



09 May 2022

[Redacted]

Dear [Redacted]

**Official Information Act Request**

Thank you for your request dated 17 March 2022, transferred to Waikato District Health Board (DHB) from the Ministry for Pacific Peoples on 05 April 2022, for information in relation to interpreters. Your original request was for: *“information that the Government has on the numbers of people in New Zealand who need an interpreter in order to access effective health care. The Code of Patient Rights gives a right to a “Competent” interpreter. Without a knowledge of how many people require this service it is impossible to judge whether the services provided are adequate”*

You have further clarified your Official Information Act request, and I can respond as follows:

- **How many instances of language interpreters (excluding New Zealand Sign Language) were booked for the period January 2021 to December 2021**

The Waikato DHB utilise two separate interpreter services - Decypher, and Ezispeak. Waikato DHB does not record instances of bookings for language interpreters. However, Decypher were able to provide the following information based on their invoicing to Waikato DHB.

Month	Onsite Service	Phone Service	COVID-19 only	Total
January	358	13	84	455
February	368	8	100	476
March	483	20	174	677
April	448	11	115	574
May	366	9	106	481
June	330	16	114	460
July	387	17	98	502
August	341	29	138	508
September	356	50	72	478
October	312	31	51	394
November	454	23	75	552
December	414	20	31	465

Unfortunately, Ezispeak were unable to provide a breakdown of bookings or invoicing to Waikato DHB.

- **Do Waikato DHB fund language interpreter services (excluding New Zealand Sign Language) in primary care?**

Waikato DHB does not fund language interpreter services (excluding New Zealand Sign Language) in primary care.

Waikato DHB supports the open disclosure of information to assist community understanding of how we are delivering publically 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.

Yours sincerely



**Christine Lowry**

Executive Director - Waikato Hospital and Community Services  
Waikato District Health Board