



25 FEB 2020

Dear [REDACTED]

On 18 December 2019 you emailed the Ministry of Social Development (The Ministry) requesting, under the Official Information Act 1982, the following information:

- *Are any parts or teams within your organisation required to translate any content (digitally or in hard copy, or interpreting in person)?*
  - *If so, where do these requirements originate?*
- *Which parts or teams translate content for external, digital channels? Including, static webpages, digital publications, information campaigns, social media, multimedia, emails etc.*
- *Are there any guidance, policies, processes or documents on how to translate? Including any project plans, technical specifications and review processes?*
- *What is the organisation doing to specifically encourage Te Reo translation? How is the content translated?*
- *What is the process for selecting languages?*
- *Who translates the material?*
- *Are there any future plans to increase translated materials? Who would approve this?*

Translation of the Ministry's digital and printed material is typically outsourced to the translation services of the Department of Internal Affairs (DIA). This ensures a consistent translation across Ministry products and across the wider government.

When engaging with the Ministry over the phone through one of the Contact Centres, clients can choose to communicate in their preferred language. To facilitate this the Ministry employs the services of Ezispeak and NZ Relay, as well as encouraging employees who speak multiple languages to use that skill within the Contact Centre. The Ministry has a dedicated in-house team consisting of speakers of 10 languages other than English who are available 8:30am to 5pm Monday to Friday. The languages currently available for direct translation are Te Reo Māori, Arabic, Cantonese, Farsi, Hindi, Khmer, Mandarin, Punjabi, Samoan and Tongan.

The Ministry use of Ezispeak provides a team of certified translators who have the ability to translate an extensive list of languages. More information about Ezispeak can be found on their website: [www.ezispeak.nz](http://www.ezispeak.nz).

To ensure the needs of the Ministry's hearing and speech impaired clients are met, the Ministry also uses the services of NZ Relay. Through this service clients can choose which approach suits them and their needs from a variety of options including video conferencing with New Zealand Sign Language interpreters and mobile or internet relay. More information about NZ Relay can be found here: [www.nzrelay.co.nz/](http://www.nzrelay.co.nz/).

The digital and printed translated material the Ministry has created has been driven by the needs of those the Ministry communicates with. The capacity of the in-house team to speak to clients in their preferred language is driven by the language skills of that team at the time.

Translation of the Ministry's digital content is managed by the Ministry's communications teams who produce the original content. These teams organise any necessary translation through approved translation services, such as that offered by DIA.

When determining what information needs to be translated into which languages, the Ministry considers the needs of the people requiring the information. When translation is required for material that is to be distributed nationwide, such as 'Our Commitment' material, the Ministry has the relevant content translated into the languages identified through the New Zealand Census.

In specific circumstances, such as the period following the Christchurch mosque shootings, the Ministry translated relevant material into Arabic, Bengali, Farsi, Hindu, Indonesian, Malay, Pashto, Somali, Tigrinya and Urdu. Because of the urgency during this time, instead of the usual process outlined above, the relevant material was translated by organisations supporting the effected communities in Christchurch.

Going forward the Ministry will continue to assess the need to translate material based on who needs the information. This may lead to an increase in materials translated and the diversity thereof.

The Ministry's Māori Strategy and Action Plan Te Pae Tata seeks to empower Māori to be self-determining and sets out the groundwork needed to ensure this goal is achieved. Part of this strategy is for the Māori culture and language to become more commonplace and imbedded within the Ministry. The full Te Pae Tata document can be found here: [www.msd.govt.nz/about-msd-and-our-work/about-msd/strategies/te-pae-tata/index.html](http://www.msd.govt.nz/about-msd-and-our-work/about-msd/strategies/te-pae-tata/index.html).

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](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with this response about translation services, 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](http://www.ombudsman.parliament.nz) or 0800 802 602.

Yours sincerely

A handwritten signature in blue ink that reads "Felicity Drader". The signature is written in a cursive, flowing style.

Felicity Drader  
**General Manager Client and Internal Communications**