

Measure	Source	Trend information ¹						Desired change	Trend on track?
		2013/14	2014/15	2015/16	2016/17	2017/18	2018/19		

Increasing the number of people supporting local communities through volunteering and giving

The percentage of people participating in unpaid community work ²	General Social Survey (Statistics NZ)	39.7%	n/a	n/a	n/a	n/a	n/a ³	Maintain	Not known
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Improving the responsiveness of public agencies to the needs of diverse communities

The number of interpreting calls provided by Language Line per annum	Department of Internal Affairs	54,822	55,150	55,371	54,946	53,689	50,833⁴	Increase	×
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¹ Trend information in this table, and in all medium-term tables following, is assessed over differing periods. In places, this will vary in relation to available information (for example in places, 2010/11 is the starting point for reported information while in others it is 2012/13).

² This information was collected from the NZ Census (5 yearly) in 2012/13 and reported in 2013/14. Results from the New Zealand Census 2018 were not available.

³ This information was not available from Statistics NZ at the time of reporting.

⁴ This is a demand driven measure. The total number of interpreting calls was estimated as being likely to fall within a target range between 48,000 - 54,000. The demand has decreased over the last three years; however, the standard allows for fluctuations in demand. From 16 September 2019, telephone interpreting services will transition from Language Line to a new provider. Language Line will close on 30 September 2019.