

29 April 2026

C212475

P Peach

[fyi-request-34266-b778c3ad@requests.fyi.org.nz](mailto:fyi-request-34266-b778c3ad@requests.fyi.org.nz)

Tēnā koe P Peach

Thank you for your Official Information Act 1982 (OIA) request of 27 March 2026 to the Department of Corrections – Ara Poutama Aotearoa, requesting the following information:

*SECTION A: SUBCONTRACTING ARRANGEMENTS*

- 1. Whether Corrections' interpreting and translation providers are permitted to subcontract assignments to third parties, including overseas-based agencies or individual contractors located outside New Zealand.*
- 2. Any conditions or restrictions in Corrections' contracts with interpreting and translation providers regarding the use of subcontractors, including any requirements that subcontractors be based in New Zealand or hold an appropriate New Zealand work visa.*
- 3. Whether Corrections requires providers to disclose the identity, location, or credentials of individual interpreters or translators — including subcontractors — who carry out assignments on Corrections' behalf.*
- 4. Whether Corrections has any knowledge of, or has sought information about, assignments being routed to interpreters or translators located outside New Zealand.*
- 5. Any instances where Corrections became aware that an assignment was conducted by a person located outside New Zealand or by an uncredentialed subcontractor, and any action taken as a result.*

*SECTION B: NAATI CREDENTIAL COMPLIANCE*

- 6. What mechanism, if any, Corrections uses to verify that individual interpreters and translators carrying out assignments on its behalf — including those engaged through subcontracting arrangements — hold a valid NAATI credential or Working Towards NAATI (WTN) status.*

*7. Whether Corrections requires its interpreting and translation providers to maintain and supply a current register of credentialled practitioners working under Corrections contracts, and if so whether Corrections has received and reviewed such registers.*

*8. Any audits, spot checks, or compliance reviews conducted by Corrections on its interpreting and translation providers since 1 July 2024 to verify NAATI credential compliance, including the methodology and findings of any such reviews.*

*9. Any instances since 1 July 2024 where a provider was found to have used an interpreter or translator who did not hold the required NAATI credential or Working Towards NAATI (WTN) status, and any consequences or remedial action taken.*

*10. Any complaints received by Corrections since 1 July 2024 from staff, prisoners, or members of the public regarding the qualifications or conduct of an interpreter or translator engaged through Corrections' services.*

#### **SECTION C: INTERPRETER AND TRANSLATOR PAY VISIBILITY**

*11. Whether Corrections has any information about the rates or fees paid by its providers to individual interpreters or translators for assignments conducted on Corrections' behalf.*

*12. Whether Corrections has ever sought, as part of contract negotiations, tendering processes, or performance reviews, any information about the pay or working conditions of interpreters or translators engaged through its provider contracts.*

*13. Any internal policies, briefings, risk assessments, or correspondence within Corrections regarding the fair remuneration or employment conditions of interpreters and translators working under its contracts, including any concerns raised about the margin between rates paid to providers and rates passed on to practitioners.*

*14. Whether Corrections' tendering or procurement criteria for interpreting and translation services include any consideration of whether providers pay practitioners at or above a minimum rate, living wage, or industry standard.*

Corrections needs to extend the timeframe of our response to your request by 20 working days, pursuant to section 15A(1)(b) of the OIA, as consultations necessary to make a decision on the request are such that a proper response to the request cannot reasonably be made within the original time limit. Therefore, you can expect to receive a response to your request by 27 May 2026. If you no longer require this information, please let us know as soon as possible.

Please be advised that you have the right to make a complaint to the Ombudsman about our decision to extend the response to your request. Information about how to do this is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or by contacting them on 0800 802 602 or by post to the Office of the Ombudsman, PO Box 10152, Wellington 6143.

Ngā mihi

A handwritten signature in black ink, appearing to read 'Jeremy Lythgoe', written in a cursive style.

Jeremy Lythgoe  
Manager Official Correspondence  
People and Capability