



NEW ZEALAND SOCIETY OF  
TRANSLATORS & INTERPRETERS

*Te Rōpū Kaiwhakamāori ā-waha, ā-tuhi o Aotearoa*

## NZSTI Peer Support Scheme

### Background

NZSTI is setting up peer support groups open to NZSTI full member and affiliate interpreters in response to the needs expressed by members who frequently deal with distressing situations in their interactions with clients. The peer support groups are intended to provide those interpreters with a safe and professional space in which to give and receive collegial support for challenges they encounter during assignments. This support can help prevent burn-out and quitting the profession. The mutual support provided through these groups is designed to help expand practitioners' capacity and repertoire for dealing with difficult situations and is therefore of great value to professionals.

### Purpose Statement

To support each other in our roles as interpreters.



## Principles

These principles enable the facilitator and the group to align around how they work with each other during the sessions. The group members make a commitment to the facilitator and to each other to abide by the following principles. The facilitator's role is to make sure that everyone understands them.

### **Confidentiality:**

- Secure a secluded, safe space where you will not be interrupted or overheard.
- Everything discussed in the group is kept confidential and should not be referred to or discussed elsewhere unless someone's life or well-being is in danger
- Group members providing examples of situations from outside the group need to protect clients' anonymity

### **Empowered members:**

- Group members will have different needs. Some may just need to be heard and understood. Ask what support they require before offering advice or coaching.
- Encourage group members to come up with some possible solutions, before others comment or share what has worked for them in similar situations.

### **Mutual respect:**

- Take turns to speak.
- Listen well without judgement and reflect before responding.
- Be respectful of each other.
- Stay focused on the purpose of the group. A peer support group is not a therapy group.

### **A living framework:**

- Peer support group principles are a living framework. The principles given here provide a foundation and groups may want to develop additional principles specific to their group.
- At the first meeting, check in with the group to see if there is anything else they need included to support the group in achieving its purpose.
- Continue to refine with group input and agreement.