

Introducing the new interpreter services quality framework

The Ministry of Justice is introducing a new quality framework for interpreter services in Courts and Tribunals. Here's the basics of what you need to know.



Scan the code to read the new Interpreter Services Quality Framework.

[Interpreting in courts & tribunals | New Zealand Ministry of Justice](#)

Why we need a quality framework

Interpreters play a fundamental role in ensuring people in court have access to and experience justice. The new quality framework will help ensure that the interpreter service is delivered consistently to high standards, meeting the needs of everyone who uses it. It aims to better support interpreters who work in our busy court environments.

The framework formalises good practice already occurring and also introduces new standards, which are based on Australian court standards adapted for Aotearoa/New Zealand.

How does the framework affect me?

The framework is relevant for interpreters, lawyers, judicial officers, court staff and other justice sector

professionals. At a practical level, the framework provides helpful guidance on how to know if a participant needs an interpreter and how to conduct proceedings using an interpreter.

What's changed?



Higher expectations of interpreters and better support so they can do their job well

We are introducing new requirements around qualifications and certification. These are in line with wider changes happening within the interpreting sector. We are also providing online training so interpreters can learn more about how courts and tribunals work. Free counselling sessions are available if interpreters want support after working on a case that has distressed them.



New service delivery guidance outlines what good practice looks like

The quality framework outlines for example, what counsel should cover when they brief an interpreter on a case, and what an interpreter should interpret during proceedings. It covers everything from how you introduce an interpreter to the court, to using remote technology.

To find out more

Further information about interpreters is available on the Ministry's website. This includes helpful factsheets on [assessing if someone needs an interpreter](#) and [conducting proceedings with interpreters](#)