

Multicultural Language Services Guidelines

FOR TASMANIAN GOVERNMENT AGENCIES

July 2016

CONTENTS

Foreword

Application

Introduction

Tasmanian Multicultural Language Services Guidelines

SECTION 1

Establishing Agency Protocols for the use of Interpreting and other Language Services

SECTION 2

Facilitating Staff Awareness, Training and Development

SECTION 3

Improving Data Quality

SECTION 4

Guidelines for Multilingual Information Planning

SECTION 5

Incorporating Interpreting and Multilingual Information costs into Agency planning and budget processes

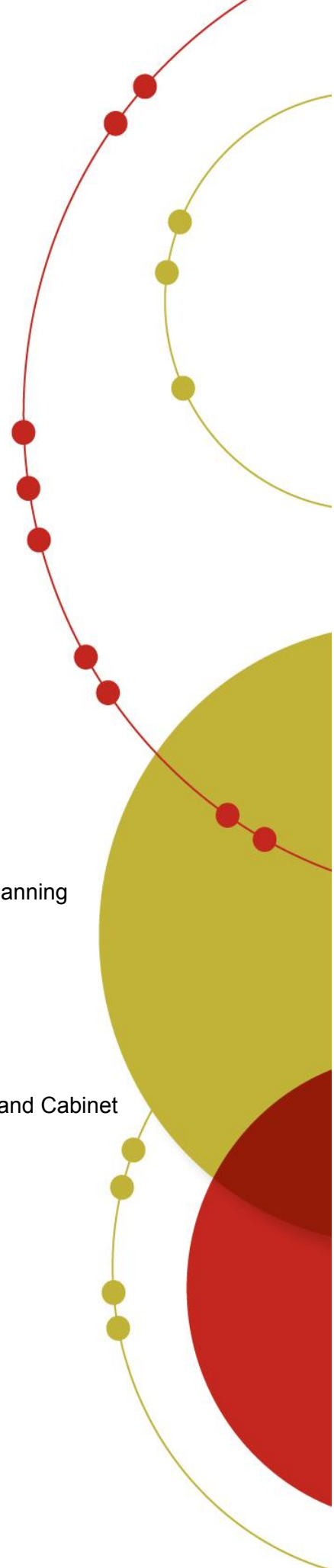
SECTION 6

Governance

SECTION 7

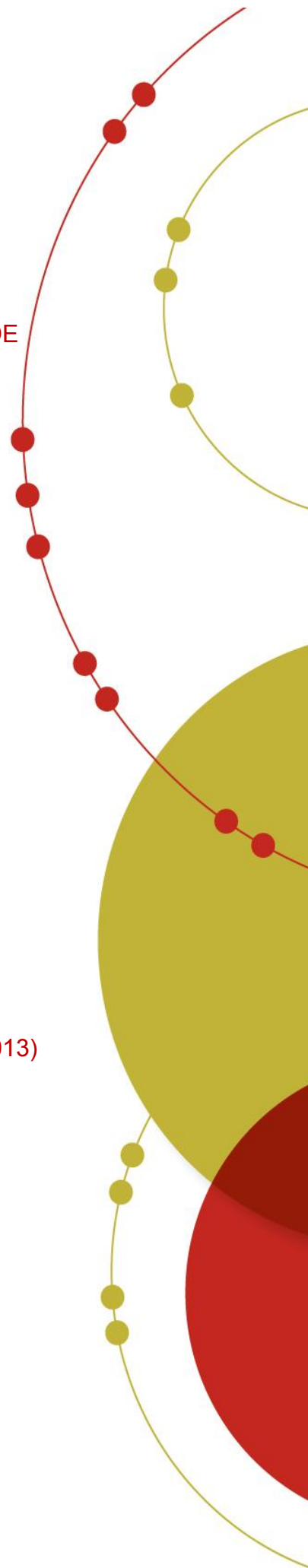
Role of Communities, Sport and Recreation in the Department of Premier and Cabinet

GLOSSARY



INFORMATION SHEETS

- 1 ASSESSING THE NEED FOR AN INTERPRETER
- 2 SELECTING THE MOST APPROPRIATE INTERPRETING MODE
- 3 BOOKING AN INTERPRETER
- 4 PREPARING FOR AN INTERVIEW
- 5 LANGUAGE LIST BY COUNTRY AND PLACE
- 6 MULTILINGUAL INFORMATION PLANNING
- 7 SUGGESTED PERFORMANCE INDICATORS FOR AGENCIES
- 8 LANGUAGES SPOKEN AT HOME AND THE PROFICIENCY
IN SPOKEN ENGLISH (TASMANIA)
- 9 NAATI CREDENTIALING FRAMEWORK
- 10 LANGUAGES FOR WHICH NAATI OFFERS CREDENTIALS (2013)
- 11 NUMBER OF PERSONS WITH NAATI CREDENTIALING
IN TASMANIA (2013)



FOREWORD

Tasmania is a diverse multicultural society. According to the 2011 ABS Census 11.6 per cent of our population are people who have been born overseas¹. More than 22 000 people speak a language other than English in the home. This includes 2 359 people who stated that they spoke English 'not well or not at all'². The Government acknowledges that there are people whose level of English acts as a barrier to accessing government services.

The Tasmanian Government is committed to a policy agenda that promotes multiculturalism and social inclusion and regards multicultural policy as an integral component in building a socially inclusive society. The Government's Multicultural Policy recognises the rights of all Tasmanians to fair access to the services of the Tasmanian Government taking into account the needs arising from the cultural and linguistic diversity of the community.

In 2012, the Government completed a review into the accessibility and effectiveness of government services to humanitarian entrants in Tasmania. The review recommended the introduction of a whole-of-government translating and interpreting policy and guidelines to assist Tasmanian Government agencies develop protocols, procedures and practices that ensure all of their clients, irrespective of their language background, are able to access services in a fair and equitable manner.

The provision of effective communication services is important not only for new migrants, but also for those who migrated in the decades following the second world war and whose acquired English language skills may have diminished with age.

The *Multicultural Language Services Guidelines for Tasmanian Government Agencies* support Tasmanian Government agencies to take a systematic and consultative approach to meeting interpreting and multilingual information needs when delivering services to clients with a first language other than English.

The Guidelines reflect the Tasmanian Government's commitment to providing better ways of serving all Tasmanians.

¹ Australian Bureau of Statistics, 2011 *Census of Population and Housing, Country of Birth of Person for Tasmania*, ABS, Canberra

² Australian Bureau of Statistics, 2011 *Census of Population and Housing, Proficiency in spoken English/language by Year of arrival by sex for Tasmania*, ABS, Canberra

APPLICATION

The Guidelines apply to the following Government agencies:

- Department of State Growth
- Department of Education
- Department of Health and Human Services
- Department of Justice
- Department of Police and Emergency Management
- Department of Premier and Cabinet
- Department of Primary Industries, Parks, Water and Environment
- Department of Treasury and Finance.

In development of these Guidelines the Department of Premier and Cabinet would like to acknowledge the contributions of the agencies listed above, as well as:

- Commonwealth, state and territory governments
- National Accreditation Authority for Translators and Interpreters (NAATI)
- language services providers and community sector organisations.



INTRODUCTION

The *Multicultural Language Services Guidelines for Tasmanian Government Agencies* reflect the Tasmanian Government's commitment to the development of whole-of-government communication strategies that address language barriers. The Guidelines aim to enhance access to interpreters and translated information for people from culturally and linguistically diverse backgrounds to enable equitable access to the full range of services.

The Guidelines provide guidance on the following matters:

- establishing agency policies and protocols for the use of translating and interpreting services: This includes promoting the engagement of credentialed interpreter (ie NAATI Accredited or Recognised Translators and Interpreters) in circumstances where people experience difficulties communicating in English;
- facilitating staff awareness training and development;
- improving data quality;
- the provision of multilingual information; and
- agency planning and budgeting.

The Guidelines provide guidance on the general principles and approach to be undertaken by agencies in the development of their own translating and interpreting policies and procedures, as well as the provision of multilingual information services specific to their core business.

WHY ARE MULTICULTURAL LANGUAGE SERVICES GUIDELINES IMPORTANT?

Tasmania is increasingly becoming a multicultural state. According to the 2011 Census, overseas born Tasmanians represent 11.6 per cent of the Tasmanian population, comprising migrants from 170 countries (compared with 155 countries in the 2006 Census). Each year Tasmania welcomes over 1 200 new migrants from many countries in which English is not spoken as the main or official language.

On Census night (August 2011), 2 309 people who spoke another language reported they did not speak English well and 937 reported they did not speak English at all. A further 18 279 people did not state either the language that they spoke, or their level of English proficiency (or both), so the 2011 Census data may under-represent the number of persons with little or no English proficiency.³

The *Multicultural Language Services Guidelines* aim to provide people who have difficulties communicating in English with the same access to effective and efficient services and programs as those who do not experience language or communication barriers.

³ Australian Bureau of Statistics, 2011 *Census of Population and Housing, Proficiency in spoken English/language by Year of arrival by sex for Tasmania*, ABS, Canberra

TASMANIAN GOVERNMENT MULTICULTURAL LANGUAGE SERVICES GUIDELINES

FOR TASMANIAN GOVERNMENT AGENCIES

The Tasmanian Government recognises that some people are not able to communicate adequately with Tasmanian Government staff. The *Multicultural Language Services Guidelines* aim to assist Tasmanian Government agencies establish coordinated measures which address the specific communication needs of Tasmanians who experience language barriers, and to facilitate equitable access to programs, services and information.

This involves planning for the use of translating and interpreting services by incorporating interpreting needs into agency budgeting; as well as adopting a planned and consultative approach to producing and disseminating information about services, policies and activities in forms accessible to Tasmanians who experience language barriers.

GUIDELINES

1 ESTABLISH AGENCY POLICIES AND PROTOCOLS FOR THE USE OF INTERPRETING AND OTHER LANGUAGE SERVICES

This includes:

- 1.1 acknowledging that providing interpreting and other language services is the responsibility of agencies.
- 1.2 establishing guidelines for agency staff on when a credentialed interpreter must be used, taking into account the agency's obligations to its clients, the legislative requirements and risks that could impact on clients' health safety and/or human rights if an interpreter is not used.
- 1.3 establishing protocols for engaging credentialed interpreters and protocols for when they are not available.
- 1.4 ensuring that where the agency contracts with an external translating and interpreting service, that service establishes agreed protocols for the use of credentialed interpreters and protocols for when they are not available.

Where an agency contracts with a provider for ongoing translating and interpreting services, the contract should include requirements for the provider to hold public liability and professional indemnity insurance at all times. Agencies should also seek evidence of the service provider's Certificates of Currency for those categories of insurance.

Where an agency engages translating and interpreting services on a one-off or ad-hoc basis, agencies should require the provider to hold public liability and professional indemnity insurance. Agencies should also seek evidence of the service provider's Certificates of Currency for those categories of insurance.

- 1.5 Promoting public awareness of the availability of interpreter services.

2 FACILITATE STAFF AWARENESS, TRAINING AND DEVELOPMENT

This includes:

- 2.1 ensuring that staff are aware of their respective agency's translating and interpreting policy and recognise that effective communication is integral to the delivery of all agency services.
- 2.2 providing staff who may require an interpreter with guidelines to assist them in recognising when a client may require an interpreter and information on how to access and use translators and interpreters.
- 2.3 ensuring that information regarding staff use of translating and interpreter services is available on the agency's intranet.
- 2.4 facilitating cross-cultural awareness training for relevant staff, including practical training on how to work with interpreters.

3 IMPROVING DATA QUALITY

- 3.1 This includes collecting and analysing data regarding interpreter need, use, country of origin and languages requested and accreditation status of interpreters used and cost.

4 PLANNING FOR MULTILINGUAL INFORMATION NEEDS

This includes:

- 4.1 planning for multilingual information needs in consultation with people whose first language is not English.
- 4.2 developing performance indicators around multilingual information planning.

5 INCORPORATING INTERPRETING AND MULTILINGUAL INFORMATION COSTS INTO AGENCY PLANNING AND BUDGET PROCESSES

This includes:

- 5.1 assessing the likely requirements for the use of translators and interpreters by the agency and funded non-government organisations and allocating funding as part of agency budgeting processes.

SECTION 1:

ESTABLISHING AGENCY PROTOCOLS FOR THE USE OF INTERPRETING AND OTHER LANGUAGE SERVICES

Tasmanian Government agencies that provide services to the public should have clear and comprehensive policies and protocols on the use of interpreter services that cover programs and services delivered by the agency. The policies should refer to any legislative requirements and specify when agency staff should use an interpreter.

1.1 ACKNOWLEDGING THAT PROVIDING INTERPRETING AND OTHER LANGUAGE SERVICES IS THE RESPONSIBILITY OF AGENCIES.

Interpreting services should be made available to people unable to communicate adequately in written or spoken English. While some Tasmanian Government agencies liaise on a daily basis with people whose English language proficiency is limited, other agencies may do so less frequently. Individual agencies may have their own translating and interpreting/language service policies and protocols that fit within these Guidelines, but take into account specific service contexts and procurement arrangements. Some Government agencies may have specific requirements for interpreting and translating services, based on their client groups and the type of service provided. These may include:

- preferred language service providers for sourcing language services;
- methods of funding and purchasing language services; and
- preferences for face-to-face interpreting, telephone interpreting and/or video-conferencing.

1.2 ESTABLISHING GUIDELINES FOR AGENCY STAFF ON WHEN A CREDENTIALLED INTERPRETER SHOULD AND MUST BE USED

Some people are not able to communicate in English with a government official. Others may be able to converse in English but require an interpreter to understand complex information of a technical nature or legal nature, or they may require an interpreter during stressful or emotional situations when their command of English decreases temporarily.

Agency policies should provide guidance to staff in relation to the decision as to whether a credentialed translator or interpreter must be used. This will be dependent on a number of factors including:

- the client's ability to communicate in verbal or written English;
- the purpose of the communication and the kind of information to be communicated (including its complexity);
- the client's ability to effectively communicate in a stressful or unfamiliar environment;

- whether an interpreter is requested by a client or the staff member deems one necessary to communicate effectively with a client;
- the legislative requirements and risks that could impact on clients' health safety and/or human rights if an interpreter is not used; and
- the risks of miscommunication and the potential for litigation consequences for the agency.

Failure to use appropriately credentialed translators and interpreters may leave agencies open to risk of litigation.

Correct use of a skilled interpreter ensures the agency receives and provides accurate information, meets its duty of care obligations and can obtain informed consent from a client when required. Both the client and agency can have a greater confidence in each other's understanding of the conversation and the level of service provided.

1.3 ESTABLISHING PROTOCOLS FOR ENGAGING CREDENTIALLED INTERPRETERS AND PROTOCOLS FOR WHEN THEY ARE NOT AVAILABLE.

When obtaining interpreting services, agencies should engage a credentialed interpreter (NAATI Accredited or Recognised Interpreter) as much as possible, in order to be confident of the level of skill and quality of the interpreting. NAATI credentialed interpreters are required to maintain confidentiality, impartiality and accuracy as part of their code of ethics. A condition of NAATI certification is that practitioners observe their code of ethics. The code for multilingual interpreters and translators is that of the Australian Institute of Interpreters and Translators (AUSIT). The AUSIT Code of Ethics for Interpreters and Translators can be obtained from AUSIT.

Information Sheet 9 outlines the current framework for NAATI credentials. From time to time NAATI reviews its credentialing framework and if and when this occurs, Information Sheet 9 will be updated. The highest levels of NAATI credentials are Conference Interpreter (Senior) and Conference Interpreter. These levels are required if organising an international conference.

Complex interpreting work, which may have serious implications for the person and the agency, should be undertaken by the most credentialed interpreter available.

It is important to consider the gender and language (including dialect) preferences of the person.

In Tasmania, the majority of professional interpreters hold the Paraprofessional level credential. There may be no Paraprofessional interpreters and/or only a small number of recognised interpreters for the languages of small communities, particularly those who have recently arrived.

Access to NAATI credentialed Interpreters in rural and remote Tasmania is often limited to interpreting by telephone. Where it is not possible to provide a credentialed interpreter in remote locations due to availability and cost and telephone interpreting is not appropriate, it is reasonable for agencies to develop alternative business rules in relation to engaging interpreters.

The availability of NAATI credentialed interpreters can be checked through the relevant interpreter service provider. Additionally NAATI and AUSIT produce directories of accredited practitioners. Both directories are available on their respective websites (www.naati.com.au and www.ausit.org). However please note that only practitioners who have subscribed to be in these directories are listed.

In small communities, where people from the same cultural/linguistic group may know each other, an individual may feel embarrassed speaking through an interpreter from the same community, particularly about health-related issues. In this instance a telephone interpreter based outside the local community may be more appropriate.

If an Interpreter is used who is not credentialed by NAATI, the reasons for this should be recorded.

Agencies which engage NAATI credentialed interpreters or translators which wish to verify the NAATI credentials of a practitioner may do so through the NAATI Online Verification facility on its website. Online Verification can only be accessed by entering the unique NAATI number of the practitioner in the facility.

1.4 CONTRACTS WITH EXTERNAL LANGUAGE SERVICE PROVIDERS

Some agencies, especially those with a significant volume of interpreter usage, may have established formal contracts with a language service provider through a tender process. This can be more cost effective than purchasing interpreting services on an ad hoc basis and allows an agency to include specific criteria about individual aspects of the service that are important to the agency: eg level of accreditation required, professional development, required lead time for appointments etc.

Where an agency contracts with a translating and interpreting service the contract should ensure that the language service provider's engagement protocols require engagement of credentialed interpreters where possible at all times. The agency should also ensure that the language service provider holds public liability and professional indemnity insurance at all times and provides evidence of Certificates of Currency for those categories of insurance.

Where an agency engages translating and interpreting services on a one-off or ad-hoc basis, agencies should require the provider to hold public liability and professional indemnity insurance. Agencies should also seek evidence of the service provider's Certificates of Currency for those categories of insurance.

Agencies are required to procure interpreting services in adherence with the Treasurer's Instructions 1105, 1106 and 1107. OCS templates (RFT, RFQ, FIOA) have insurance clauses built in. However, it is important that where providers are engaged through a letter of offer or verbal agreement, agencies still require the provider to hold the appropriate insurances.

When considering contracting with an external language service provider it is recommended that you discuss the matter with the Communities, Sport and Recreation Division in the Department of Premier and Cabinet as quality assurance is important in the provision of language services.

1.5 PROMOTING PUBLIC AWARENESS OF INTERPRETER SERVICES

It is important that agencies make it clear that interpreters are available to clients who feel they require language assistance. The most effective way of promoting the availability of interpreting services is by ensuring that staff members who may require an interpreter are aware of the agency's policy and have been adequately trained in identifying the need for language assistance and acting on this requirement.

Agencies have a responsibility to promote interpreter services across a range of mediums including agency websites, call centre telephone lines, brochures and forms, agency 'shop fronts' and through agency staff who contact clients directly.

The National Interpreter Symbol is a national public information symbol which provides a simple way of indicating where people with limited English proficiency can ask for language assistance when using government services. Government service providers are encouraged to display the symbol in a variety of settings including client contact areas where language services are available. By displaying the symbol Tasmanian Government agencies indicate to people with limited English that they are committed to providing accessible and equitable services, and that they can arrange an interpreter if needed.



Tasmanian Government agencies should provide a direct link on their website contact details page to information on interpreters, which incorporates the National Interpreter Symbol. The image may be downloaded from <https://www.dss.gov.au/settlement-and-multicultural-affairs/programs-policy/settle-in-australia/help-with-english/national-interpreter-symbol>



SECTION 2:

FACILITATING STAFF AWARENESS, TRAINING AND DEVELOPMENT

Agencies should identify which staff require practical training in working with interpreters in order to ensure they are equipped with the required skills to effectively communicate with clients through an interpreter, and know how to deal with any sensitivities or conflicts of interest.

Communicating with people through an interpreter can be a difficult skill to learn. Agencies should provide adequate training and access to fact sheets and checklists for staff who may need to work with interpreters. Please refer to the Information Sheets attached to these Guidelines.

Staff should be made aware of when credentialed interpreters must be used, taking into account the agency's obligations to their clients, the legislative requirements and risks that could potentially impact on clients' health, safety and/or human rights if a credentialed interpreter is not used (see Section 1.2).

Effective communication requires agency staff to take into account any political, cultural or religious sensitivities when selecting an interpreter. Relevant agency staff need training to be skilled in assessing such sensitivities and discussing these with the client. Training in working with interpreters also assists staff to understand the things they can do to maximise the effectiveness of their interaction with clients and interpreters.

2.1 ENSURING THAT STAFF ARE AWARE OF THEIR RESPECTIVE AGENCY'S LANGUAGE SERVICES POLICY AND PROCEDURES

It is important that all staff are aware of the importance of good communication in conducting the business of the agency in a professional, impartial and responsive manner, that takes account of the linguistic and cultural diversity in the Tasmanian community.

All staff involved with client contact should receive information on the agency's policy/guidelines and protocols in relation to accessing translating and interpreting services. Relevant staff who may frequently require access to an interpreter should receive practical training in working with interpreters to ensure they are equipped with the required skills to effectively communicate with clients through an interpreter and know how to deal with any sensitivities or conflicts of interest.

2.2 PROVIDING STAFF WITH PRACTICAL HELP TO ASSIST THEM IN RECOGNISING WHEN A CLIENT MAY REQUIRE AN INTERPRETER AND HOW TO ACCESS TRANSLATING AND INTERPRETING SERVICES

It is recommended that agencies provide practical guidelines for staff who may require use of an interpreter with information that covers:

- assessing the need for an interpreter;
- selecting the most appropriate interpreting mode; and
- how to engage an interpreter.

Information Sheets for agencies to consider when developing their own Guidelines are attached to these Guidelines.

Agency guidelines should clearly state who should and should not be used as an interpreter. The use of friends, family members and children should be avoided (see below).

Use of family and friends as interpreters

NAATI credentialed Interpreters are impartial providing agencies with a level of certainty about the services being provided.

Friends and family members should not be used as interpreters. Children and young relatives are not appropriate interpreters in any context. Both clients and family members may be embarrassed when family members act as interpreters.

Communication may be distorted or changed because of a lack of competence in English or the other language or bias on the part of the family member or advocate. However, the client may feel more comfortable with a family member, bilingual associate or worker present for support, along with the NAATI credentialed Interpreter.

Use of bilingual and multilingual agency staff

Bilingual workers are staff who can perform their duties in a language other than English and provide valuable services to organisations and clients. But they are not interpreters or translators. Using bilingual staff who are not credentialed as interpreters in place of a NAATI credentialed interpreter should be avoided. Bilingual staff members who are not credentialed might not be adequately skilled in the relevant language or have interpreter training. The use of non-credentialed bilingual staff must be avoided particularly in sensitive health or legal situations.

Bilingual or multilingual non-credentialed staff can be of assistance to people in a language other than English where appropriate, as for example when a Mandarin-speaking officer promotes a government product to a group of Chinese business people, but should not be used in place of a credentialed Interpreter. Bilingual and multilingual staff who hold the required credential can be used as interpreters where appropriate. If the agency believes it is not appropriate to use agency staff as interpreters in some instances, this should be clearly specified in the agency's policy.

Use of interpreters who are not credentialed should be avoided as much as possible. These interpreters may include local community elders, or people working in the industry that are yet to be credentialed.

2.3 ENSURING THAT AGENCY POLICIES AND PROTOCOLS REGARDING STAFF USE OF TRANSLATING AND INTERPRETER SERVICES ARE AVAILABLE ON THE AGENCY'S INTRANET.

Being able to access information about the agency's translating and interpreting policy/guidelines/protocols in a timely manner is important for effective delivery of client services. It is important that the agency's protocols for accessing interpreting services are readily accessible on the intranet. For staff operating out in the community, who may require access to interpreter services at short notice, agencies may like to provide information in a format that can be more readily accessed by staff.

2.4 FACILITATING CROSS-CULTURAL AWARENESS TRAINING FOR RELEVANT STAFF INCLUDING TRAINING ON WORKING WITH INTERPRETERS

Tasmania is a diverse multicultural society. Each year more than 1 200 people come to Tasmania as new migrants from countries with diverse cultures and languages. Cross-cultural awareness training aims to provide staff with improved knowledge, understanding and skills to work effectively with people from diverse cultures. It also increases awareness of the issues facing people from new and emerging communities. Cultural awareness training aims to develop cross-cultural intelligence and capabilities and helps staff to relate to colleagues, agency clients and members of the community with dignity and respect. Training can help build simple skills that help bridge the cultural gaps that might exist.

A number of organisations provide cross-cultural awareness training to assist agencies develop culturally appropriate programs and services. Training can be provided which is customised to suit the business requirements of individual agencies. Topics which may be covered include:

- understanding migrants/refugees/asylum seekers;
- migration and resettlement: issues and challenges faced;
- the refugee experience;
- cross-cultural communication;
- ethno-sensitive and anti-discriminatory practice; and
- working with interpreters.

Cultural awareness training is one component of putting in place a culturally responsive service delivery framework. Cultural responsiveness refers to the capacity of agencies to respond to the issues of diverse communities. Development of a planning framework will strengthen the capacity of agencies to embed cultural diversity issues into their strategic planning processes, create more culturally responsive services, and deliver better outcomes for culturally and linguistically diverse clients. These Guidelines encourage agencies to consider professional development aimed at improving the cultural responsiveness capabilities of staff directly delivering services, as well as policy and management staff. Training will assist in the design, implementation, and evaluation of culturally responsive policies, services and programs.

More information on cultural awareness, responsiveness and interpreter training, can be obtained from the Communities, Sport and Recreation Division, in the Department of Premier and Cabinet.

SECTION 3:

IMPROVING DATA QUALITY

Agencies should collect data regarding interpreter usage, country of client's origin, cost and languages requested and credentialing status of interpreters used. This data can help agencies to plan and budget for interpreter costs to effectively meet the needs of people who experience language barriers.

For some agencies the collection of data will realise additional benefits, including meeting relevant accreditation standards, national frameworks in relation to performance standards, and access and equity reporting requirements. For all agencies, broader data collection around service provision to people from culturally and linguistically diverse backgrounds, and those with communication difficulties, will assist the Tasmanian Government to better respond to the cultural and linguistic diversity in the community.

As a first step, agencies should identify where information is already being collected and what is missing. A number of agencies already collect data on the use of translating and interpreting services to inform their agency planning for these services.

It is recommended that further cross-agency work on shared data collation be progressed with the aim of developing some unified data sets around the provision of services to people with a first language other than English or who lack English proficiency.

SECTION 4:

PLANNING FOR MULTILINGUAL INFORMATION NEEDS

4.1 PLANNING FOR MULTILINGUAL INFORMATION NEEDS IN CONSULTATION WITH PEOPLE WHOSE FIRST LANGUAGE IS NOT ENGLISH

The Government has a responsibility to ensure that accurate and relevant information about its policies, programs and services is disseminated or made available to the public in a timely manner. Government should also engage openly and responsively by seeking and considering public input and feedback when establishing priorities and planning or reviewing its activities.

The Government recognises that not all individuals or groups are equally placed to access and understand Government information. Particular attention should be given to ensuring information is accessible and easily understood by people with diverse communication needs, including low levels of literacy, sensory or cognitive disabilities and people who rely on assistive technologies, those from culturally and linguistically diverse backgrounds and those with limited access to technology.

Section 6.2 of the Tasmanian Government Communication Policy requires that in order to improve accessibility agencies must consider the need to deliver information in alternative formats (for example large print, or via accredited interpreters and translators) where the target audience are from culturally and linguistically diverse backgrounds or have diverse needs including low levels of literacy, sensory and cognitive disabilities or reliance on assistive technologies.

The Tasmanian Government's communications website also provides guidance to agencies on drafting in plain language which may be accessed at:

www.communications.tas.gov.au/channels/publishing/publications/plain_language_in_communication_guide

The Department of Premier and Cabinet has developed a range of tools to assist with developing documents using Easy English. Easy English presents information that can be better understood by people who face difficulties in communication. These tools include an Easy English Handbook and Checklist which may be accessed at:

http://www.communications.tas.gov.au/search?mode=results&queries_keyword_query=Easy+English&x=0&y=0

Further information on this project may be obtained from the Communities, Sport and Recreation Division in the Department of Premier and Cabinet.

Multilingual communication requirements need to be planned based on market research and the use of client profile data which identifies language spoken, literacy levels, age, gender and year of arrival in Australia. The scope of information planning involves a range of media including, printed materials, electronic communications, audio-visual enhancements and bi-lingual information sessions.

Planning also includes consultation with migrant community organisations and people, dissemination strategies and evaluation and feedback mechanisms. Multicultural communities, migrant services providers and peak agencies should be included in decisions about information needs, formats and dissemination strategies. The Communities, Sport and Recreation Division in the Department of Premier and Cabinet can assist agencies in multilingual information planning.

Information Sheet 6 on Multilingual Information Planning covers: communications, planning, guidelines for translation and suggested options for information dissemination.

4.2 DEVELOPING PERFORMANCE INDICATORS AROUND MULTILINGUAL INFORMATION PLANNING

Information Sheet 7 provides guidance to agencies on developing performance indicators around multilingual information planning. This includes putting in place indicators in relation to:

- identification of clients' translating and interpreting needs (for example, how well client translating and interpreting needs have been researched and identified, agency documentation in relation to interpreter demand, supply (including the proportion of credentialed rather than non-credentialed staff engaged), usage, and client feedback;
- working with interpreters (for example, the extent to which public contact staff are aware of the agency policy, and have been able to access training in cross-cultural communication, working with interpreters and planning multilingual information strategies);
- multilingual information planning and management (for example, that choices on media, languages and cultural appropriateness of information and its packaging are based on relevant data); and
- integration of translating and interpreting services policy into organisational processes (for example, that data on languages spoken by clients is used as an important part of building responsive client services).

SECTION 5:

INCORPORATING INTERPRETING AND MULTILINGUAL INFORMATION COSTS INTO AGENCY PLANNING AND BUDGET PROCESSES

5.1 ASSESSING THE LIKELY REQUIREMENTS FOR THE USE OF TRANSLATORS AND INTERPRETERS BY THE AGENCY AND FUNDED NON- GOVERNMENT ORGANISATIONS AND ALLOCATING FUNDING AS PART OF AGENCY BUDGETING PROCESSES

The cost of providing multicultural language services is an important consideration that should be factored into the cost of service delivery for Tasmanian Government agencies, including funded non-government organisations.

Agencies are responsible for budgeting and paying for interpreters (including client initiated contact), subject to a reasonable use of the language service provided. Agencies may develop their own business rules in relation to the maximum occasions of free interpreter services for non-essential services.

Subject to Australian Government approval, some non-government, community based or non-profit organisations are eligible for free interpreting services. General practitioners and Members of Parliament are also entitled to free interpreting services.

Further details about eligibility for free interpreting services can be obtained from the TIS National website at www.tisnational.gov.au/Agencies/Charges-and-free-services/About-the-Free-Interpreting-Service

It is important for Tasmanian Government agencies to build these considerations into their procurement processes. Where agencies contract with non-government organisations (NGOs) to deliver client services, agencies should be cognisant of contracted organisations' potential requirements for translating and interpreting. The relevant funding department is responsible for informing funded NGOs of the process and arrangements for accessing interpreter services.

SECTION 6:

GOVERNANCE FRAMEWORK

These Guidelines are maintained by the Department of Premier and Cabinet in consultation with Tasmanian Government agencies, through a Multicultural Inter-departmental Committee (IDC) which:

- reviews the *Multicultural Language Services Guidelines for Tasmanian Government Agencies* and make recommendations for improving the Guidelines and its associated resources;
- provides cross-agency support for the development of specific agency policies, protocols and procedures in relation to the provision of multicultural language services;
- provides an interagency forum for the identification of issues and solutions in relation to the provision and quality of interpreter services required by Tasmanian Government agencies;
- improves procedures for collecting data on the use of translating and interpreting services by agencies;
- works towards securing agreement on unified whole-of-government data sets on the cultural and linguistic diversity of people using Tasmanian Government services, translating and interpreting usage, and culturally responsive service delivery;
- improves accessibility of government information for people who are not proficient in English; and
- promotes and facilitate cultural awareness training across government agencies.

SECTION 7:

ROLE OF COMMUNITIES, SPORT AND RECREATION IN THE DEPARTMENT OF PREMIER AND CABINET

The Communities, Sport and Recreation Division in the Department of Premier and Cabinet is responsible for coordinating, implementing, monitoring and reporting on Tasmania's Multicultural Policy.

The Division will provide advice to Tasmanian Government agencies on implementation of the *Tasmanian Multicultural Language Services Guidelines for Tasmanian Government Agencies*.

The Division is available as a resource to agencies to assist in better meeting the multilingual information needs of people who face linguistic barriers in communicating with Government.

Feedback about the Guidelines and Information Sheets may be made by contacting the Division. Contact details are provided on the back cover page of this document.

Glossary

Term	Definition
AUSTRALIAN INSTITUTE OF INTERPRETERS AND TRANSLATORS (AUSIT)	The Australian Institute of Interpreters and Translators (AUSIT) is the national independent association for the translating and interpreting profession. Members of AUSIT are mainly practising translators and interpreters and membership is voluntary. The AUSIT website can be accessed at http://www.ausit.org
CREDENTIAL	The confirmation awarded by NAATI that a person has met NAATI's requirements for a specific level of professional competence.
INTERPRETER	An interpreter is a person who conveys oral messages, concepts and ideas from one language into another language (including sign language), with a high degree of accuracy, completeness, objectivity and sensitivity to the cultures associated with the languages of expertise.
LANGUAGE SERVICES	<p>For the purposes of this document, 'language services' are defined as the measures taken to assist people who have a limited ability to communicate in English. Services may include:</p> <ul style="list-style-type: none">▪ the provision of interpreters face-to-face, or via telephone or video conference;▪ the translation of documents from English into community languages and vice versa; and▪ the provision of multilingual information, and measures taken to increase the accessibility of government information for people who are not proficient in English.
MULTILINGUAL INFORMATION MANAGEMENT	Multilingual information management is planning and developing information in languages appropriate for a client group to meet their information needs. Information may be provided in easy to read English and in languages other than English.

**NATIONAL
ACCREDITATION
AUTHORITY FOR
TRANSLATORS AND
INTERPRETERS LTD**

The National Accreditation Authority for Translators and Interpreters Ltd (trading as NAATI) is the national credentialing body for translators and interpreters in Australia. It is the only authority to issue credentials for practitioners who wish to work in this profession in Australia. NAATI accreditation is available in more than 60 languages. A list of languages which NAATI provides credentials for can be found in Information Sheet 10.

NAATI is incorporated in Australia under the *Corporations Act 2001*. The company is owned jointly by the Commonwealth, state and territory governments and is governed by a board of directors, who are appointed by the owners. NAATI services are available through offices in every state and territory of Australia and in New Zealand. The Tasmanian NAATI Office opens for a limited number of hours per week. Contact details for the Tasmanian and National Office may be found on the NAATI website at www.naati.com.au

**TRANSLATING AND
INTERPRETING
SERVICES**

Translating and interpreting services are services provided by agencies which address communication issues affecting people with limited proficiency in English.

**TRANSLATING AND
INTERPRETING
SERVICE (TIS)
NATIONAL**

The Translating and Interpreting Service (TIS National) is an interpreting service provided by the Commonwealth Department of Immigration and Border Protection for people who do not speak English for agencies and businesses that need to communicate with their non-English speaking clients. TIS National is available 24 hours a day, seven days a week for any person or organisation in Australia requiring interpreting services. TIS National has more than 40 years of experience in the interpreting industry and has access to over 2 400 contracted interpreters across Australia, speaking more than 160 languages. It provides immediate telephone interpreting services, as well as pre-booked telephone and on-site interpreting. The TIS website may be accessed at www.tisnational.gov.au.

TRANSLATOR

A translator is a person who makes a written transfer of a written message or information from one language into another language to provide complete and accurate text reflecting the original material.

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