

CORPORATE OFFICE

Level 1
32 Oxford Terrace
Christchurch Central
CHRISTCHURCH 8011

Telephone: 0064 3 364 4134
Kathleen.Smitheram@cdhb.health.nz

13 April 2022

9(2)(a)



RE Official Information Act request CDHB 10849

I refer to your email dated 17 March 2022 to Ministry of Pacific People (MPP) which they subsequently transferred to us on 31 March 2022 requesting the following information under the Official Information Act from Canterbury DHB. I note your request was clarified on 6 April 2022 as requiring information for the last calendar year (2021.) Specifically:

- **the number of people in New Zealand who need an interpreter in order to access effective health care.**

We are unable to answer your question about the number of people in New Zealand (or Canterbury) who need an interpreter in order to access effective health care. That is too broad a question and requires speculation on different people's needs.

We can tell you that the DHB used 89 interpreters in the last calendar year who attended 11,653 appointments. We do not maintain records on how many people chose to utilise family members for interpreting services.

We do not hold information on the number of people who accessed interpreters through their GP or at primary health. (Declined pursuant to section 18(g) of the Official Information Act i.e. *"...we do not hold this information"*).

I also refer you to our HealthInfo website which provides publicly available information for people requiring an interpreter in Primary Healthcare. www.HealthInfo.org.nz; (search interpreting services).

I trust that this satisfies your interest in this matter.

You may, under section 28(3) of the Official Information Act, seek a review of our decision to withhold information by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz; or Freephone 0800 802 602.

Please note that this response, or an edited version of this response, may be published on the Canterbury DHB website after your receipt of this response.

Yours sincerely

A handwritten signature in black ink, appearing to read 'RLS', with a long horizontal line extending to the right underneath it.

Ralph La Salle
Senior Manager, OIAs
Canterbury DHB & West Coast DHB