

Reference: 20190842



4 February 2020

s9(2)(a)

Thank you for your Official Information Act request, received on 18 December 2019.
You requested:

Can I please request information about digital translation in your organisation, under the Official Information Act? I am happy to discuss, rescope or stage the response.

It would be great to get a sense for how your organisation engages with people who do not have English as a first language.

Specifically;

- 1. Are any parts or teams within your organisation required to translate any content (digitally or in hard copy, or interpreting in person)? If so, where do these requirements originate?*
- 2. Which parts or teams translate content for external, digital channels? Including, static webpages, digital publications, information campaigns, social media, multimedia, emails etc.*
- 3. Are there any guidance, policies, processes or documents on how to translate? Including any project plans, technical specifications and review processes?*
- 4. What is the organisation doing to specifically encourage Te Reo translation?*
- 5. How is the content translated? What is the process for selecting languages? Who translates the material?*
- 6. Are there any future plans to increase translated materials? Who would approve this?*

Please find responses to your request below:

Are any parts or teams within your organisation required to translate any content (digitally or in hard copy, or interpreting in person)? If so, where do these requirements originate?

The Treasury does not have a formal policy or stated requirement for translation of its content. We currently translate content on a case-by-case basis, according to the audience for and nature of the content. Where the Treasury provides recruitment and web/print services to client agencies (such as DPMC and NEMA) via our Central

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Agencies Shared Services teams, those client agencies specify any translation requirements for their content.

Which parts or teams translate content for external, digital channels? Including, static webpages, digital publications, information campaigns, social media, multimedia, emails etc. How is the content translated? What is the process for selecting languages? Who translates the material?

Where Treasury content is to be translated for publication or presentation, the Treasury's Communications team or Web & Publishing team will arrange the use of an accredited translation service such as AATEA Solutions, the NZ Translation Centre or DIA's Translation Service. Translation of more informal content, such as greetings and farewells used in emails or in person, is determined by staff themselves with the support of the Treasury's internal cultural advisors and tools.

Are there any guidance, policies, processes or documents on how to translate? Including any project plans, technical specifications and review processes?

The Treasury does not have any policies or guidance on how to translate, other than the recommended use of an accredited translation service and the internal capability building mentioned above.

What is the organisation doing to specifically encourage Te Reo translation?

While translation is not a specific focus *per se*, the Treasury is committed to building capability in tikanga and te reo Māori, and in understanding of Pasifika culture, as an obligation under Te Tiriti o Waitangi and to support our focus on diversity and inclusion. The Treasury's premises are designed around aspects of its wharehau (meeting house), which includes the use of some reo Māori room names. All directional signage is bi-lingual in reo Māori/English.

The Treasury's *Puna Kaupapa* Māori Capability Framework describes the knowledge, skills and behaviours that contribute to achieving our critical capabilities, engage meaningfully with Māori and grow our people. This includes providing learning and development opportunities to support staff capability in Māori and Pasifika protocol and language (assisted by a number of internal cultural capability advisors). Examples include a mobile phone app, *Puna Ako*, developed to support staff to increase their knowledge of and confidence with te reo and tikanga Māori. The Treasury's staff cultural group, *Te Puna Wai*, also supports and fosters waiata and wairua within the Treasury.

Are there any future plans to increase translated materials? Who would approve this?

At this time, the Treasury does not have plans to increase translated materials. Any decision to do so would be made by the organisation's leadership team.

Please note that this letter (with your personal details removed) and enclosed documents may be published on the Treasury website.

This reply addresses the information you requested. You have the right to ask the Ombudsman to investigate and review my decision.

Yours sincerely

Jacqui Bridges
Manager, Communications and Engagement