



**MINISTRY OF SOCIAL
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA

30 JUN 2020

Dear [REDACTED]

On 5 June 2020, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982, the following information:

The iSign quarterly reports from Deaf Aotearoa for the period January 2019-April 2020.

Please find enclosed the following reports:

- iSign Service Report from Deaf Aotearoa for the period: 1 November 2018 – 31 January 2019
- iSign Service Report from Deaf Aotearoa for the period: 1 February 2019 – 30 April 2019
- iSign Service Report from Deaf Aotearoa for the period: 1 May 2019 – 31 July 2019
- iSign Service Report from Deaf Aotearoa for the period: 1 August 2019 – 31 October 2019
- iSign Service Report from Deaf Aotearoa for the period: 1 February 2020 – 30 April 2020

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public. The Ministry will do this by publishing this letter and attachments on the Ministry of Social Development's website. Your personal details will be deleted, and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with this response for copies of iSign reports from Deaf Aotearoa, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Yours sincerely

A handwritten signature in blue ink, appearing to be 'Manaja King', written over the 'Yours sincerely' text.

Manaja King

General Manager, Māori Partnerships and Programmes

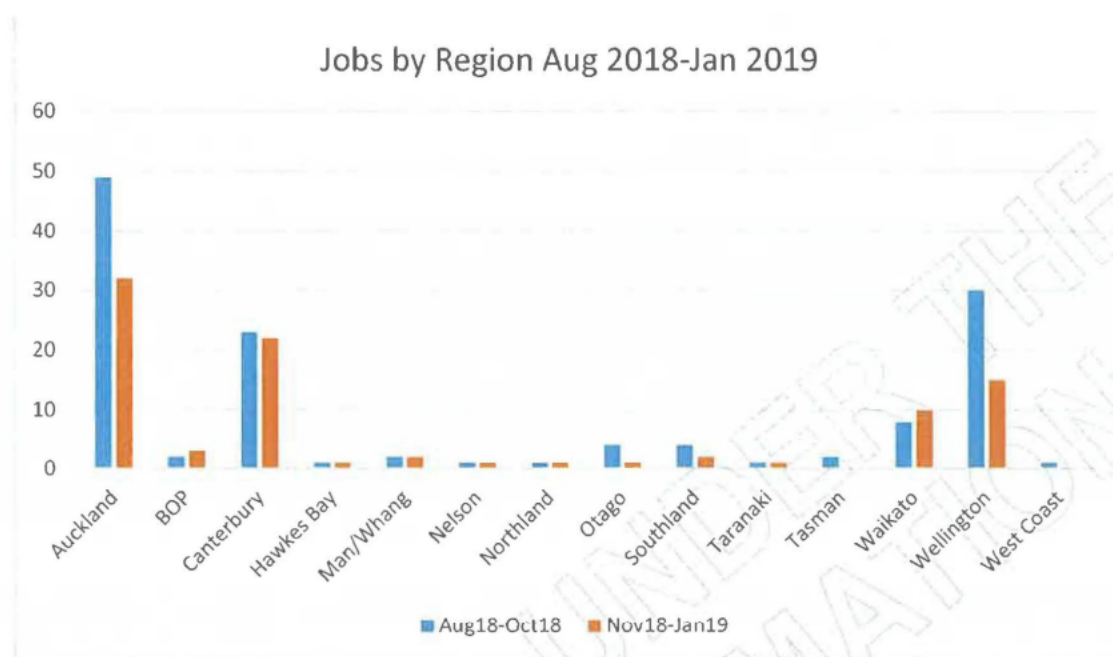
SERVICE REPORT FOR THE PERIOD: November 1st 2018 – January 31st 2019

Objective Reference Number: A9796130

Contract Name: New Zealand Sign Language Interpreting & Translation Services

Start Date: November 1st 2017

Expiry Date: October 31st 2019



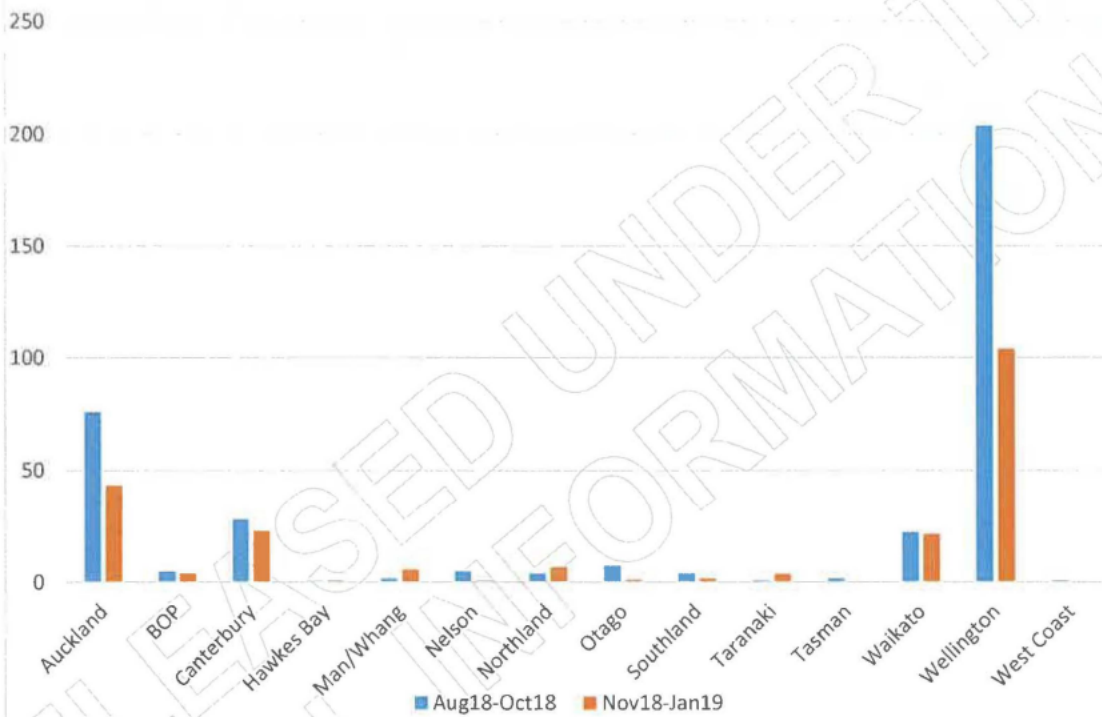
Total number of jobs completed for the period: 91

This represents a decrease in jobs on the previous quarter of: 38

The summary of MSD departments that this covered is:

| | |
|--------------------------|----|
| MSD | 11 |
| Work & Income | 70 |
| ODI | 7 |
| Oranga Tamariki | 3 |
| Social Investment Agency | 0 |

Interpreting Hours by Region Aug 2018 - Jan 2019



Total number of interpreting hours delivered for the period: 218.5

This represents a decrease in hours on the previous quarter of: 144.5

The summary of MSD departments that this covered is:

| | |
|--------------------------|------|
| MSD | 88 |
| Work & Income | 73.5 |
| ODI | 48 |
| Oranga Tamariki | 9 |
| Social Investment Agency | 0 |

SERVICE USERS

Number of Service Users who accessed the interpreting service:

56

Number of interpreting jobs completed for those Service Users:

80

Number of interpreting jobs completed for Deaf Groups:

11

QUALITY

Complaints Registered & their Resolution:

We have had one complaint concerning the use of a Communicator for a Work & Income meeting. Despite the efforts to resolve this by the General Manager of the service, CEO and the Chairman of the Board, the Service User wishes to take this further with the Human Rights Commission.

We would like the opportunity to brief you on our efforts to resolve this matter.

EFFECTIVENESS

Number & percent of service users who felt their needs had been met on completion of interpreting

A survey of satisfaction is currently underway and the results for the first survey period will be included in the next reporting period.

General

A slower period of activity with the Christmas holidays dampening demand.

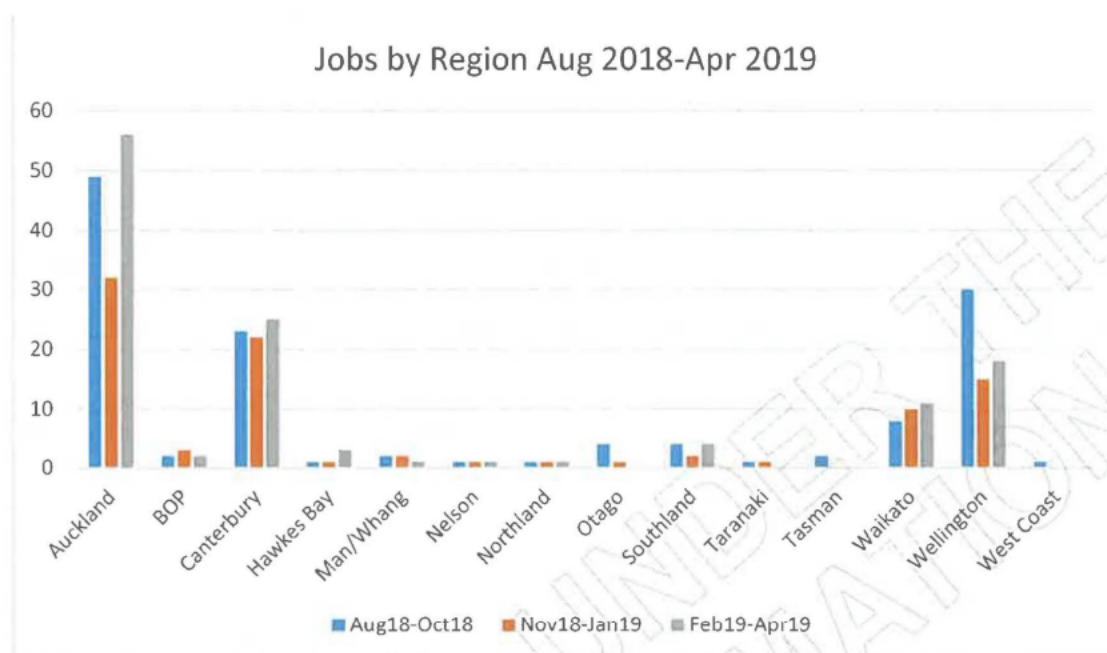
SERVICE REPORT FOR THE PERIOD: February 1st 2019 – April 30th 2019

Objective Reference Number: A9796130

Contract Name: New Zealand Sign Language Interpreting & Translation Services

Start Date: November 1st 2017

Expiry Date: October 31st 2019



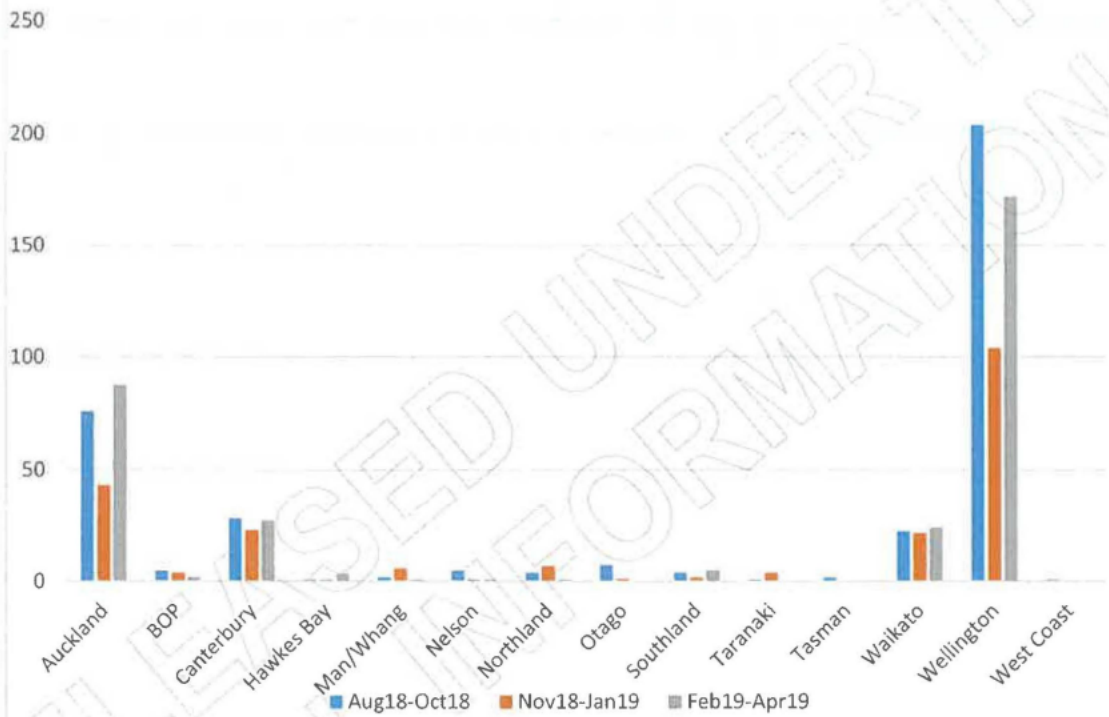
Total number of jobs completed for the period: 122

This represents an increase in jobs on the previous quarter of: 31

The summary of MSD departments that this covered is:

| | |
|--------------------------|----|
| MSD | 1 |
| Work & Income | 96 |
| ODI | 15 |
| Oranga Tamariki | 10 |
| Social Investment Agency | 0 |

Interpreting Hours by Region Aug 2018 - Apr 2019



Total number of interpreting hours delivered for the period: 323.5

This represents an increase in hours on the previous quarter of: 105

The summary of MSD departments that this covered is:

| | |
|--------------------------|-------|
| MSD | 1 |
| Work & Income | 114 |
| ODI | 172.5 |
| Oranga Tamariki | 36 |
| Social Investment Agency | 0 |

SERVICE USERS

Number of Service Users who accessed the interpreting service:

77

Number of interpreting jobs completed for those Service Users:

111

Number of interpreting jobs completed for Deaf Groups:

11

QUALITY

Complaints Registered & their Resolution:

No complaints have been received this period.

In an attempt to resolve a complaint from the previous period the Chairman of the Board, CEO and General Managers met with the complainant and a way to move forward was found from this meeting.

We would like the opportunity to brief you on our efforts to resolve this matter and what the position is moving forward.

EFFECTIVENESS

Number & percent of service users who felt their needs had been met on completion of interpreting

We are refining our satisfaction survey after testing during the period and results will be reported in the next quarter.

General

A higher period of activity was seen compared to the same period last year.

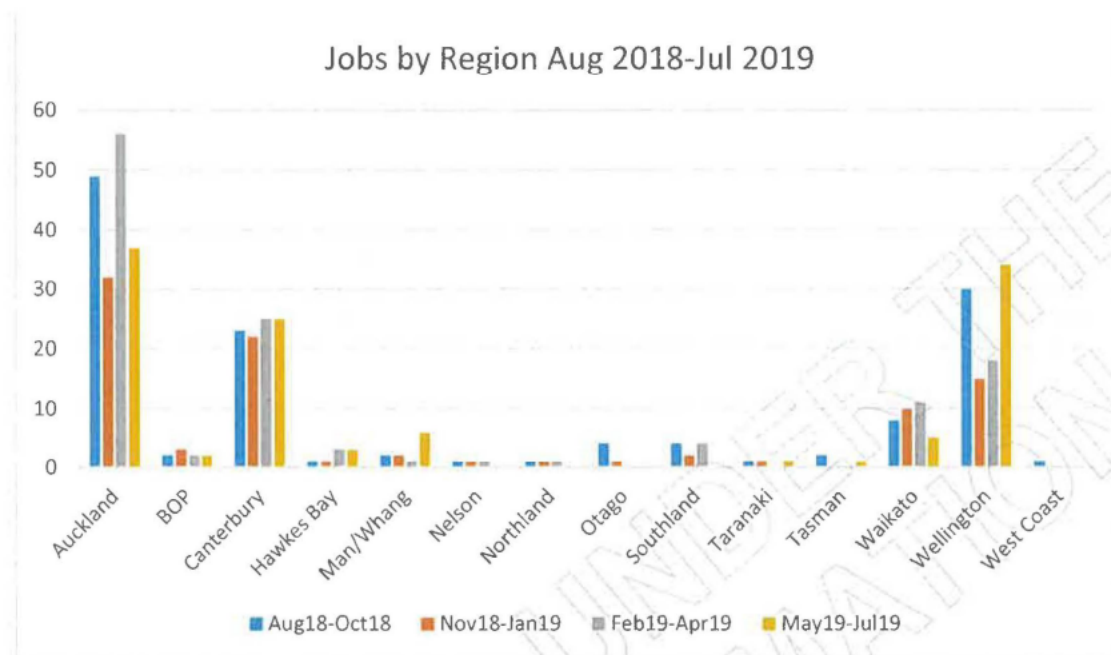
SERVICE REPORT FOR THE PERIOD: May 1st 2019 – July 31st 2019

Objective Reference Number: A9796130

Contract Name: New Zealand Sign Language Interpreting & Translation Services

Start Date: November 1st 2017

Expiry Date: October 31st 2019



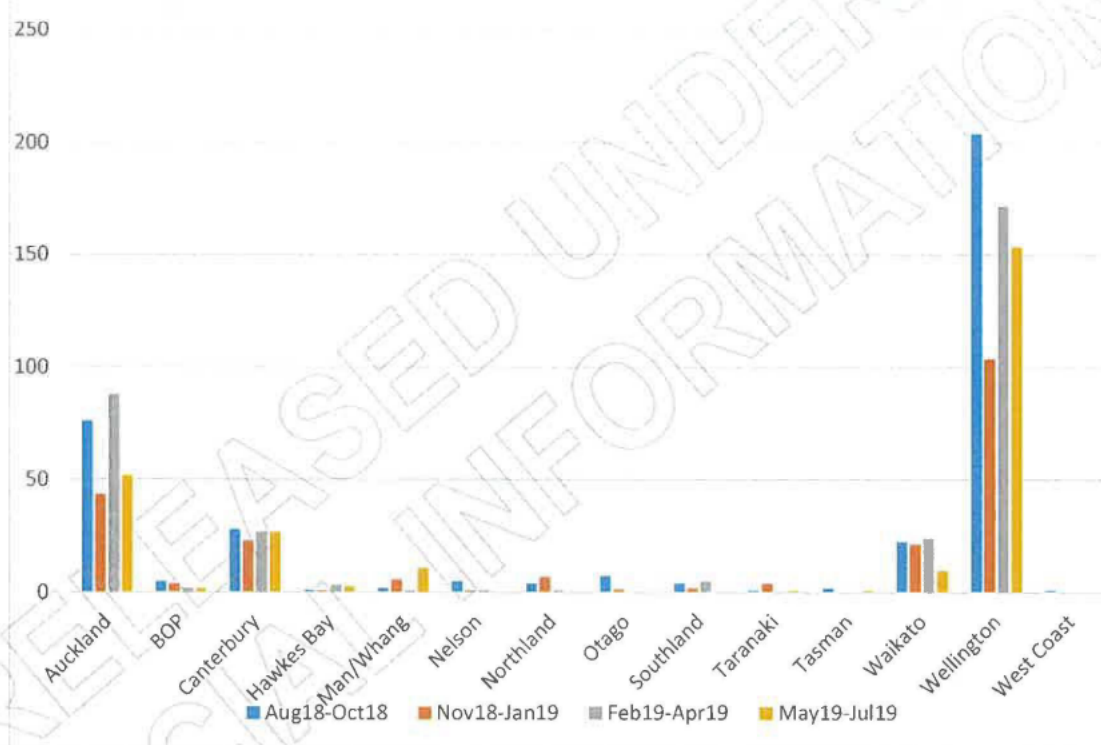
Total number of jobs completed for the period: 114

This represents a decrease in jobs on the previous quarter of: 8

The summary of MSD departments that this covered is:

| | |
|----------------------------|----|
| MSD | 6 |
| Youth Development | 1 |
| Work & Income | 71 |
| ODI | 11 |
| Oranga Tamariki | 15 |
| Social Investment Agency | 0 |
| Youth Service Support Unit | 10 |

Interpreting Hours by Region Aug 2018 - Jul 2019



Total number of interpreting hours delivered for the period: 260.5

This represents a decrease in hours on the previous quarter of: 63

The summary of MSD departments that this covered is:

MSD 20.5

Ministry of Youth Development 5.5

Work & Income 75

| | |
|----------------------------|-------|
| ODI | 112.5 |
| Oranga Tamariki | 34.5 |
| Social Investment Agency | 0 |
| Youth Service Support Unit | 12.5 |

SERVICE USERS

Number of Service Users who accessed the interpreting service:

59

Number of interpreting jobs completed for those Service Users:

106

Number of interpreting jobs completed for Deaf Groups:

8

QUALITY

Complaints Registered & their Resolution:

No complaints have been received this period.

EFFECTIVENESS

Number & percent of service users who felt their needs had been met on completion of interpreting

We are still refining our satisfaction survey after testing during the period and results will be reported in the next quarter.

General

A similar level of activity was seen compared to the same period last year which recorded 121 jobs.

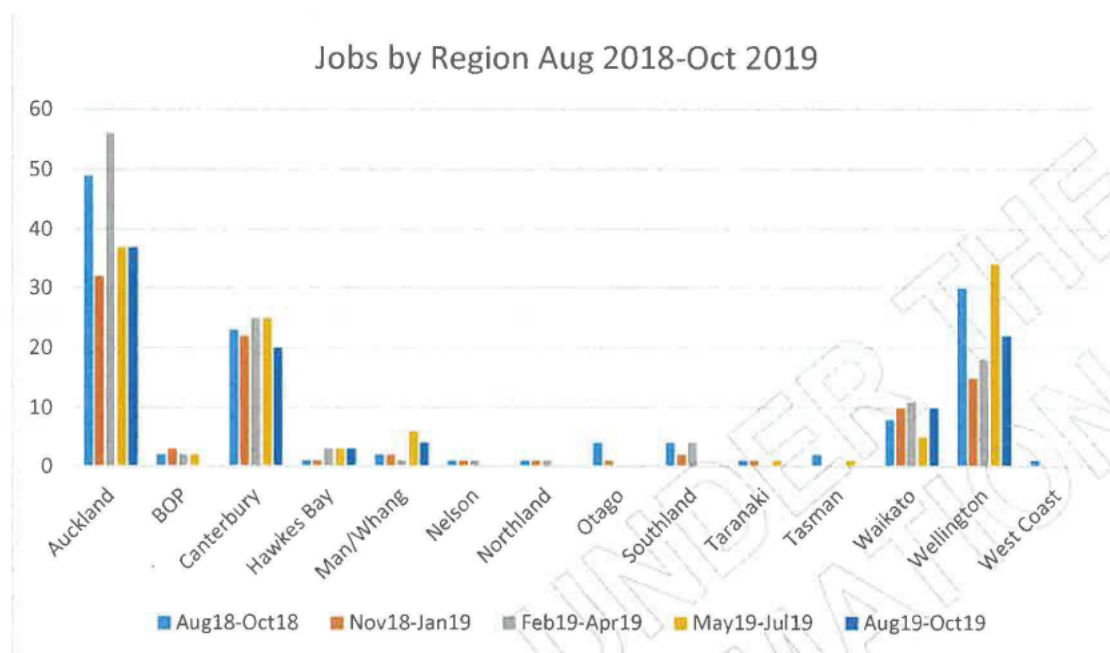
SERVICE REPORT FOR THE PERIOD: August 1st 2019 – October 31st 2019

Objective Reference Number: A9796130

Contract Name: New Zealand Sign Language Interpreting & Translation Services

Start Date: November 1st 2017

Expiry Date: October 31st 2019



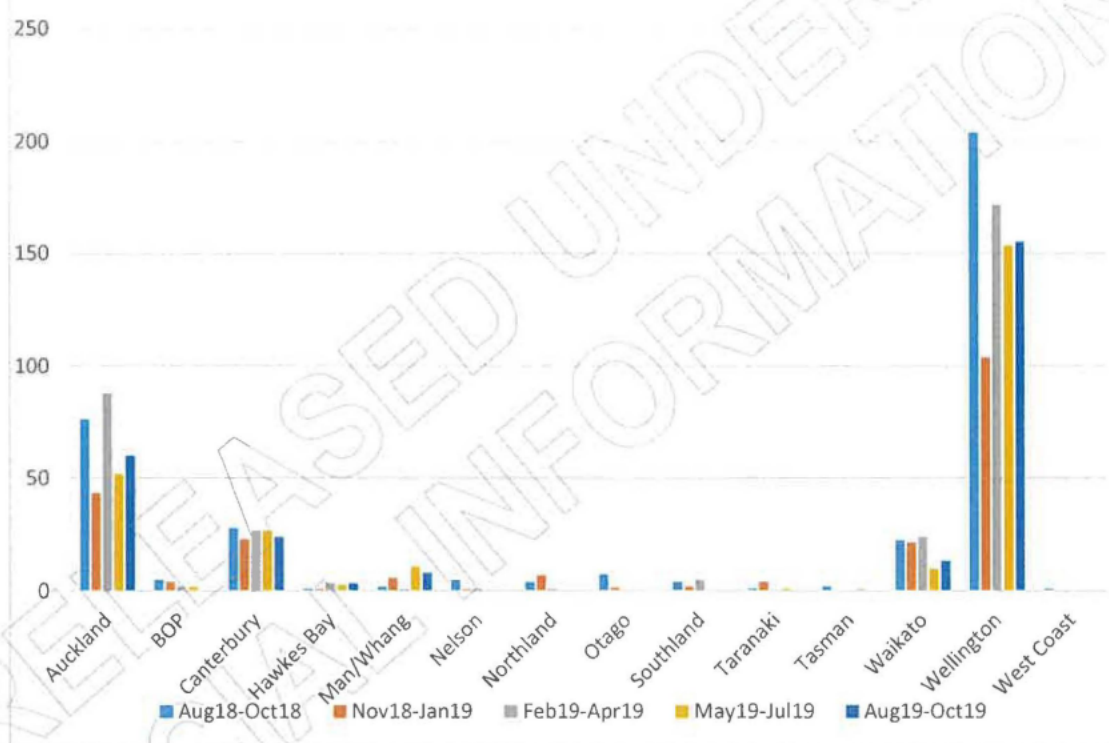
Total number of jobs completed for the period: 96

This represents a decrease in jobs on the previous quarter of: 18

The summary of MSD departments that this covered is:

| | |
|----------------------------|----|
| MSD | 7 |
| Youth Development | 0 |
| Work & Income | 64 |
| ODI | 13 |
| Oranga Tamariki | 9 |
| Social Investment Agency | 0 |
| Youth Service Support Unit | 3 |

Interpreting Hours by Region Aug 2018 - Oct 2019



Total number of interpreting hours delivered for the period: 264

This represents an increase in hours on the previous quarter of: 3.5

The summary of MSD departments that this covered is:

MSD 19

Ministry of Youth Development 0

Work & Income 72

| | |
|----------------------------|-----|
| ODI | 147 |
| Oranga Tamariki | 23 |
| Social Investment Agency | 0 |
| Youth Service Support Unit | 3 |

SERVICE USERS

Number of Service Users who accessed the interpreting service:

56

Number of interpreting jobs completed for those Service Users:

91

Number of interpreting jobs completed for Deaf Groups:

5

QUALITY

Complaints Registered & their Resolution:

No complaints have been received this period.

EFFECTIVENESS

Number & percent of service users who felt their needs had been met on completion of interpreting

A survey of all jobs completed for the quarter had a 29% response rate. From the responses 94% were either very satisfied or satisfied.

General

A lower level of activity was seen compared to the same period last year which recorded 129 jobs.

SERVICE REPORT FOR THE PERIOD: February 1st 2020 – April 30th 2020

Objective Reference Number: A9796130

Contract Name: New Zealand Sign Language Interpreting & Translation Services

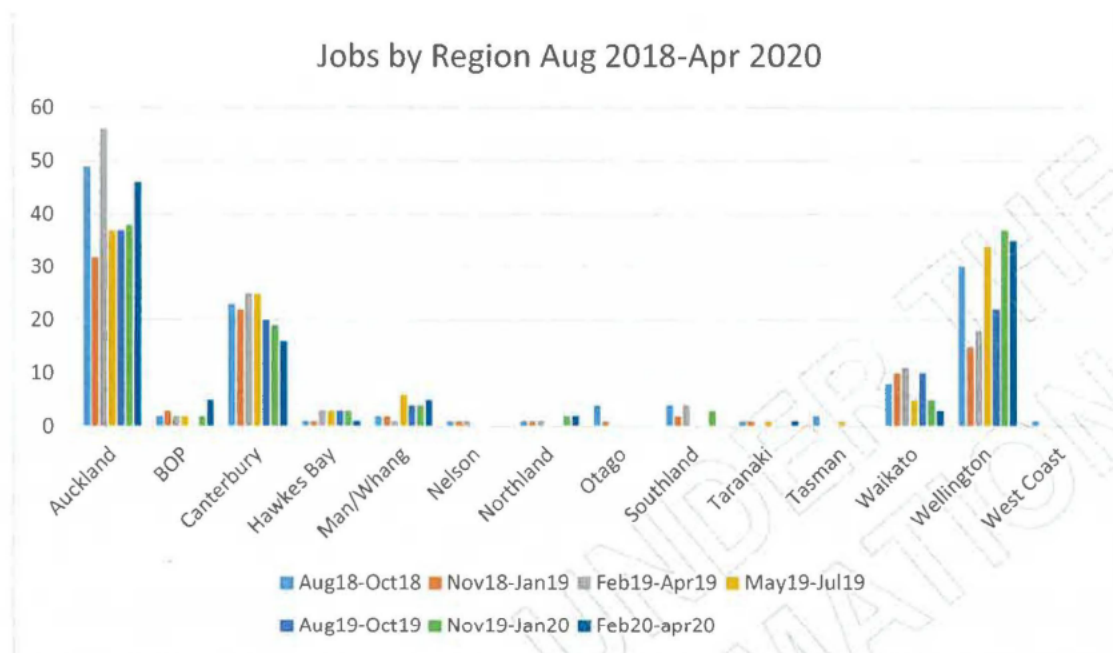
Start Date: November 1st 2017

Expiry Date: October 31st 2019

Variation Commencement Date: November 1st 2019

Variation End Date: October 31st 2021

Contract Number: Via email confirmation



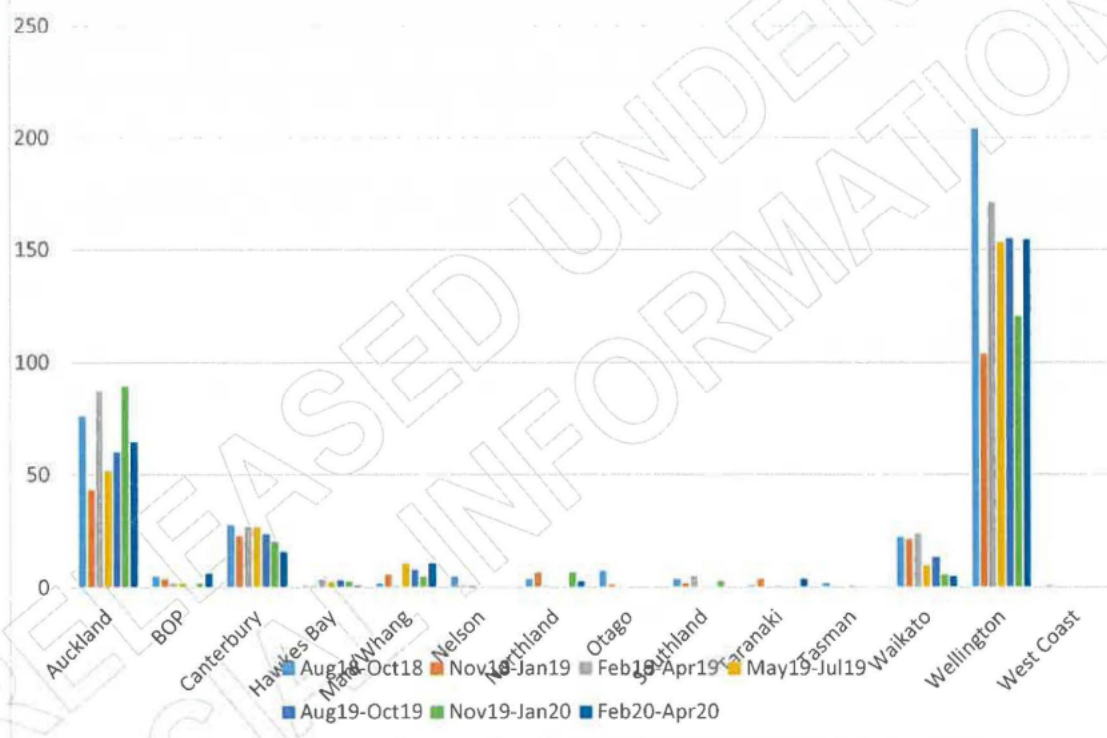
Total number of jobs completed for the period: 114

This represents an increase in jobs on the previous quarter of: 1

The summary of MSD departments that this covered is:

| | |
|----------------------------|----|
| MSD | 8 |
| Youth Development | 0 |
| Work & Income | 54 |
| ODI | 45 |
| Oranga Tamariki | 4 |
| Social Investment Agency | 0 |
| Youth Service Support Unit | 3 |

Interpreting Hours by Region Aug 2018 - Apr 2020



Total number of interpreting hours delivered for the period: 265.5

This represents an increase in hours on the previous quarter of: 9

The summary of MSD departments that this covered is:

| | |
|-------------------------------|----|
| MSD | 17 |
| Ministry of Youth Development | 0 |
| Work & Income | 61 |

| | |
|----------------------------|-----|
| ODI | 176 |
| Oranga Tamariki | 8.5 |
| Social Investment Agency | 0 |
| Youth Service Support Unit | 3 |

SERVICE USERS

Number of Service Users who accessed the interpreting service:

53

Number of interpreting jobs completed for those Service Users:

104

Number of interpreting jobs completed for Deaf Groups:

10

QUALITY

Complaints Registered & their Resolution:

No complaints have been received this period.

EFFECTIVENESS

Number & percent of service users who felt their needs had been met on completion of interpreting

The customer satisfaction survey was run for the period with 937 surveys sent. From this number of surveys sent we received 156 responses – this is a response rate of 16.6%. From the responses received 122 indicated Great service – 78%, 34 responses requested or provided other information for new bookings – 22%. There were no responses for unfavourable service.

General

A slightly lower level of activity was seen compared to the same period last year which recorded 122 jobs. Given that the Covid-19 response was in effect, unusual variations in activity would be expected.