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30 January 2020



Tēnā koe 

OFFICIAL INFORMATION ACT REQUEST

I refer to your official information request of **Wednesday 18 December 2019** for:

Can I please request information about digital translation in your organisation, under the Official Information Act? I am happy to discuss, rescope or stage the response.

It would be great to get a sense for how your organisation engages with people who do not have English as a first language.

Specifically;

- 1. 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?*
- 2. Which parts or teams translate content for external, digital channels? Including, static webpages, digital publications, information campaigns, social media, multimedia, emails etc.*
- 3. Are there any guidance, policies, processes or documents on how to translate? Including any project plans, technical specifications and review processes?*
- 4. What is the organisation doing to specifically encourage Te Reo translation?*
- 5. How is the content translated? What is the process for selecting languages? Who translates the material?*
- 6. Are there any future plans to increase translated materials? Who would approve this?*

The Ministry's responses to your questions above are:

1. No, the Ministry is a policy agency and does not usually provide services directly to the public. The Ministry's operating practice is to produce information in English and to consider other languages and formats, as appropriate. The Ministry may choose to use other languages in greetings, summary information, or for all of the content in a document. These decisions would be made by a project team, with advice from the Ministry's Communications team on what will work best for the audience and the purpose of the content.

2. Not applicable, however the Communications team will lead the translation of content, as required, for the Ministry's website, publications, information campaigns, multimedia and social media. As above, the Communications team may seek external advice on what is best suited for particular audiences.
3. No. If the Ministry wishes to translate some, or all, of a document, it will seek advice from other Government agencies who regularly provide translations. For example, recently the Ministry sought advice from Te Puni Kōkiri for its report: *Ngā wāhine kaipakihi: he tirohanga, Māori women in business: insights*.
4. The Ministry is increasing use of te reo Māori in its work.
5. Decisions on translation would be made by a project team, with advice from the Ministry's Communications team on what is the most appropriate for the intended audience.

Depending on the project, the Ministry may also seek advice from its stakeholders on the best way to get its information to particular audiences, or ask for their language assistance with a particular project. The Ministry may also use staff with linguistic skills or external translators.

The Ministry meets with a wide range of stakeholder groups through its International Women's Caucus to inform policies and share information with them that can then be passed on to their members. The Ministry seeks out partnerships with organisations to increase its reach and inform policy development. These include New Zealand Asian Leaders, YWCA Aotearoa New Zealand, P.A.C.I.F.I.C.A, and the Te Rōpū Wahine Māori Toko i te Ora (Māori Women's Welfare League).

6. As stated above the Ministry is working to increase its use of te reo Māori in documents, publications, and through its communications channels. It will consider other translations, as appropriate.

With regard to preparation of translations, to date the Ministry has not used any digital translation tools.

Official Information Act responses

Please note that this response, with your personal details redacted, may be published on the Ministry's website. If you have any concerns or comments related to this, please let us know by emailing ministerialservicing@women.govt.nz, within two weeks of the date of this letter.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Nāku noa, nā



Renee Graham
Chief Executive