



14 May 2015

John Harpley  
87 Rangeview Road  
Sunnyvale  
Auckland 0612

File Nos: OIA 1219, 1220, 1221

Dear Mr Harpley,

I refer to your requests under the Official Information Act 1982 (the OIA) received on 15 April 2015 requesting the following information from Immigration New Zealand:

- *Which accredited translation services are used by NZ Immigration at Auckland airport? More specifically Spanish from Latin America. Do they use accredited translation services? If at all!*
- *Is the NZ Immigration airport office audited? If so is this done internally or externally or both, and by whom and at what intervals, i.e. 6 monthly, annually, or randomly?*
- *Are NZ Immigration airport staff subject to random drug and alcohol testing?*

Our response

**I would like to know which accredited translation services are used by NZ Immigration at Auckland airport. More specifically Spanish from Latin America. Do they use accredited translation services? if at all!**

The majority of interpreters and translation services used by Immigration New Zealand at Auckland Airport are provided by the Interpreter Coordinator of MBIE, based in the Refugee and Protection Unit. The Interpreter Co-ordinator compiles a list of active interpreters and language assistants. Interpreters have interpreting qualifications. Language assistants do not have formal interpreting qualifications but are generally experienced in the role.

The Interpreter list also includes a list of translation services. Some of these are translation companies and some are individual translators who are either accredited through the Australian accreditation authority (NAATI) or belong to the New Zealand Society of Translators and Interpreters (NZSTI).

Immigration New Zealand at Auckland Airport also relies on the telephone interpreting services provided by Language Line, operated by the Department of Internal Affairs.

Immigration New Zealand at Auckland Airport does not often use translation services.

**I would like to know if the NZ Immigration airport office is audited? If so is this done internally or externally or both, and by whom and at what intervals, i.e. 6 monthly, annually, or randomly?**

Immigration New Zealand at Auckland Airport has an internal quality assurance programme which is undertaken on a monthly basis. The programme is based on one random sample of work for each officer each month, and measures the quality of decision making based on immigration legislation,

instruction, process and principles. This is overseen and moderated by Border Technical Specialists. This is an internal process.

There is also a Ministry of Business Innovation and Employment internal assurance team which has reviewed the Immigration New Zealand Auckland Airport operations.

**Are NZ Immigration airport staff subject to random drug and alcohol testing?**

Immigration New Zealand Auckland Airport staff are not subject to random drug and alcohol testing.

If you wish to discuss any aspect of your request or this response, please contact Martin Prowse, Business Advisor, Business Support, Immigration New Zealand at [martin.prowse@mbie.govt.nz](mailto:martin.prowse@mbie.govt.nz) or 04 896 5525.

Yours sincerely

A handwritten signature in black ink, appearing to be 'Steve Stuart', written over a light blue horizontal line.

Steve Stuart  
General Manager – Compliance, Risk and Intelligence Services  
Immigration New Zealand  
Ministry of Business, Innovation and Employment