

14 January 2026



Our ref: OIA 2526-0649

s9(2)(a)

Tēnā koe s9(2)(a)

Response to your Official Information Act request

I refer to your email of 23 November 2025 to the Ministry of Business, Innovation and Employment (MBIE) requesting the following information under the Official Information Act 1982 (the Act):

“My request relates to the Language Assistance Services panel for telephone and video interpreting established by MBIE, now being transitioned to Ministry for Ethnic Communities. From the date the panel was established or 1 July 2024, whichever is the earliest, please provide a breakdown of how many interpreter assignment hours were awarded to each of the panel members (current and past) by participating NZ government agencies, with a breakdown between NZ-based interpreters and Australia-based interpreters.

For clarity, I do not require breakdown by government agency, just the total volume of interpreting assignments awarded to each of the panel members by all participating agencies, showing the split of how this work was allocated by the panel between New Zealand and Australian-based interpreters.”

As you are aware, on 9 December 2025, MBIE transferred your request in full to the Ministry for Ethnic Communities (the Ministry) under section 14 of the Act, as it is believed to be more closely connected with our functions.

From 1 July 2024 to 1 April 2025, interpreter services operated under a single provider model, Connecting Now. The Telephone and Video Interpreting services Panel (the Panel) has since been established to provide options with access to multiple providers, reducing the risk of reliance on a single provider. The providers appointed to the Panel are:

- 2M Language Services
- All Graduates Interpreting and Translating
- Connecting Now

In response to your request, please see attached “New Zealand and Australia Interpreter Assignment Hours”. Please note that 2M Language Services has not provided a breakdown of interpreter assignment hours between NZ-based and Australia-based interpreters. Please also note that at the time of this response, the Ministry has not yet received the reporting for November 2025.

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.

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.

Ngā mihi



Edward Firth

Director of Ministerial Services

Proactively released by the Ministry for Ethnic Communities

Month	Participating Agency	#Interpreter Hours (HH:MM:SS)	% of Assignments	% of NZ Interpreters	% of Australia Interpreters	SLA % NZ interpreters
Jul-24	Connecting Now	1424:25:00	100.00%	87.10%	12.90%	Connecting Now Sole Provider
Aug-24		1348:51:00	100.00%	84.00%	16.00%	
Sep-24		2127:06:00	100.00%	86.50%	13.50%	
Oct-24		2241:48:00	100.00%	83.10%	16.90%	
Nov-24		No Data Available				
Dec-25		1603:40:00	100.00%	85.90%	14.10%	
Jan-25		1734:43:00	100.00%	84.70%	15.30%	
Feb-25		1950:53:00	100.00%	82.80%	17.20%	
Mar-25		2149:32:00	100.00%	84.30%	15.70%	
Apr-25	Connecting Now	1853:08:00	98.10%	85.60%	14.40%	> = 25% all calls at the start of this Agreement
	AllGrades	0	0.00%	0.00%	0.00%	
	2M	36:00:00	1.90%	Not Provided		
May-25	Connecting Now	2526:57:00	96.50%	86.10%	13.90%	> = 50% all Calls by 2 months from the start of this Agreement
	AllGrades	19:00:00	0.70%	100.00%	0.00%	
	2M	73:44:00	2.80%	Not Provided		
Jun-25	Connecting Now	2050:44:00	98.10%	86.50%	13.50%	> = 70% all calls by 6 months from the start of this Agreement
	AllGrades	08:00:00	0.40%	100.00%	0.00%	
	2M	31:21:00	1.50%	Not Provided		
Jul-25	Connecting Now	2147:10:00	95.90%	87.10%	12.90%	> = 70% all calls by 6 months from the start of this Agreement
	AllGrades	13:09:00	0.60%	71.00%	29.00%	
	2M	79:13:00	3.50%	Not Provided		
Aug-25	Connecting Now	2085:42:00	95.60%	85.40%	14.60%	> = 70% all calls by 6 months from the start of this Agreement
	AllGrades	23:00:00	1.10%	100.00%	0.00%	
	2M	71:53:00	3.30%	Not Provided		
Sep-25	Connecting Now	2038:06:00	97.30%	86.50%	13.50%	> = 70% all calls by 6 months from the start of this Agreement
	AllGrades	13:51:00	0.70%	100.00%	0.00%	
	2M	43:10:00	2.10%	Not Provided		
Oct-25	Connecting Now	2035:46:00	92.00%	85.30%	14.70%	> = 70% all calls by 6 months from the start of this Agreement
	AllGrades	97:59:00	4.40%	100.00%	0.00%	
	2M	78:15:00	3.50%	Not Provided		
Nov-25	Connecting Now	1954:45:00	94.70%	88.20%	11.8/%	> = 70% all calls by 6 months from the start of this Agreement
	AllGrades	108:47:00	5.30%	100.00%	0.00%	
	2M		0.00%	Not Provided		