

10 February 2021

Mr Lance Watson
fyi-request-14375-49801e3d@requests.fyi.org.nz

Tēnā koe Mr Watson

Thank you for your email of 29 December 2020 to Oranga Tamariki—Ministry for Children (Oranga Tamariki), requesting the following information under the Official Information Act 1982 (the Act):

- *Could you please provide the total cost to the Ministry of hiring New Zealand Sign Language interpreters over the most recent financial year.*
- *Could you also please provide the average hourly cost of these services to the Ministry.*

Oranga Tamariki staff seek the use of an interpreter in situations where the tamariki and their whānau or others involved have limited English. This may become apparent through a needs assessment for a tamaiti, or through interactions with the whānau or others. Social workers have access to a telephone interpreting service and may also access face-to-face translators when necessary.

In order to accurately respond to your request, we would have to review approximately 2,000 invoices individually. Your request is therefore refused in accordance with section 18(f) of the Act, as the information requested is not centrally recorded by Oranga Tamariki and would require substantial manual collation and research. The greater public interest is in the effective and efficient administration of the public service. I have considered whether we would be able to respond to your request given extra time, or the ability to charge for the

information requested. I have concluded that, in either case, our ability to undertake our work would still be prejudiced.

Oranga Tamariki intends to make the information contained in this letter available to the wider public shortly. We will do this by publishing this letter on our website. Your personal details will be deleted, and we 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@ot.govt.nz.

If you are not satisfied with this response, you have the right to ask an Ombudsman to review this decision. Information about this is available at www.ombudsman.parliament.nz or by contacting them on 0800 802 602.

Nāku noa, nā

A handwritten signature in black ink, appearing to be 'S. Groom', written in a cursive style.

Steve Groom
General Manager Public, Ministerial and Executive Services