



Dear Health Care Professional

Re: New Zealand Sign Language (NZSL) interpreting services for Deaf people

Deaf people who use NZSL as their first or preferred language often require New Zealand Sign Language (NZSL) interpreting services to access services and to ensure their right to communication and right to be fully informed is realised. Written English and lip-reading are often not effective as English is like a second language to many Deaf people.

Deaf Aotearoa is contracted by the Ministry of Health to provide Deaf people with interpreting services for a wide range of health and disability services to ensure their access and participation. This covers interpreting service costs for health care appointments, such as GPs, counsellors, parenting and childcare appointments and urgent/24 hour medical clinics. This funding is for Deaf people to access health and disability services and includes accessing communication and information where services are being provided to Deaf people's children or others for whom a Deaf person is a key carer.

The NZSL interpreting services funded by Deaf Aotearoa's contract with the Ministry of Health does not include District Health Boards, Hospitals and ACC who are themselves responsible for paying for NZSL interpreting services for Deaf people to access their services.

NZSL interpreting services can be booked through Deaf Aotearoa's iSign service, a nationwide booking service providing qualified NZSL interpreters for jobs all around New Zealand.

Deaf Aotearoa advises health care professionals to liaise directly with their Deaf clients around booking an interpreter, including checking if the Deaf person has any preferred interpreters.

iSign interpreting services can be booked via (please include start and end time and venue):

Email: bookings@isign.co.nz
Phone: 0800 934 683
Free text: 3359
Website: www.isign.co.nz Online booking form

If you have any queries please email askus@isign.co.nz

Sincerely

Lachlan Keating
Chief Executive

