



2 April 2026

P. Peach

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DOIA-REQ-0030338

Tēnā koe P. Peach

Thank you for your email of 28 March 2026 to the Ministry of Business, Innovation and Employment requesting, under the Official Information Act 1982 (the Act), the following information:

I am requesting the following information under the Official Information Act 1982 relating to subcontracting practices and NAATI credential compliance within interpreting and translation services procured by Immigration New Zealand (a branch of the Ministry of Business, Innovation and Employment).

SECTION A: SUBCONTRACTING ARRANGEMENTS

- 1. Whether Immigration New Zealand's 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 Immigration New Zealand's 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 Immigration New Zealand requires providers to disclose the identity, location, or credentials of individual interpreters or translators — including subcontractors — who carry out assignments on Immigration New Zealand's behalf.*
- 4. Whether Immigration New Zealand has any knowledge of, or has sought information about, assignments being routed to interpreters or translators located outside New Zealand.*
- 5. Any instances where Immigration New Zealand 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, Immigration New Zealand 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 Immigration New Zealand requires its interpreting and translation providers to maintain and supply a current register of credentialed practitioners working under its contracts, and if so whether Immigration New Zealand has received and reviewed such registers.*
- 8. Any audits, spot checks, or compliance reviews conducted by Immigration New Zealand 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 Immigration New Zealand since 1 July 2024 from staff, applicants, or members of the public regarding the qualifications or conduct of an interpreter or translator engaged through Immigration New Zealand's services.

SECTION C: INTERPRETER AND TRANSLATOR PAY VISIBILITY

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

12. Whether Immigration New Zealand 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 Immigration New Zealand 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 Immigration New Zealand's 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.

This letter is to advise you that your request has been transferred to the Ministry for Ethnic Communities (MEC).

This is because your request is more closely aligned with the functions of MEC. Section 14(b)(ii) of the Act allows me to transfer any request that is believed to be more closely aligned with the functions of another department, organisation or Minister of the Crown.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

If you wish to discuss any aspect of your request or this response, please contact inzoias@mbie.govt.nz.

Nāku noa, nā



Emma Atkins
Manager Ministerial Services
Office of the Deputy Secretary Immigration
Immigration New Zealand