



10 October 2024

A Smith

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DOIA-REQ-0003017

Tēnā koe A Smith

Thank you for your correspondence of 15 September 2024 to the Ministry of Business, Innovation and Employment (MBIE) requesting, under the Official Information Act 1982 (the Act), the following:

*I would like to request all available information in the form of emails and other communications, finalised or draft documents and projects related to any kind of complaints process for language service providers (LSPs), translators and/or interpreters which has been developed, started to be developed, has been planned and/or discussed, particularly since the creation of the Language Assistance Services (LAS) project. I would like information about any accountability process discussed to follow up on LSPs engaging NAATI interpreters first, meeting the conditions in their agreements and following the LAS policy (whether the process has been implemented or not, whether it is being planned, developed or disregarded).*

I am writing to advise you that MBIE has decided to extend the period of time available to make a decision on your request under section 15A(1)(a) of the Act, as the request necessitates a search through a large quantity of information and meeting the original time limit would unreasonably interfere with the operations of MBIE.

As such, a proper response cannot reasonably be made within the original time limit. MBIE will notify you of a decision on your request no later than 6 November 2024.

You have the right to seek an investigation and review by the Ombudsman of our decision to extend the time limit. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Nāku noa, nā

Jack Price  
Manager Ministerial Services  
Associate Deputy Secretary Immigration  
Immigration New Zealand  
Ministry of Business, Innovation & Employment

