

Corporate Services



3 May 2022

[REDACTED]
[REDACTED]

Dear [REDACTED]

YOUR OFFICIAL INFORMATION ACT (1982) REQUEST HBDHB REF: OIA2022038

I refer to your Official Information Act request dated 5 April 2022 where you requested information from Hawke's Bay District Health Board (HBDHB). Your questions and HBDHB's response is provided below:

'information on the numbers of people in New Zealand who need an interpreter in order to access effective health care'.

On Tuesday 5 April you clarified that usage in the last calendar year would be sufficient.

Hawke's Bay DHB is able to provide data pertaining to supports offered across its services only. The DHB is not able to provide regional information across all health care settings – i.e. primary care (GPs, pharmacies and non-government organisations).

Hawke's Bay DHB has engaged the use of interpreting services across a variety of languages from 6 April 2021 to 6 April 2022. Within this timeframe, interpreting services sought have totalled 1545 hours and 40 minutes (1545.40 units).

The DHB is not able to advise the numbers of people who have accessed this service. Data held is based on the number of units (hours) accessed - i.e. one unit is equal to one hour of time.

The DHB is able to advise Pasifika language interpreting services were sought the most within the timeframe specified above with 1008.65 units for Samoan language, 33 units for Tongan language and four units for Tuvaluan.

I trust this information meets your needs. If you would like any further information or clarification please phone me. If you are not satisfied with this response you may contact the Office of the Ombudsman, phone 0800 802 602.

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

Yours sincerely

A handwritten signature in black ink, appearing to be 'Chris Ash', written in a cursive style.

Chris Ash
Chief Operating Officer

cc: Ministry of Health via email: SectorOIA@moh.govt.nz
oia@hbdhb.govt.nz

CHIEF EXECUTIVE'S OFFICE
Hawke's Bay District Health Board

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