an-interpreter.html>]

Out of
Scope

Making the Weekly Brief better

Thanks for your feedback, ideas and support. We really appreciate hearing from you.

If you have anything you want to comment on or talk to us about, please email

s 9(2)(k)

Content owner: [Service Delivery Communications](#) Last updated: 15 February 2018



WEEKLY
BRIEF

Sign language interpreters

- Using a sign language interpreter helps us communicate directly with a deaf client, rather than via a family member.
- This is important, especially for conversations around employment.
- We now have two NZ Sign Language interpreting services
 - iSign
 - Connect Interpreting.
- Clients may have a preference for a particular service, check with them.
- Check Doogle for:
 - contact details and information on booking an interpreter
 - tips for working with an interpreter.

There's more information on these changes in Doogle.

Booking an New Zealand Sign Language Interpreter

This page provides staff with the process to follow when booking a New Zealand Sign Language (NZSL) interpreting services.

On this Page:

Introduction

There are two interpreter services: iSign and Connect Interpreting (Connect). Both services have an online portal for booking New Zealand Sign Language (NZSL) interpreters and provides a system accessible to both those booking an interpreter and the interpreters themselves.

Sign language interpreters in New Zealand are trained and qualified to interpret between English and NZSL. Their use is supported by the NZSL Act 2006.

Booking Process for iSign or Connect Interpreting

Staff will need to ensure that they have all information required for the booking prior to approaching the SCM/ASCM.

client name

time

date

duration of appointment

location where service will be provided

purpose of the appointment

cost centre number

whether there is a preference for a male or female interpreter

does the client require an interpreter in Te Reo Māori

other hearing or Deaf people attending the meeting and

any additional information that may be useful to the interpreter

safety factors e.g. does the person pose a safety risk to the interpreter?

iSign and Connect Interpreters needs as much notice as possible of the need for an interpreter, generally the sooner the better. However if the requirement is very short notice you should still make contact as services may be able to be arranged.

Making an iSign or Connect booking by designated staff

iSign booking

To arrange a booking with iSign:

email bookings@isign.co.nz (<mailto:bookings@isign.co.nz>).

phone 0800934683

This service and contact also operates after hours

Connect Interpreter booking

To arrange a booking with Connect Interpreters use

Auckland

Email book@connectinterpreting.co.nz (<mailto:book@connectinterpreting.co.nz>).

phone 021555181

Urgent after-hours service: 021 54 NZSL (021 54 6975)

National Wide

Email booknz@connectinterpreting.co.nz (<mailto:booknz@connectinterpreting.co.nz>).

phone 021961815

Urgent after-hours service: 021961815

Once the booking has been arranged iSign and Connect Interpreters will then:

Arrange an interpreter and make contact with the Service Centre designated staff member with confirmation of the booking and relevant details.

Contact the client directly with the appointment details.

Note: Work and Income will need to confirm the appointment with the client.

Note: If the booking is no longer suitable or the client wants to change the time of their appointment please contact iSign or Connect Interpreters immediately.

Other available services for Deaf people

There are other services available for Deaf people if they do not require the assistance of an interpreter:

New Zealand Relay (NZ Relay)

Telephone Typewriter (TTY)

Deaf Link Fax and

Dedicated email address MSD_Deaf_Services@msd.govt.nz [mailto:MSD_Deaf_Services@msd.govt.nz]

Translation Services

Payment

Work and Income is responsible for paying any fees for interpreting services for clients.

NAC Number: Nominal 14832

Note: In the event that a client does not attend a scheduled appointment the Service Centre is responsible for meeting the cost. Fees may also apply for short notice changes.

Other things you need to know when working with an interpreter

- » [Things you need to know when working with an interpreter](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/health-disability/interpreter-services-for-deaf-clients/things-you-need-to-know-when-working-with-an-interpreter.html) (<http://doogle/resources/helping-clients/procedures-manuals/work-and-income/health-disability/interpreter-services-for-deaf-clients/things-you-need-to-know-when-working-with-an-interpreter.html>)

Content owner: [Partnerships and Programmes team](#) Last updated: 17 May 2018

Home » what's on » News and views » Weekly Brief for Service Delivery » **Weekly Brief for Service Delivery - 30 January 2019**

Weekly Brief for Service Delivery - 30 January 2019

25 January 2019.

This Weekly Brief covers **Out of Scope** sign language interpreters and **Out of S**

The Presentation:

 [Presentation Weekly Brief 30 January 2019](http://doogle/documents/whats-on/news/wednesday-brief/weekly-brief-30-january-2019.pptx) (Powerpoint 32.95MB) [<http://doogle/documents/whats-on/news/wednesday-brief/weekly-brief-30-january-2019.pptx>]

 [Facilitators' Notes Weekly Brief 30 January 2019](http://doogle/documents/whats-on/news/wednesday-brief/2019.01.30-weekly-brief-facilitators-notes.docx) (Word 266.72KB) [<http://doogle/documents/whats-on/news/wednesday-brief/2019.01.30-weekly-brief-facilitators-notes.docx>]

Making the Weekly Brief better

Thanks for your feedback, ideas and support. We really appreciate hearing from you.

If you have anything you want to comment on or talk to us about, please email [s 9\(2\)\(k\)](mailto:s9(2)(k)@doogle.govt.nz)

Content owner: [Service Delivery Communications](#) Last updated: 25 January 2019



WEEKLY
BRIEF

SIGN LANGUAGE INTERPRETERS

- Sign language interpreters help us communicate directly with deaf clients
- We have two NZ Sign Language interpreting services:
 - iSign
 - Connect Interpreting.
- Check if clients prefer one.
- More info on Doogle



Sign language interpreters help us communicate directly with deaf clients, rather than via a family member.

This is important, especially for conversations around employment.

The New Zealand Sign Language Interpreting services to book interpreters are:

- iSign
- Connect Interpreting.

Clients may prefer a particular service, so please check with them.

See Doogle for contact details, how to book an interpreter and tips for working with them.

Service Delivery Weekly Update 25 July 2019

Service Delivery Weekly update

***** 25 July 2019 *****

These updates are saved on [Doogle](http://doogle.ssi.govt.nz/whats-on/news/weekly-update-newsletter-email/index.html) (<http://doogle.ssi.govt.nz/whats-on/news/weekly-update-newsletter-email/index.html>).

Out of Scope

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For: everyone

- Check if there's a special caution to identify the client is deaf or has a hearing or speech impairment. If not, add it.
- Ask the client how they would like to be contacted. For example, is phone ok? Would they like to nominate an agent? Is email their preferred contact?
- Before contacting the client, read all special cautions alerts and must view notes, and be mindful if you can't call the client (e.g. send a letter or email instead)
- If you get a phone call, record if we're using Relay Services
- If it's a face-to-face meeting, note if the client has asked for an interpreter. You'll need to arrange this and be aware the interpreter is only available for the time booked.

More information: [Video Remote Interpreting service](http://doole.ssi.govt.nz/resources/helping-) (<http://doole.ssi.govt.nz/resources/helping->

[clients/products-services/video-remote-interpreting/index.htm](#)], and [tips for working with a deaf person and an interpreter](#) (<http://doogle.ssi.govt.nz/resources/helping-clients/procedures-manuals/work-and-income/health-disability/interpreter-services-for-deaf-clients/things-you-need-to-know-when-working-with-an-interpreter.htm>)]

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MINISTRY OF SOCIAL
DEVELOPMENT
TE HAKAHIKI WHAKAHIAO ORA

Content owner: [Service Delivery Communications](#) Last updated: 25 July 2019

Home » Business groups » » Service Delivery » Change Hub » Enhancing our security eco-system » **Best practise for working with deaf and hearing-impaired clients**

Best practice for working with deaf and hearing-impaired clients

On this page you'll find more about what to consider when working with deaf and hearing-impaired clients.

On this Page:

Overview

The following factors address the practical needs of the deaf and hearing-impaired community:

Sensory Reach

Refers to the need to be spatially orientated and visually aware of surroundings.

Space and Proximity

Allowing enough space between individuals to allow for sign language, chairs without arms and movable furniture incorporates this need.

Mobility and Proximity

Allows for moving between spaces and signing at the same time. In a service centre this can be accomplished by ensuring there are no hazards on the floor and chairs are tucked under desks when not in use.

Light and Colour

Reduce glare and shadows by using the dimmer switches in rooms (if available), closing the blinds, and seating so that you see each other clearly.

Acoustics

Consideration should be given to how to reduce excessive noise.

What to consider

There are many things you can do to assist clients in accessing our services and delivering the best possible client service:

Find out how best to communicate with the person - what works well for one individual may not work well for another.

Arrange seating so it can comfortably accommodate people signing and interpreting - you may need to use a seminar room or a room that can minimise external distractions and noise.

You can also arrange for interpreters to sit next to you in the new security layout, provided they've completed a Health and Safety induction.

Ensure the lighting is suitable, close blinds if it is too bright to minimise shadows and turn on the lights (if necessary).

Get the persons attention first before you start speaking or signing. Speak face to face and maintain eye contact. Speak directly to the deaf person. If using an interpreter, they will sit next to you and sign for you.

Speak a little more slowly and pronounce your words clearly without exaggerating your lip movements.

A deaf or hearing-impaired person may try to get your attention by knocking on the desk, stamping feet, touching you or another person or tapping, turn and face them and give them your full attention.

Be patient and allow a little extra time for appointments.

An interpreter will relay information back in the same manner as it was signed, i.e. if a message is signed with frustration, that will be reflected back in the interpreter's tone, so you can understand the message being conveyed.

More information is available [here](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/health-disability/interpreter-services-for-deaf-clients/booking-a-new-zealand-sign-language-interpreter.html) [http://doogle/resources/helping-clients/procedures-manuals/work-and-income/health-disability/interpreter-services-for-deaf-clients/booking-a-new-zealand-sign-language-interpreter.html], about how to book a New Zealand Sign Language Interpreter.

Content owner: [Service Delivery Strategy and Change](#) Last updated: 13 November 2019