

**From:** Arlene Goss  
**To:** [REDACTED]  
**Subject:** Response to official information request  
**Date:** Wednesday, 19 October 2016 04:13:30 p.m.  
**Attachments:** [image001.png](#)

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19-Oct-2016

Miriam Williams  
[REDACTED]

Dear Ms Williams,

Official information request for the cost of TRANSLATION SERVICES

I refer to your official information request dated 8-September-2016 for information about translation and interpretation resources used by Dunedin City Council. Our responses are as follows:

- 1) *How does Dunedin 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...?)*

Dunedin City Council has a limited interpretation service at this time. It uses Read Speaker online on four of its websites, which include the main DCC site <http://www.dunedin.govt.nz/>, The Dunedin Botanic Garden site, <http://www.dunedinbotanicgarden.co.nz/>, the Toitu Otago Settlers Museum site <http://www.toituosm.com/>, and the Enterprise Dunedin website <http://www.dunedinnz.com/>.

During Annual Plan hearings a sign language interpreter is contracted to cover the hearings for the hearing impaired. The 2016 Annual Plan hearing process was the first time this service was supplied. Bridget Brown (The Bridge - Services for Deaf People) was contracted to supply this service.

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

On the Enterprise Dunedin site it also has an electronic translation site <http://www.dunedinnz.com/cn> which translates the information into Chinese (Mandarin). BTM Marketing Ltd was used to create the Chinese content for this site.

- 3) *I understand that Otago Regional Council deals with public transport in Dunedin. Does Dunedin City Council manage anything transport related in the city? If yes, does your transport department have access to the same language support services as wider Council?*

The Otago Regional Council manages all public transport in Dunedin.

- 4) *How much money has Dunedin 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.*

2015: Website hearing impaired Readspeak additions \$3043 GST inclusive for the DCC website.

No money was spent on sign language interpretation services.

2016: Sign language interpreter for the annual plan process \$800. It used "The Bridge - Services for Deaf People" (Dunedin) for this service.

Website hearing impaired Readspeak additions \$6,795 for seven websites including Dunedin Botanic Garden, Dunedin Chinese Garden, Toitu Otago Settlers Museum, Dunedin Public Libraries, Enterprise Dunedin ([www.dunedinnz.com](http://www.dunedinnz.com)) and Dunedin City Council as part of an ongoing annual fee. The Moana Pool website (which is part of this costs) will be the seventh website added to this group when its website is refreshed later in the financial year.

The Council Communication and Marketing Department paid for this service.

5) *How much money has Dunedin 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.*

2015 – No money was spent on translation services.

2016- Chinese language interpretation on Enterprise Dunedin website \$3057 GST inclusive. It used BTM Marketing Ltd (Auckland) for this service

The Enterprise Dunedin Department paid for this service.

6) *Does Dunedin City Council have metrics for tracking language services (translation, interpretation, etc.) and if so, what are they and how old are they? Thank you very much for your time and assistance.*

The Dunedin City Council does not have metrics for tracking language services. The Chinese language interpretation on the Enterprise Dunedin website was only implemented last month, so there is no tracking data at this point in time.

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](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

If you wish to discuss this information with us, please feel free to contact me and I will put you in touch with the right staff member to answer your questions.

Yours sincerely

Arlene Goss

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