

s9(2)(a)

[REDACTED]

[REDACTED]

[REDACTED]

Our ref: OIA 2425-0245

Tēnā koe s9(2)(a)

### Response to your Official Information Act request

Thank you for your email of 11 September 2024 to the Ministry for Ethnic Communities (the Ministry) requesting the following information under the Official Information Act 1982 (the Act):

*...See this website (<https://www.ethniccommunities.govt.nz/resources/language-support/greetings-in-different-languages/>) for reference.*

*We request the following information:*

- The total cost of the 'Greetings in different languages' webpage.*
- Any information as to the use of the website since it was published*
- Any internal communications discussing the need for the website...*

To provide context, a curated list of key greetings and phrases in 21 languages was initially being prepared to support the previous Minister for Diversity, Inclusion and Ethnic Communities' engagement with Ethnic Communities. While preparing the list, the Ministry thought that it would also be useful to make the resource publicly accessible – so the wider public, including other public service agencies could utilise them as appropriate. The Ministry also determined that making the resource publicly available was a better use of public service spending given it allowed the resource to have wider reach and impact, without adding any further costs to the project.

A 2018 survey by the Ministry of Social Development showed that 70 percent of New Zealanders believe that speaking languages other than English is beneficial for social cohesion and cultural understanding. Research conducted by the Human Rights Commission in 2022 has also found that nearly a quarter of Pacific workers and Asian workers have been forbidden to speak their own language at work.

The Ministry has therefore recognised a strong need, as well as a strong interest in using and understanding greetings in other languages. To meet this need, the Ministry has developed a list of common greetings in some of the more commonly spoken languages in New Zealand.

#### Total cost

The project cost \$1,642. This amount was charged by The Translation Service - Department of Internal Affairs for a quality assurance check that the greetings were accurate and appropriate.

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### Webpage analytics

As of 18 September 2024, the webpage (including the child webpages beneath it) has had over 18,000 views and over 14,000 active users.

### Internal communications

Three email chains have been found within scope of this part of your request and are summarised in the information schedule below. This information is being released to you with certain information has been withheld under section 9(2)(a) of the Act as the withholding of the information is necessary to protect the privacy of natural persons. Some information has also been marked as out of scope.

As is required by section 9(1) of the OIA, I have considered whether the grounds for withholding information under section 9 of the OIA are outweighed by other considerations which would make it desirable, in the public interest, to make that information available. In this instance, I do not consider that to be the case.

Under section 28 of the OIA, you have the right to seek an investigation and review by the Office of the Ombudsman of my response relating to this request. The relevant details can be found on their website at: [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz)

Please note, due to the public interest in our work, the Ministry may publish responses to requests for official information on our website, shortly after the response has been sent. If you have any queries about this, please feel free to contact our Ministerial Services team:

[ministerial@ethniccommunities.govt.nz](mailto:ministerial@ethniccommunities.govt.nz).

Ngā mihi



Edward Firth  
Director of Ministerial Services

Document Schedule

No.	Date	Title	Comments
1	22 September 2023	Original commissioning	Some information is withheld under s9(2)(a).
2	31 October 2023	Suggestion to make the list public	Some information is withheld under s9(2)(a) and some information has been marked as out of scope.
3	6 November 2023	Suggestion to make this list public	Some information is withheld under s9(2)(a) and some information has been marked as out of scope.

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**From:** Candy Wu Zhang <[Candy.Wu.Zhang@ethniccommunities.govt.nz](mailto:Candy.Wu.Zhang@ethniccommunities.govt.nz)>

**Sent:** Monday, September 25, 2023 11:27 AM

**To:** Lina Lastra <[Lina.Lastra@ethniccommunities.govt.nz](mailto:Lina.Lastra@ethniccommunities.govt.nz)>

**Subject:** FW: New Commission

Kia ora Lina,

Kei tē pehea koe/how are you? Welcome back on board! I hope you have felt recharged with refreshed energy upon your return. As mentioned, please see **s 9(2)(a)** commissioning email below. Please let me know if you have any questions about it.

If you need to consult SE&P colleagues beyond Southern/Central, you may like to reach out to Kimberley our Northern director first, and cc me into it. The deadline for **s 9(2)(a)** to receive the list is due by **12pm 3 October**.

Thank you for taking up the task and ngā mihi,

**Candy Zhang (张伍翠群) (she/her)**

Acting Director Strategic Engagement & Partnerships (Southern/Central)

**Te Tari Mātāwaka | Ministry for Ethnic Communities**

Mobile: **s 9(2)(a)**

Level 1, BNZ Centre, 120 Hereford Street, Christchurch 8011

PO Box 1308, Christchurch 8140, New Zealand |

[www.ethniccommunities.govt.nz](http://www.ethniccommunities.govt.nz) | [Facebook](#) | [LinkedIn](#)



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**From:** **s 9(2)(a)** <[@ethniccommunities.govt.nz](mailto:@ethniccommunities.govt.nz)>

**Sent:** 22 September 2023 15:30

**To:** Candy Wu Zhang <[Candy.Wu.Zhang@ethniccommunities.govt.nz](mailto:Candy.Wu.Zhang@ethniccommunities.govt.nz)>

**Subject:** New Commission

Hi Candy

Can I please commission your team to work on a list of ethnic greetings, in different languages. The languages should include the 27 (?) that MEC recommends for translations, and should be accompanied by pronunciation and sound files.

I'd need this please on Tuesday 3 Oct at 12pm.

Thank you.

Released under the Official Information Act 1982



Out of Scope

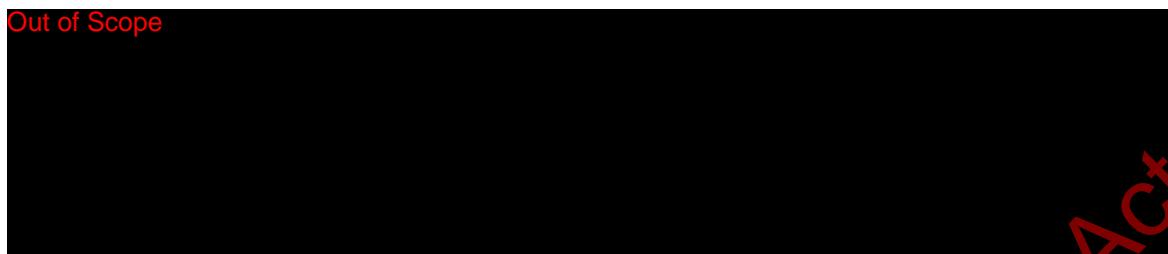
**From:** Rory McKenzie <[Rory.Mckenzie@ethniccommunities.govt.nz](mailto:Rory.Mckenzie@ethniccommunities.govt.nz)>  
**Sent:** 31 October 2023 11:54  
**To:** Lina Lastra <[Lina.Lastra@ethniccommunities.govt.nz](mailto:Lina.Lastra@ethniccommunities.govt.nz)>; Candy Wu Zhang <[Candy.Wu.Zhang@ethniccommunities.govt.nz](mailto:Candy.Wu.Zhang@ethniccommunities.govt.nz)>; Fazleen Ismail <[Fazleen.Ismail@ethniccommunities.govt.nz](mailto:Fazleen.Ismail@ethniccommunities.govt.nz)>; **s 9(2)(a)** [@ethniccommunities.govt.nz>  
\*\*Subject:\*\* Out of Scope](mailto:@ethniccommunities.govt.nz)

Hi all,

This looks like a great resource, I think this would be helpful if we made it public as well as I know DIA are often asked to produce things like this, each time costing the client.

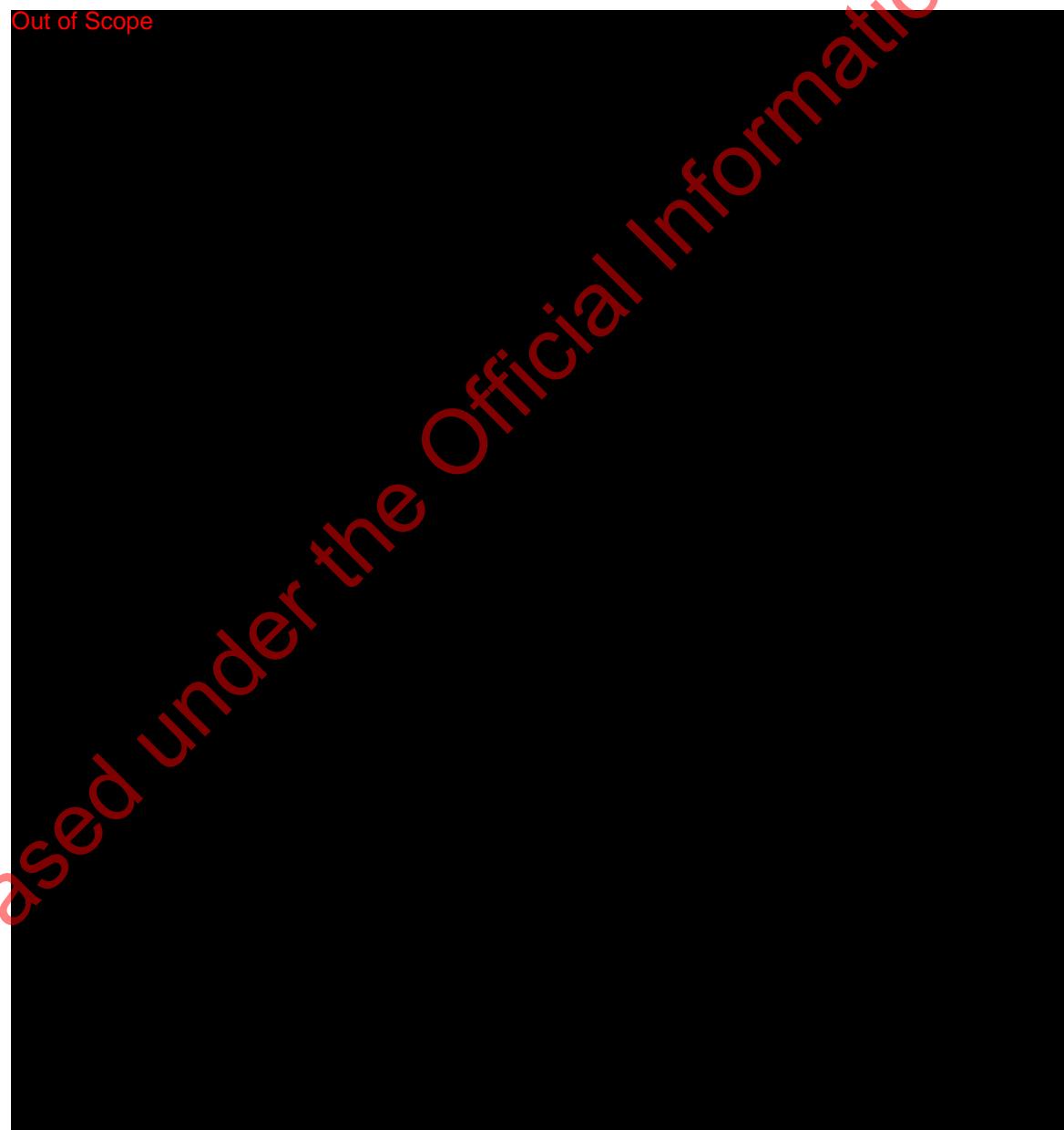
In theory, the translation service has a minimum fee of \$95 per language, however they may reduce that given this is a short piece of work.

Out of Scope



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Out of Scope



Released under the Official Information Act 1982

















**Cc:** Rory McKenzie <[Rory.McKenzie@ethniccommunities.govt.nz](mailto:Rory.McKenzie@ethniccommunities.govt.nz)>; Lina Lastra

<[Lina.Lastra@ethniccommunities.govt.nz](mailto:Lina.Lastra@ethniccommunities.govt.nz)>

**Subject:** update and thought about the List of Greetings in different languages

Kia ora **s 9(2)(a)** and Berlinda,

I hope you had a pleasant weekend. I am writing to share an update on, and some thought about the newly produced List of Greetings in different community languages: [greetings in community languages with sound files \(final\)](#).

Last week, Lina and I had a good discussion with Rory about the list. We all agreed that –

- The draft list will be and can be seen as an incredibly valuable resource; and
- it could be a good idea that we consider making it publicly available as it will be helpful to a lot of people across the country (and even internationally); and
- **Out of Scope**

And we also suggest that the list should be seen as a **living document**, where update/new languages can be added timely when available. **Out of Scope**

**Out of Scope**

Your advice is much appreciated!

Ngā mihi,

**Candy Zhang (张伍翠群) (she/her)**

Acting Director Strategic Engagement & Partnerships (Southern/Central)

**Te Tari Mātāwaka | Ministry for Ethnic Communities**

Mobile **s 9(2)(a)**

Level 1, 76 Victoria Street, Christchurch 8013

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