

[REDACTED]

From: Official Information
Sent: Wednesday, 5 October 2016 5:11 p.m.
To: [REDACTED]
Subject: LGOIMA 16/0342 response - [REDACTED] - translation/interpretation services
Attachments: LGOIMA 16-0342 - [REDACTED] -Translation_Interpretation Services FY 2015 and 2016.pdf

Dear [REDACTED]

Thank you for your email, received on 7 September 2016. You requested information relating to Christchurch City Council's translation and interpretation services, under the Local Government Official Information and Meetings Act 1987 (LGOIMA).

Release of information

We will answer each of your questions in turn.

1) How does Christchurch City Council manage interpretation? Is this contracted out to external agencies (and if so, which ones?) or is it dealt with internally? (e.g. via Language Line, others...?)

2) How does Christchurch City Council manage translation? Is this contracted out to external agencies (and if so, which ones?) or is it dealt with internally?

Currently there is no policy or standard procedure on how to use interpreters or translate documents. Each unit manages its own interpretation and translation requirements.

Customer Services

Customer Services are the main users of interpreters - mostly Language Line, sometimes face to face interpreters. Translations are contracted out to professional interpreters. The languages selected for the translations are chosen based on population numbers (Census 2013 information) with consideration for smaller communities that may experience barriers to access to information.

Generally the customer will have already engaged an interpretation service before ringing the contact centre; the service will identify this fact and then conference call the interaction. The service the contact centre can use if requested is iSign or Interpreting Canterbury. For translation services, the contact centre generally uses Language Line.

If a customer requests a translator or the Customer Services Representative feels the topic of discussion is complex enough that it warrants one, they ring up a service and conference call the interaction, being mindful of the careful communication required.

Libraries

The Christchurch City Libraries provide resources in several languages through the website, digital collections and through the physical collection in the libraries, and employ several bilingual librarians.

Libraries promote and support cultural and linguistic diversity through several of their programs and activities - language weeks, book clubs, story time in several languages, and providing space for groups to run their community language classes.

Online

The Community Support team advisers are currently working with the Online Channels team to make Council communication more accessible for people who speak other languages and people with disabilities or learning difficulties.

3) Does your transport department have access to the same translation and interpretation services as the wider Council? If no, please explain what services they have access to and make specific reference to what services are used

by if known. If yes, do they use these services?

The Council's transport department has access to the same translation and interpretation services as the wider Council and uses these services.

4) How much money has Christchurch City Council spent on interpretation services? Please provide details for 2015 and 2016, split by month. Please also show 1) how this money breaks down on the agency side if multiple interpretation and translation agencies are used, and 2) how this money breaks down on the Council side between different departments and branches of Council.

5) How much money has Christchurch City Council spent on translation services? Please provide details for 2015 and 2016, split by month. Please also show 1) how this money breaks down on the agency side if multiple interpreting agencies are used, and 2) how this money breaks down on the Council side between different departments and branches of Council.

The Council does not financially track translation and interpretation services separately. Please find attached an extract of preferred suppliers' spend for the past two years. Council units may engage their own suppliers to provide services as they see fit, so this amount may not be the total spend; however, any other spend is not readily available.

We have decided to withhold the breakdown on the agency side under the following sections of the LGOIMA:

- 7(2)(b)(ii) – to protect the commercial position of the person who supplied or who is the subject of the information; and
- 7(2)(h) – to enable any local authority holding the information to carry out commercial activities.

In the Council's view the reasons for withholding these details are not outweighed by public interest considerations in section 7(1) favouring their release.

However, the list of preferred suppliers contained in this spreadsheet is as follows:

- April Aiping Brown
- BTM Marketing Ltd
- Corban Henare Te Aika
- Deaf Aotearoa Holdings Ltd
- Kiwi Translation
- MLT Translation Centre

6) Does the Council have metrics for tracking language services (translation, interpretation, etc.) and if so, what are they and how old are they?

The Council does not keep metrics.

You have the right to ask the Ombudsman to investigate and review our decision. Complaints can be sent by email to info@ombudsman.parliament.nz, by fax to (04) 471 2254, or by post to The Ombudsman, PO Box 10152, Wellington 6143.

Publication of responses to LGOIMA requests

Please note: our LGOIMA responses may be published on the Christchurch City Council website a month after they have been responded to, with requesters' personal details withheld. If you have any concerns about this please contact the Official Information team on officialinformation@ccc.govt.nz.

Yours sincerely,

Anna Sinclair

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FY 2015 & FY 2016 Actual Payments

Sum of Paid	Column Labels																		
PROFIT CENTRE DESCRIPTION	Aug-14	Sep-14	Oct-14	Nov-14	Feb-15	Mar-15	Apr-15	Jun-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Apr-16	May-16	Jun-16	Grand Total
Asset Mgmt Cost Centres											140								140
Botanic Gardens													235		116				351
CAG Exhibitions																	183		183
CCC & Inspection Scheduling Cost Centres													140						140
CDEM Public Educ		658																	658
Consultation						235													235
Deliver Civic Events						1,024	140								235	122			1,521
EQ Libraries																		160	160
EQ Recovery Road Network	188																		188
Events - Inhouse					880									470	1,640				2,990
International Relations & Sister Cities										165	135						183	426	909
LTP/Annual Plan						746													746
Manage the Events Village												140							140
Marketing Int Service	140	304	164			845		3,855	258	992		544		116	466			164	7,848
Regional Parks															254				254
Safer Christchurch Projects																		13,824	13,824
SP LT Strategy - Liveable City		140																	140
Strengthening Communities								15,217											15,687
Temancy & Support Services												140							140
Trade Wastes																		331	331
Waste Avoidance Prog						2,643		2,247											4,889
Grand Total	328	1,102	164	2,643	880	2,850	17,604	3,855	258	1,157	275	824	375	586	2,711	304	15,234	324	51,473