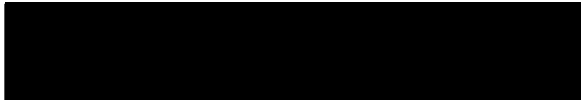




18 January 2021



Dear [REDACTED]

Re: OIA 20178 Request – New Zealand Sign Language interpreting contracts

Thank you for your Official Information Act request transferred to us on 23 December 2020 from the Ministry of Business, Innovation and Employment seeking information from Waitematā District Health Board (DHB) about New Zealand Sign Language (NZSL) interpreting contracts.

Before responding to your specific questions, it may be useful to provide some context about our services.

Waitematā DHB serves a population of around 650,000 across the North Shore, Waitakere and Rodney areas, the largest and one of the most rapidly growing DHBs in the country. We are the largest employer in the district, employing around 8,500 people across more than 80 locations.

In addition to providing care to our own resident population, we are the Northern Region provider of forensic mental health services and child rehabilitation services, plus the metro Auckland provider of child community dental services and community alcohol and drug services.

In response to your request, we are able to provide the following information:

1. Which government agencies that currently fund New Zealand Sign Language (NZSL) interpreting do not have contracts in place with suppliers and are instead operating in an ad-hoc manner?

Waitematā DHB operates Waitematā Translation and Interpreting Service (WATIS), an in-house service with a 24-hour-a-day, 7-day-a-week call centre and interpreters, covering more than 90 languages and dialects.

Waitematā DHB has an arrangement in place with two NZSL suppliers:

- Deaf Aotearoa (iSign)
- Connect.

We do not engage external interpreting services on an ad-hoc basis. We also have a qualified NZSL interpreter as a part-time employee to deliver quality interpreting services.

I trust that this information is helpful.

Waitematā DHB supports the open disclosure of information to assist community understanding of how we are delivering publicly funded healthcare. This includes the proactive publication of anonymised Official Information Act responses on our website from 10 working days after they have been released.

If you consider there are good reasons why this response should not be made publicly available, we will be happy to consider your views.

Yours sincerely

A handwritten signature in black ink, appearing to be 'GR' followed by a stylized flourish.

Grace Ryu
Operations Manager Asian Health Services & WATIS
Waitematā District Health Board