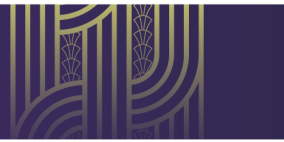




Scan for  
NZSL name



Visual description: A purple Whaikaha logo with a QR scan for the NZSL name.

OIA1065

29 April 2026

Tēnā koe Callum

Thank you for your Official Information Act 1982 (OIA) request of 19 March 2026, to the Ministry of Disabled People - Whaikaha (Whaikaha), requesting information about the average cost of alternate formats production.

You sought:

### **1. Annual expenditure by format**

**The total cost incurred by Whaikaha and requesting agencies for document conversion into each of the following alternate formats, for each of the last three completed financial years:**

- **Large Print**
- **Audio**
- **Braille**
- **Easy Read**
- **New Zealand Sign Language (NZSL)**

### **2. Total conversions by format**

**The number of documents converted into each of the above formats in each of those years.**

On 30 March 2026, we wrote to you and advised we only hold the costs of alternate formats commissioned by Whaikaha, as the costs for alternate



formats go directly to the commissioning agency. Whaikaha is responsible for connecting agencies to alternate format providers and then the agencies work directly with those providers from there. Accordingly, we do not hold the costs incurred by other agencies for converting documents into alternate formats and attempting to obtain this information would require a substantial amount of research and collation.

In light of this, you refined part 1 of your request to be for:

- **can Whaikaha provide some reasonable way of understanding how much each alternate format type costs for each of the 5 types?**

In Appendix 1 we have provided the following information:

Table 1: Conversions by format for all completed alternate format jobs, broken down by financial year, for all agencies that used the Alternate Formats Service.

Table 2: Conversions by format for all completed alternate format jobs, broken down by financial year, for Whaikaha only.

Table 3: The total spends for Whaikaha for all completed alternate formats, broken down by financial year.

Your request for the information in Table 3 broken down by costs per alternate format type is refused under section 9(2)(b)(ii) of the OIA. This section protects information where its release would be likely to unreasonably prejudice the commercial position of the person who supplied the information, or who is the subject of it. The release of this information would disadvantage alternate format providers in their commercial activities.

By providing the number of alternate formats completed for Whaikaha alone (Table 2), along with the total spend on alternate formats by Whaikaha (Table 3), we have endeavoured to provide you with an understanding of the costs involved in alternate format production.

When looking at the data in Appendix 1, it is important to note:

### **Tables 1 and 2:**

- Whaikaha holds incomplete records for the period 1 April 2023 – 1 December 2024. Whaikaha became responsible for the Alternate Formats Service on 2 December 2024 and inherited a copy of prior records from Ministry of Social Development (MSD). There were some gaps in the information transferred from MSD, and we have made a few assumptions on numbers of translations and documents based on the notes associated with the jobs.

- The information in these tables only includes completed jobs (excludes information about cancelled or in-progress jobs).
- The month in which the documents are counted is the month the request was received, not the month the request was completed.
- Whaikaha only has an overview of work commissioned via the Alternate Formats Service. Some agencies may have their own in-house translation production services, or may work with alternate formats providers directly, and therefore do not utilise the Alternate Formats Service, so their data will not be included in Table 1.

**Table 3:**

- We can only provide Whaikaha costs from 2 December 2024 to 31 March 2026 (after the Service was transferred to Whaikaha). The main reason for this is because prior to the transfer, the costings were sent to individuals within Whaikaha (many of whom do not work for Whaikaha anymore), and MSD did not track these because the commercial relationship was between Whaikaha and the providers directly. Your request for information about costings prior to 2 December 2024 is therefore refused under section 18(f) of the OIA: the information requested cannot be made available without substantial collation or research.

If you wish to discuss this response with us, or if you are seeking any further information, please contact [OIA\\_requests@whaikaha.govt.nz](mailto:OIA_requests@whaikaha.govt.nz).

If you are not satisfied with this response, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or 0800 802 602.

Ngā mihi nui



Emma Williams  
Manager, Ministerial and Executive Services

## Appendix 1 – Alternate Format data

**Table 1: Conversions by format for all completed alternate format jobs for agencies using the Alternate Format Service, broken down by financial year (2023/24 - 2025/26)**

Financial Year	Number of documents that were translated	Number of total overall translations	Number of Audio translations	Number of Braille translations	Number of Easy Read translations	Number of Large Print translations	Number of New Zealand Sign Language translations
FY23/FY24 (1 Apr 2023 – 31 Mar 2024)*	422	1572	335	398	166	341	332
FY24/FY25 (1 Apr 2024 – 31 Mar 2025)*	231	965	200	211	163	207	184
FY25/FY26 (1 Apr 2025 – 31 Mar 2026)	137	601	129	113	112	119	128

\*These financial years may contain incomplete data, refer to response letter for explanation.

**Table 2: Conversions by format for all completed alternate format jobs, broken down by financial year (2023/24 - 2025/26), for Whaikaha only**

Financial Year	Number of documents that were translated	Number of total overall translations	Number of Audio translations	Number of Braille translations	Number of Easy Read translations	Number of Large Print translations	Number of New Zealand Sign Language translations
FY23/FY24 (1 Apr 2023 – 31 Mar 2024)*	84	349	81	81	31	81	75
FY24/FY25 (1 Apr 2024 - 1 Dec 2024)*	25	108	24	25	13	25	21
FY24/FY25 (2 Dec 2024 – 31 Mar 2025)	9	42	9	9	8	9	7
FY25/FY26 (1 Apr 2025 – 31 Mar 2026)	62	268	62	44	40	61	61

\*These financial years may contain incomplete data, refer to response letter for explanation.

**Table 3: The spend for all completed alternate format jobs for Whaikaha, broken down by financial year**

Financial Year	Overall spend on Alternate Formats
FY24/FY25 (2 Dec 2024 – 31 Mar 2025)**	\$34,858.85
FY25/FY26 (1 Apr 2025 – 31 Mar 2026)	\$214,436.13

\*\* This is a partial financial year, as information is only available from 2 December 2024