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Glossary

ABS	Australian Bureau of Statistics
CALD	Culturally and Linguistically Diverse
CEGS	Culturally Equitable Gateways Strategy
Credit Line	Department of Human Services Language Service Funds
Culture	<i>'The sum total of ways of living built up by a group of human beings, which is transmitted from one generation to another'</i> (Macquarie 1986)
DHS	Department of Human Services
HACC	Home and Community Care
Language Service Provider	Translating and Interpreting Services
Literacy	The capacity to read and comprehend a language
LOTE	Language Other Than English
OnCall	Interpreters and Translator Agency
On Site interpreting	Face to Face interpreting at the site of service provision
PIN	Personal Identification Number
TIS	Telephone Interpreter Service
Translations	Written words/documents translated into a different language
VITS	Victorian Interpreting and Translating Service
VMC	Victorian Multicultural Commission Services
VOMA	Victorian Office of Multicultural Affairs

Rationale and Scope

This best practice guide has been written for Home and Community Care (HACC) workers to assist them in communicating with clients from Culturally and Linguistically Diverse (CALD) backgrounds.

The guide has been developed by the Inner South Culturally Equitable Gateways Strategy (CEGS) working group with the aim of encouraging continuous improvement and best practice in the way HACC workers and CALD clients communicate.

Workers and the services they represent have a duty of care to ensure that clients are able to:

- **Understand information provided to them**
- **Articulate their needs**
- **Be involved in planning for their own care**

Workers also need to clearly understand their clients.

Clear communication benefits both the client and worker.

The inner southern municipalities of Melbourne have a significant population of older people from culturally and linguistically diverse backgrounds. Approximately one in three people over 65 years of age speak a language other than English and of these about a quarter do not speak English at all or do not have English proficiency.

One in every three clients receiving services is likely to come from a culturally and linguistically diverse background and this will increase as post war migrants continue to age. Newly arrived older migrants (both English and non English speaking) and an ageing indigenous community also add to this cultural diversity.

People from CALD backgrounds have been noticeably under represented amongst users of HACC. HACC is often a complex and difficult program to understand for native English speakers let alone for those who have limited or no English.

To address this, the Victorian Department of Human Services (DHS) has implemented the Culturally Equitable Gateways Strategy (CEGS) to both promote HACC services to CALD communities and to make these services culturally relevant and accessible. Central to this strategy is clear and sensitive communication.

Clients have a right to clear and sensitive communication and this right is protected in a number of ways.

As well as having a duty of care, HACC services and workers have obligations and requirements set by the Department of Human Services and State and Commonwealth legislation*

This guide goes hand in hand with existing organisational language service policy and procedures and the *DHS Cultural Diversity Guide*.

This guide has been designed to provide practical and easy to read suggestions based on principles which are readily transferable to all communication. Using these suggestions should make doing your job easier and give better outcomes for your clients.

* ***Equal Opportunity Act (1995) and Racial Discrimination Act (1978), Human Rights and Equal Opportunity Commission Act (1986), Charter of Public Service in Diverse Society (1998), Whole of Government Multicultural Affairs Policy (2001), Multicultural Victoria Act (2004).***

Section 1 Language and Communication

COMMUNICATION AND HOME AND COMMUNITY CARE SERVICES

Clear, open communication makes our job in the community care sector easier and more fulfilling. Communication is one of the most important elements in working with the community and in working as part of a large team. It is vital that we communicate effectively with clients and our co-workers to achieve positive work outcomes and relationships. In some circumstances, and with some people, communication can prove a little more challenging and can require some planning. This can be particularly true when working with people from CALD backgrounds.

WHAT IS COMMUNICATION

Formally communication is defined as:

- The science and practice of transmitting information and ideas
- The exchange of ideas, opinions and information through written or spoken words, symbols or actions
- The process of sharing information
- The activity of conveying or delivering information

Communication is about:

- Talking
- Listening
- Interacting
- Written words
- Symbols and imagery
- Gestures
- Body language
- Mood and attitude
- How we provide and receive information

Communication is universal – everyone does it, however sometimes when working with people from CALD backgrounds, some communication methods may be more challenging than others, while some, for instance attitude, are more easily understood. Mood, attitude, gestures, and body language can sometimes say more than words. When it is difficult to verbally communicate with a CALD client, a smile and open attitude often provides a first point for effective communication and interaction. Hands on hips, the flick of a wrist, the movement of eyes, or a smile can say more than words. Sometimes a gesture or your body language, positive or negative, can display how you really feel about a person or situation.

When communicating with people from CALD backgrounds, our responsibility goes further than just translating or providing an interpreter. We need to be sure our message is being transmitted in the most effective and appropriate manner.

Knowing your target audience assists in this process. For example where it is known that a community, or sector of a community (i.e. the elderly) has low literacy levels, it would be necessary to ensure other measures were taken to publicise services other than just translated in the written word such as brochures and newspaper advertisements. Investigate what works best with that group.

Importantly effective communication with clients from CALD backgrounds should ensure that they are able to ask questions, have those questions answered, and have the right to make choices about the services they receive regardless of their English language ability.

COMMUNICATING WITH PEOPLE FROM CALD BACKGROUNDS – IMPORTANT THINGS TO CONSIDER

Access to Services

A major focus of the CEGS project has been improving access to HACC services by people from CALD backgrounds. HACC is often seen as a difficult area to navigate for even Australian born, English speakers, who may be more familiar with general government service systems including services provided by local government and community health. Central to the CEGS project is clear and appropriate communication.

The use of culturally appropriate and sensitive language services allows clients to articulate on their own behalf and be empowered to make choices, ask questions and participate in the care and services they receive.

Migrants and language acquisition

Someone settling in Australia whose first language is not English, is faced with the prospect of learning, or acquiring English to interact and communicate with the wider community. The ability to learn and retain a language, including English varies due to many factors including:

- Age
- Life experiences (migration, settlement, torture & trauma issues)
- Education
- Literacy in first language
- Cultural experience

**Value and respect of others is
conducive to good communication**

Some of the issues:

- Language skills acquired as an adult are often some of the first skills lost with ageing and dementia. Therefore as some CALD clients age, they may begin to lose their English language skills.
- Depending on the migration and settlement situation, people may have the opportunity to acquire a spoken language, but may not be able to read or write that language. Many migrants, who are our clients or target group, acquired their English language skills at work or in the community, throughout their day-to-day activities, and had no formal language classes, like those that are currently available. Therefore the ability to read and write in English may be limited or non-existent.
- Some clients may have low literacy in their first language – so never assume just by translating literature that the message has reached its target.

The adequacy of a person's language skills, whatever the language, can also vary according to the situation in which these skills are called upon. A person may be able to adequately communicate in day-to-day life, in things and activities that are familiar and routine, yet be unable to operate in unfamiliar, stressful or complex situations. This can often be the case with HACC services, particularly at the intake and assessment stage, though not limited only to these situations.

HOW CAN WE COMMUNICATE BETTER

To ensure effective communication with people from CALD backgrounds, there are many things that services and workers can do and resources they can access to assist them. These include:

- [Language services – interpreting and translating](#)
- [Investigating the best ways to communicate with a given CALD community to get the message across clearly and appropriately](#)
- [Identifying and overcoming barriers to effective communication with clients and people from CALD backgrounds](#)

Know your community, know your clients

- It is important to identify and understand the demographics of the local community. Be aware of the major ethnic groups within the community, and those within the HACC target group.
- What languages are used by these groups - ask clients what language/s or dialects they speak and prefer to communicate in. For example someone from China might speak Cantonese, Mandarin, Hakka, Hokkien, Mongolian or one of 500 other languages or dialects, while someone from India might speak Hindi, Gujarati, Kannada, or one of nearly 20 other official languages.
- There are excellent resources available listing countries and languages spoken (see resources). Local demographics are available from most council websites, libraries, Australian Bureau of Statistics (ABS), VOMA website, Migrant Resource Centres and other local community organisations.

The message is – never assume and always ask

REACHING PEOPLE AND COMMUNITIES

Consulting with local ethnic groups and communities can provide vital information to assist with communication and the best form of reaching a community or specific target group. Information you might seek may include:

Potential literacy level of your CALD target group

- Translations can be expensive and time consuming. If literacy is low, other communication mediums may be more effective in communicating the message.
- Be creative – work with the community.

The most appropriate medium to communicate the message

- What is the preference of the community/target group?
- What visual aids might assist or detract – for example some colours and symbols can create a positive, visual atmosphere, while others may detract from the message.
- What is better to speak about – would a presentation be more effective and personal?
- What newspapers do they read, is radio or television more effective?
- Is the internet appropriate for the target audience – are they computer savvy - do they have access and knowledge of the web?
- Are there alternate means of communicating and providing information to the target audience? For example how to target socially isolated people – perhaps through worship or church groups.

Who are the trusted sources of information for a particular community or target group?

- Is there suspicion of information from government organisations?
- Is it best to work with community representatives and leaders to assist in reaching members of the community?

Culturally appropriate communication needs

- Gender of an interpreter.
- Appropriate body language.

One of the most important communication messages is don't be afraid to ask - work with the community involved seek advice, consult, seek and provide feedback

Section 2 Using Interpreter Services

A key tool in communicating with a CALD client is the effective use of professional interpreter services. Organisations such as councils, may have access to interpreter services through credit lines or specific budgets for accessing interpreter services. HACC has a requirement to use interpreters.

WHY SHOULD AGENCIES ENGAGE ACCREDITED INTERPRETERS?

There are some potential problems and risks in not using accredited interpreters and they are as follows:

- Unqualified or non accredited interpreters may be poor communicators in critical situations
- The language skills of non accredited interpreters are not tested and therefore may be unreliable
- Clients may not reveal all information to non accredited interpreters, i.e. family members or friends
- There may be a conflict of interest between the client and family members, and the family member may modify or filter the information to suit individual needs and interests

Bi-lingual staff should only be used for interpreting in emergency situations or according to individual organisational policy.

USING ACCREDITED INTERPRETERS

- The decision to use an accredited interpreter depends on organisational policy, which may include reception, intake, assessment or other approved staff, client request
- Advance bookings may ensure access to both language and a specific interpreter (if this is required)
- Language Service Providers – there are a number of language service providers who provide choice and access to both high demand and uncommon languages

DETERMINING WHEN TO USE AN ACCREDITED INTERPRETER

How to identify who may need an interpreter

- When the client or family requests an interpreter
- When the language spoken at home is not English
- When the person has lived in Australia for less than two years and the language at home is a Language Other Than English (LOTE)
- When the person speaks to you in a language other than English
- When the person nominates a family member to speak on behalf of him or her
- When the client has difficulty communicating in English and would be better off discussing the matter at hand in their first language
- When you cannot understand the information the client is providing
- When the client has perceived difficulties comprehending the information

Best practice suggests

In situations where you have doubt it is better to use an interpreter than to conduct an interview that may give inaccurate information or need to be repeated at a later time

Some organisations utilise the interpreter symbol by placing it on the clients file to prompt for an interpreter

WHEN TO USE AN ACCREDITED INTERPRETER

Staff should use an accredited interpreter in the following situations (though not limited to these):

- At intake
- When collecting personal data
- During an assessment
- When obtaining consent
- When contacting the client regarding services i.e. rostering
- When dealing with a complaint
- When a client is leaving the service

SOME CONSIDERATIONS IN BOOKING AN INTERPRETER**Determining the Appropriate Language**

- Never assume language by the client's country of birth as some countries may have a number of dialects or languages
- Some people who speak uncommon dialects often speak a second language, which may be the official language – this can provide more options when booking an interpreter

Gender

- Determine if a male or female interpreter is required – always ask the client regarding preference

The setting

- Will the interview be conducted using a telephone interpreter or will it be an on site interview such as a home-based assessment? A telephone interview is suitable for a 10 – 15 minute exchange of information or emergency situations. A face-to-face interview is more appropriate for more complex and lengthy interviews.

Best practice recommends not using anyone under the age of 18 for interpreting due to lack to life experience, language skills, inappropriate or sensitive information

Correct information

Provide the correct information to the language service provider at the time of booking to ensure the interpreter is suitably qualified and appropriate to the situation or gender. This may include:

- Client details, address, time of assessment or meeting, special requirements, gender of client
- Correct Personal Identification Number (PIN) for HACC credit line (if appropriate or available)
- Language or dialect spoken

WHAT TO DO WHEN A CLIENT IS RELUCTANT TO USE OR REFUSES TO USE AN INTERPRETER SERVICE**Common reasons for refusal of language services are:**

- The client may be concerned for their privacy and confidentiality – this may apply to all communities but is particularly relevant to small and emerging communities where the members may know each other
- The client may be concerned about the cost
- The client may be concerned about gender or ethnicity of the interpreter – the interpreter may not belong to the same ethnic group and this may create tension, particularly for those people who have migrated to Australia in the aftermath of ethnic conflict

WHAT TO DO WHEN A CLIENT REFUSES AN INTERPRETER SERVICE

- Inform the client that it is organisational policy to use accredited interpreters to ensure clear communication and accuracy - all interpreters are trained professionals
- Advise the client there is no charge for the interpreting, the service is free
- Explore whether issues to do with gender and ethnicity of the interpreter has contributed to the decision and respond accordingly
- Inform the client that all parties involved in the assessment are bound by privacy and confidentiality

OTHER IMPORTANT THINGS TO REMEMBER

- If the interpreter is required for a group session/presentation, brief or inform the interpreter service of details of the event or meeting so they can provide an appropriately skilled interpreter
- Give clear contact details including a mobile number in the event of cancellation, changes or emergency
- For telephone interpreting use the call conferencing function or the hands free speakerphone function of your mobile phone or land line
- If you are unsure of how to use your telephone, ask another staff member for assistance
- If cancellation is required notify the service provider immediately as a fee may apply

To determine first/initial language, use a language identification chart (*see resources list*) or interpreter card

WORKING EFFECTIVELY WITH INTERPRETERS

The role of the interpreter

Accredited interpreters are bound by a professional Code of Ethics

Interpreters should be:

- Impartial
- Accurate
- Confidential

WHAT TO DO WHEN WORKING WITH THE INTERPRETER

- Brief the interpreter beforehand on the purpose on the meeting
- Introduce yourself to the client
- Introduce the interpreter and explain his/her role
- Explain the purpose of the assessment
- Use simple and clear language, avoid jargon
- Avoid direct discussions with the interpreter
- Remember to pause to allow time for interpreter to translate the information and be aware of not delivering too much information at once
- At the conclusion, summarise all points discussed and ensure that these have been understood by the client

In home assessments

- Organise to meet with the interpreter outside the client's home to provide a brief on the purpose of the assessment
- Sit facing the client, remember that your discussion is with the client, so speak to the client directly in the first person i.e. greeting the client

On the telephone

- Talk to the client directly
- Use short sentences
- Telephone interpreting should only be used in brief interviews or to organise appointments or rostering staff members

RECORD KEEPING

Record information on the client file including the details of the interpreter booking. Records should be kept on any of the following situations:

- Client refusal
- Language and dialect of the client
- Second language other than English
- Gender preference for the interpreter (if any)

Best practice suggests if the client declines the use of an interpreter this should be recorded in the client notes or file

COMPLAINTS ABOUT INTERPRETING SERVICES

Should a problem be encountered with the performance of an interpreter, discuss it initially with the interpreter. If you cannot resolve the situation, contact the interpreting service involved.

Complaints may relate to (but are not limited to) the interpreter:

- Being late
- Not interpreting everything that is said
- Engaging in a side conversation with the client
- Answering the telephone and conducting a private conversation during the interview

If you have a complaint regarding the services provided by an interpreting service, and this cannot be resolved satisfactorily with the service (such as losing bookings, charging incorrect fees, providing interpreters with inappropriate levels of accreditation), contact the Department of Human Service Regional Office.

The use of an interpreter is for both complex and important situations. Nevertheless an interpreter should also be used for situations that provide the client with choice, empowerment and involvement such as when rostering care services

Engaging accredited interpreters will reduce the time spent and make the process more accurate and effective

If you are happy with an interpreter you may request the same interpreter again

Section 3 Translated Material

Home Care/Direct Care workers who have the closest link with clients are in an excellent position to identify, recommend and promote the need for written material in different languages.

In many instances translated material can be of great assistance in getting the message across to culturally and linguistically diverse clients or groups who are literate in another language. This information can assist in responding to clients holistically, promoting self determination and independence.

There are a number of aspects to be considered in using translations effectively.

WHEN SHOULD TRANSLATED MATERIAL BE USED?

- To complement face to face information about the provision of Local Government Services, i.e. Home and Community Care
- To provide information that can assist clients to access and learn about other local services and activities
- To ensure a client clearly understands a key aspect of their care i.e. consent form, changes in care arrangements etc
- To provide information that can be kept and referred to when needed, i.e. greetings in different languages, care plans (staff use)

HOW TO ASSESS THE QUALITY OF EXISTING MATERIAL?

There is a growing amount of translated information about services and health issues now available. It is wise to check if what is required has already been translated for the same target group. Using good quality existing material will save time and money. It is important to remember however, that translations are often developed with a specific audience in mind and ensuring its appropriateness for the intended purposes is essential.

A good translation includes information such as the name of the agency and the services provided, date of the publication, name of the language and the topic on the front of the publication, in English. Once the translation source is identified the following information can be requested:

- Is the English version available? – if so, read and review its appropriateness of content
- How up to date is this material? i.e. did it have a specific audience in mind
- When was the translation last updated? is the information still current? out of date information can cause more communication difficulties than it solves
- Is consumer feedback on the translation available?

Where an existing translation is appropriate it may be used again. If it proves to be successful with this new target group, the process should be documented and other staff members made aware of this information for future use.

A list of resources including a number of useful websites has been incorporated in this guideline. (See appendix 3).

Irrespective of the source, be it government, community and/or private enterprise, the process mentioned in finding out the quality of the existing translated material should be followed.

ORGANISING A NEW TRANSLATION

Consultation with team members, representatives from ethno-specific local services and members of the client group can help determine the need to translate new material. Identification of required languages should be based on updated demographic data, broad consultation with the target audience and the local community profile.

What to do next?

- Determine the budget available and/or other options to cover costs for the translation, i.e. OnCall Credit Line
- Draft the English text using open, direct language and style, to enable English speaking clients to use this material effectively but also to ensure that the language and style would be appropriate for the purpose of your translation
- Once agreement on the English text has been reached, contact accredited translating agencies in order to obtain a quote for their services – the quote may be based on the complexity of the translation, i.e. layout required, the format in which information will be provided, whether checking by another accredited translator is needed or the preferred software for the original and completed translation
- For major work, quotes maybe requested for the cultural testing of the translated information by using focus groups

Important points to consider when preparing the English text for translation

- Be as concise as possible
- Use short, easily understood sentences with simple terms
- Use the active rather than the passive voice
- Consider your target audience: who are you writing for?
- Use language that your target audience will understand
- Use graphics that communicate diversity
- Avoid humour, slang, acronyms and jargon

Translated information can be a useful communication tool when used as a complement to interpreting, not as a *replacement*

CHECKING A TRANSLATION

Translations can be a costly exercise therefore it is very important that translations be checked to ensure grammatical, linguistic and cultural appropriateness and relevance to the target group. You can discuss this requirement with the translation agency when negotiating a quote.

Some steps may include:

- Have the translation checked by at least one bilingual professional who works in the related field and/or a focus group comprised of members of the target group/audience
- Using a second translator to proof read the translation, keeping in mind this will incur additional costs

For best practice, when working with CALD clients it is important for HACC providers to explore a number of means of communication methods. If used effectively translations can be an excellent tool to overcome language difficulties amongst clients literate in their preferred language.

TRANSLATING AGENCY CHECKLIST

When contacting the translating agency it is important to get as much information as possible:

- Are the translators accredited?
- What specifically does the quote include?
- In what format will the finished product be delivered?
- If you are not satisfied with the translations, how can differences be resolved?

Case Study

Sofia has been working with Mrs Zuniga for the last 2 months as a Home Care worker. Mrs Zuniga has recently been diagnosed with Dementia and the family is distressed. Sofia has noticed that the family has difficulties in understanding written English. She approached her team leader and requested support in finding quality translated material on the topic. Her team leader provided her with a list of updated information on multilingual resources. Sofia, supported by the organisation was able to resource the family effectively, promptly and in the process learnt how to find appropriate translated material.

Always provide the translated document in the English format to ensure that everyone involved can understand the information. i.e. carers, children and the client

APPENDIX 1: How to Road Test a Translation

Substantial Documents such as a booklet, brochure, fact sheet, or service information

It is essential to seek feedback on the quality of the translation. Seeking feedback through a focus group can be extremely effective to ensure a quality, translated document is available for a CALD community.

In the context of testing a translation, a community focus group can be described as an organised discussion which provides an opportunity for CALD community members to provide feedback on the translation and discuss required changes and amendments directly with the translator.

Community Focus Groups are utilised for different purposes and outcomes. For the purpose of testing a translation it is important to:

- Make provision for focus group testing with the selected translating agency early in the process, i.e. when negotiating the translation quote
- Plan for and provide specific funding to support the cost of a community focus group, i.e. catering, transport, reimbursement to community members
- Be clear about the purpose and the aim of the planned community focus group

Important aspects to consider:

- Ensure that the translators and participating community members have a sound understanding about why and how the translation was developed and the purpose of a focus group. Relevant information and a copy of the translation should be provided to all participants prior to the session.
- Recruit an experienced bilingual group facilitator who may be trusted and known by the target group i.e. key local ethno-specific organisations. Work closely with facilitator to ensure a good outcome.
- Conduct the session in the relevant community language of the target group. If a bilingual facilitator is not available book an interpreter.
- Ensure that the potential participating community members are literate (able to read and write) in their own language and are confident providing verbal feedback regarding the translation.
- Prior to the session allow the participants sufficient time to read, review and take notes, which can then be discussed at the session.
- When scheduling the focus group session ensure that the time, venue and the structure of the session are appropriate for the invited community members.
- Give thought to the structure of the session, keep it small, friendly, and provide refreshments for the participants after the session concludes.
- Enable individual participants to provide comments and feedback and acknowledge every participants contribution and efforts.

- Allow sufficient time for discussion and ensure the session is effectively facilitated.
- Sometimes the meaning and translation of words can be subjective and therefore discussion around language and choice of words can be intense. If necessary it is important to remind participants of the aim and specific nature of the translation and focus group.

Potential questions for the group when testing a translation

- Does the translated document read well, and are the messages accurate?
- Is the language clear and easy to understand? Are there any content or grammatical errors?
- Is the intended message clear, as well as culturally suitable and relevant to the target group?

Following the session

Organise any adjustments incorporating appropriate feedback into the translation. Provide all participants with a copy of the finalised document, and again acknowledge participation and give thanks.

Letters, one off small documents *(or where there is no time or funding provisions to conduct a focus group)*

- After receiving the translation from the agency, seek the assistance of a bilingual colleague to review the translation. If possible utilise a person who also has knowledge of the topic i.e. HACC.
- Provide the reviewer with the translated version, and the English version.
- Ask the reviewer to check the accuracy and clarity of the message.
- If amendments are required, contact the translation agency and request the required changes. This is usually done free of charge.

APPENDIX 2: Quick Guide to Using Interpreters



Language Services Options Quick Guide to Using Interpreters



There are a number of interpreter service options available for Home and Community Care staff when working with people from CALD backgrounds.

The two types of interpreting services used are:

- 📞 Telephone interpreting
- 👤 On-site interpreting

The information below provides some of the options available. Organisations may have specific arrangements and funding for using services, and may involve utilising a PIN (personal identification number), or credit line facilities. Check with your unit manager or supervisor to clarify this information and the service/s your organisation prefers to use for telephone or on-site interpreting. Record the PIN number in the space provided and highlight the preferred provider for your future records.

Telephone:

	How to use
<p>TIS Translating & Interpreting Service</p> <p>📞 131 450</p> <p>PIN</p>	<p>The Translating & Interpreting Service (TIS) telephone 131 450 is a preferred provider as it may be <u>free</u> if you have an arrangement with them. It also has the advantage of providing the conference call facility if the resident is not with you.</p> <p>Questions you will be asked:</p> <ol style="list-style-type: none"> 1. Agency number PIN 2. Your name 3. Your telephone number or Switch board number 4. Client's name 5. Client's gender 6. Language (<i>be sure you know what it is</i>) 7. Client's telephone number <p>NOTE: The agency PIN number is confidential and not to be given out to clients.</p>

Telephone: (continued)

	How to use
<p>OnCall</p> <p>DHS Credit Line</p> <p>☎ 9867 3788</p> <p>PIN</p>	<p>For HACC service providers using OnCall credit line: When you telephone 9867 3788 OnCall will ask for your PIN. Once you have provided this they will determine whether there are sufficient funds remaining in the relevant credit line. If there are funds you can proceed to book the language services required and it will be paid for out of the credit line budget. Please also have the following information available when making the booking:</p> <ul style="list-style-type: none"> ☎ Your organisations PIN ☎ Name of client ☎ Name of the person conducting the call & their/your direct telephone number ☎ Name & telephone number of the client

On-Site

	How to use
<p>OnCall</p> <p>DHS Credit Line</p> <p>☎ 9867 3788</p> <p>PIN</p>	<p>If you wish to access OnCall utilising the HACC DHS Credit Line the following will apply: When you telephone OnCall 9867 3788 they will ask for your PIN. Once you have provided this they will determine whether there are sufficient funds remaining in the relevant credit line. If there are funds you can proceed to book the language services required and it will be paid for out of the credit line budget. If there are not sufficient funds remaining in the credit line, you may choose to pay for the service required (an invoice will be sent), however first ensure this is in line with the policy of your organisation.</p> <p>Please have the following information available when making the booking:</p> <ul style="list-style-type: none"> ☎ PIN ☎ Name of client ☎ Date, time & approximate duration of assessment ☎ Name of the person interpreter reports to & telephone number ☎ The address of assessment ☎ Type of assignment – i.e. assessment ☎ Name of client <p>Any other special requirements</p>
<p>VITS</p> <p>Victorian Interpreting & Translating Services</p> <p>☎ 9280 1955</p> <p>PIN</p>	<p>On-Site interpreter bookings through VITS 9280 1955 usually require 48 hours notice.</p> <p>Remember to cite a PIN if this is applicable to your organisation's arrangements.</p> <p>This is not a free service and costs approximately \$73.70 for minimum 1.5 hours. Therefore you may wish to try OnCall first (through the Credit Line).</p>

On-Site (continued)

IF YOU ARE ABLE TO BOOK 2 WEEKS IN ADVANCE Some organisations may have arrangements such as the one below. Check with your manager or supervisor first.	
<p>TIS Translating & Interpreting Service</p> <p>☎ 131 450</p> <p>PIN</p>	<p>TIS is <u>free</u> but bookings may need to be made up to <u>two weeks</u> in advance.</p> <p>Appointments must be between Monday and Friday, between 8am to 6pm.</p> <p>Requests should be sent by fax 1300 654 151 on the TIS proforma (available from website: www.immi.gov.au/living-in-australia/help-with-english/help_with_translating/index.htm)</p> <p>Remember to cite your agency PIN if applicable.</p>

APPENDIX 3: Resources

- A Home and Community Care Services (HACC) Client Handbook translated in five community languages; Greek, Italian, Russian, Polish and Chinese (Simplified and Traditional), available at the New Hope Migrant and Refugee Centre (formerly the South Central Region Migrant Resource Centre) Website www.newhope.asn.au
- A Home and Community Care Services HACC Information Brochure translated by the Department of Human Services. Translated in more than 20 community languages, available at www.dhs.vic.gov.au
- A Multilingual resource that can be found through the Health Translations on-line directory at www.healthtranslations.vic.gov.au It has translated material such as information on asthma, dementia, carer's rights, etc
- Language Services Tool Kit, produced by Goulburn Valley Primary Care Partnership as part of the Quality Languages Services in Rural Setting Project www.humehealth.com.au/community/gvpcp/index.php
- National Accreditation Authority for Translators and Interpreters at www.naati.com.au
- Centre for Cultural Diversity in Ageing www.culturaldiversity.com.au
- Making the Connection Language services in the human services sector www.dhs.vic.gov.au/multicultural
- Like My Own Family (Care Culture and Language for Older Migrants) www.mrcne.org.au
- Checklist on Reviewing Existing Translated Material Translating Health Promotion Materials into Community Languages available at Centre for Culture Ethnicity and Health www.ceh.org.au
- Tips to Remember when Translating Material for CALD People available at Ethnic Communities Council of Victoria www.eccv.org.au
- Victorian Office of Multicultural Affairs, containing Improving the Use of Translating and Interpreting Services: A Guide to Victorian Government Policy and Procedures available at www.voma.vic.gov.au
- The Department of Human Services Language Services Policy at www.dhs.vic.gov.au/multicultural
- Australian Institute of Interpreters and Translators at www.ausit.org
- Inner South East Primary Care Partnership in Community and Health/Multicultural Strategy www.isepich.org
- Victorian Interpreting and Translating Services (VITS) www.vits.com.au has information on Interactive Training Tool
- OnCall Interpreters and Translators Agency (OnCall) www.oncallinterpreters.com
- Translating and Interpreting Services (TIS) www.immi.gov.au
- Victorian Department of Premier and Cabinet www.dpc.vic.gov.au

APPENDIX 4: Contacts

Ethno Specific Government Statewide and Regional Organisations

Victorian Office of Multicultural Affairs (VOMA) Interpreter Card and Symbol

GPO Box 2392V
Melbourne VIC 3001
Phone: 9208 3166
Website:

Victorian Multicultural Commission

Level 15, Spring Street
GPO Box 2392
Melbourne VIC 3001
Phone: 9208 3184
Website: www.multicultural.vic.gov.au

New Hope Migrant and Refugee Centre

(Formerly the South Central Region Migrant Resource Centre)
Prahran Office
40 Grattan Street
Prahran VIC 3181
Phone: 9510 5877
Website: www.newhope.asn.au

Southern Ethnic Advisory and Advocacy Council

18 Chester Street
Oakleigh VIC 3166
Phone: 9563 4130
Website: www.newhope.asn.au (under other services)

Ethnic Communities' Council of Victoria (ECCV)

Level 2, 150 Palmerston Street
Carlton VIC 3053
Phone: 9349 4122
Website: www.eccv.org.au

AMES - Adult Multicultural Education Services

255 William Street
GPO Box 4381
Melbourne VIC 3001
Phone: 9926 4717
Website: www.ames.net.au

CEH (Centre for Culture Ethnicity and Health)

81-85 Barry Street

Carlton VIC 3053

Phone: 9342 9700

Website: www.ceh.org.au

Centre for Cultural Diversity in Ageing

P.O. Box 5093

Glenferrie South Vic 3122

Phone: 8823 7900

Website: www.culturaldiversity.com.au

ADEC (Action on Disability within Ethnic Communities)

175 Plenty Road

Preston VIC 3072

Phone: 9480 1666

Website: www.adec.org.au

APPENDIX 5: Ethno-specific agencies

Jewish Care

619 St Kilda Road
Melbourne VIC 3000
Phone: 8517 5777

Chinese Community Social Service Centre Inc.

14 Livingstone Close
Burwood VIC 3125
Phone: 9888 8671, 9888 8493

Australian Greek Welfare Society

7 Union Street
Brunswick VIC 3056
Phone: 9388 9998

Fronitha Care (Greek)

94 Springs Road
Clayton South VIC 3169
Phone: 9552 4111

CoAsIt (Italian)

Level 1, 189 Faraday Street
Carlton VIC 3053
Phone: 9349 9000

Australian Polish Community Services

77 Droop Street
Footscray VIC 3011
Phone: 9689 9170

Polish Community Council Victoria

Level 2, 43-51 Queen Street
Melbourne VIC 3000
Phone: 9629 8277

Russian Ethnic Representative Council

118 Greeves Street
Fitzroy VIC 3065
Phone: 9415 6444