

10 December 2014

Mr Alex Harris

Email: fyi.org.nz

Dear Mr Harris

Hutt Valley District Health Board (DHB) has received through the Ombudsman, your correspondence requesting information under the Official Information Act 1982, regarding interpreting and translation services. Unfortunately, we never received the original request, or any further correspondence.

Question:

What guidelines are provided to staff on the provision of interpreting and translation services to patients? I would like a copy of whatever documents or training materials that are provided to staff, as well as any updated guidance in the last six months.

Response:

Our policy was rewritten last year to reflect our change of preferred provider of interpreting services to Language Line New Zealand. It is based on Capital and Coast DHB's policy but adapted for Hutt Valley DHB.

Clinical staff are all aware of both the patients entitlement to and need for appropriate interpretation. The training has generally been for administration staff around the process of acquiring appropriate interpreting services for this to occur.

Language Line New Zealand provided training here at Hutt Valley DHB for units/services last year and training is available as required.

I have attached our policy entitled 'Use of Interpreter Services'.

For further OIA correspondence, please use the OIA request site on the Hutt Valley DHB website: oiarequest@huttvalleydhb.org.nz

Yours sincerely

A handwritten signature in blue ink, appearing to read "G Dyer", is positioned above the printed name.

Graham Dyer

Chief Executive

Hutt Valley District Health Board