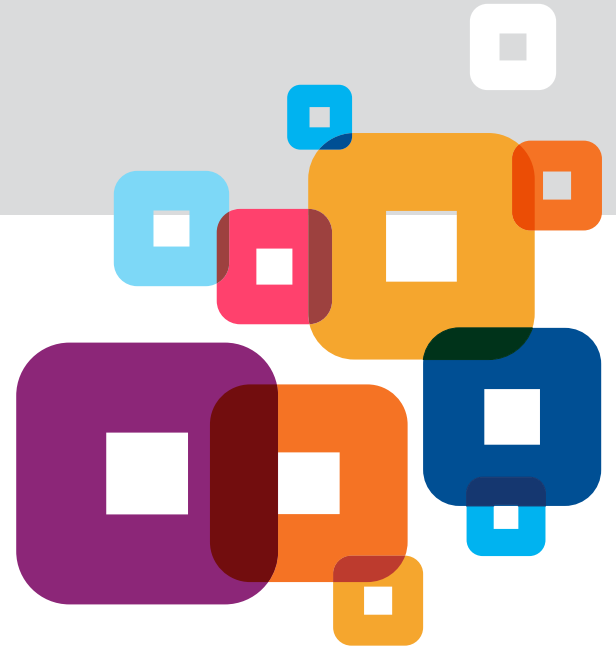




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Office of **Multicultural Interests**

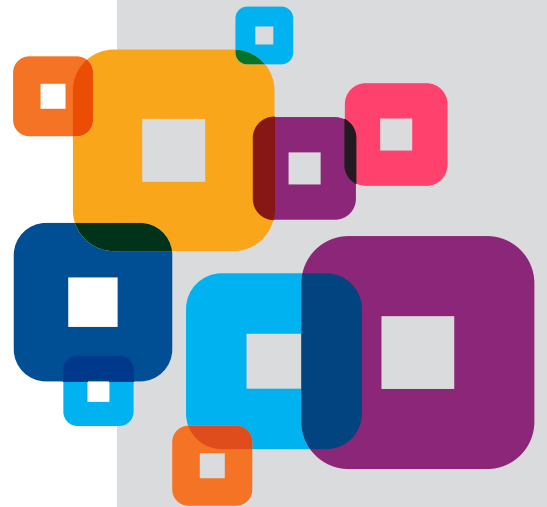
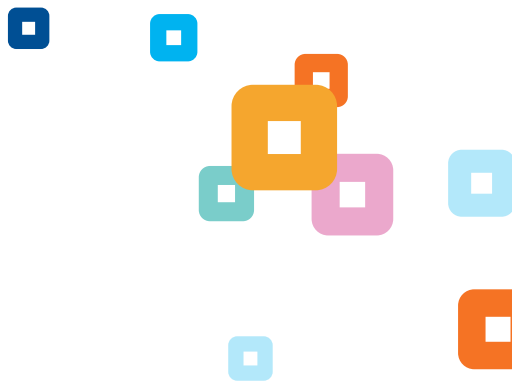


Western Australian Language Services Policy 2020

Policy statement and guidelines

For Western Australian public sector agencies





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Foreword from Hon Paul Papalia CSC MLA Minister for Citizenship and Multicultural Interests

With the wealth of languages and cultures of our First Peoples, and subsequent waves of migration, Western Australia has always been a remarkably multicultural State.

Today, with more than 240 languages and dialects spoken across the State including Auslan, linguistic diversity is an important feature, and one of the greatest strengths, of our society.

The McGowan Government is committed to ensuring that every Western Australian has equitable access to information and services no matter what their first language may be.

In 2020, the COVID-19 pandemic has highlighted the stark reality of why it is important to make information accessible especially when it comes to matters of health and public safety.

However, it is always imperative that language and literacy are not barriers when contributing to this State's social, cultural and economic prosperity or accessing services and programs.

It is the obligation of all in the public sector to understand how to make services accessible to everyone. The Western Australian Language Services Policy 2020 is a key tool to do this.

The policy is the result of extensive consultation with public sector and community stakeholders and is a guide to improving access to information and government services including health, justice, education, training, housing and transport.

The updated 2020 Policy Statement and Guidelines will assist public sector



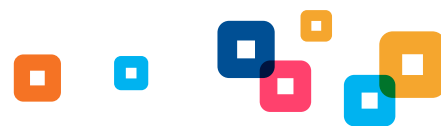
agencies to implement the policy more effectively and be more responsive to the needs of people from linguistically diverse backgrounds in accordance with the Western Australian Multicultural Policy Framework.

I am confident that public sector agencies are fully aware of the importance of this policy and will ensure its full implementation.

The Western Australian Language Services Policy 2020 is a fundamental step towards our vision of a State where everyone can access services, participate fully and achieve their goals.

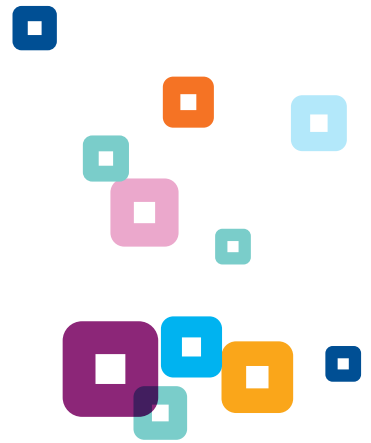
A stylized, handwritten signature in blue ink, consisting of a large, sweeping initial 'P' followed by a horizontal line.

**Hon Paul Papalia CSC MLA
MINISTER FOR CITIZENSHIP AND
MULTICULTURAL INTERESTS**



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Introduction

The Government of Western Australia proudly acknowledges and celebrates cultural diversity as one of the State's great strengths. The government actively plans for a future that enables all Western Australians to reach their full potential.

Cultural and linguistic diversity is a resource for creativity and connectivity locally, nationally and internationally. It also has implications for how the government develops policies and programs and delivers information and services.

To enable and sustain a strong economy and an inclusive society, the State Government is committed to providing all Western Australians with equitable access to information and services.

According to the 2016 Census, more than 17.6¹ per cent (437,869) of Western Australians speak a language other than English, an increase from 14.5 per cent (325,054) in 2011.

Eighty-six per cent said they spoke English well or very well, while 14.2 per cent (62,221) stated that they did not speak English well or at all, an increase of 30.9 per cent since 2011.

For Aboriginal people living in regional and remote Western Australia, Standard Australian English is often the second, third or even fourth language spoken and, for many, Aboriginal English is their first language. The proportion of Western Australians who communicate through Auslan (Australian sign language) is also rising (0.04 per cent in 2016 compared to 0.03 per cent in 2011). It is therefore vital that Western Australian public sector agencies are aware of the need for, and are equipped to provide, language services to clients.



This policy guide has been developed to assist Western Australian public sector agencies to implement the *Western Australian Language Services Policy 2020*.

Appropriate language services depend on the situation. Front-line service staff in particular need to be guided by relevant policies and procedures to develop the skills necessary to determine when and how to provide language services.

“ For human interaction, one of the basics is language, the system of communication that, when applied at its best, allows us to understand each other, share, cooperate, and pull each other towards a better place. ”

The true meaning of leaving no one behind, Translators without Borders, published by Elsevier Ltd, *The Lancet*, Vol 7, May 2019.

¹ The 2016 Census of Population and Housing, Australian Bureau of Statistics.

Western Australian Language Services Policy 2020

Policy statement

This policy ensures equitable access to Western Australian public sector services, through the provision of language services.

The Western Australian Multicultural Policy Framework requires Western Australian public sector agencies to provide language services, to ensure language is not a barrier to equitable access to information and services, including complaints processes.

The Government of Western Australia is committed to ensuring that all Western Australians are provided with access to services that are responsive and of high quality. This includes those who are not able to communicate effectively in written and/or spoken Standard Australian English (Standard English), including some Aboriginal people, people from culturally and linguistically diverse (CaLD) backgrounds, and people who are Deaf or hard of hearing.

To achieve this, State Government agencies must:

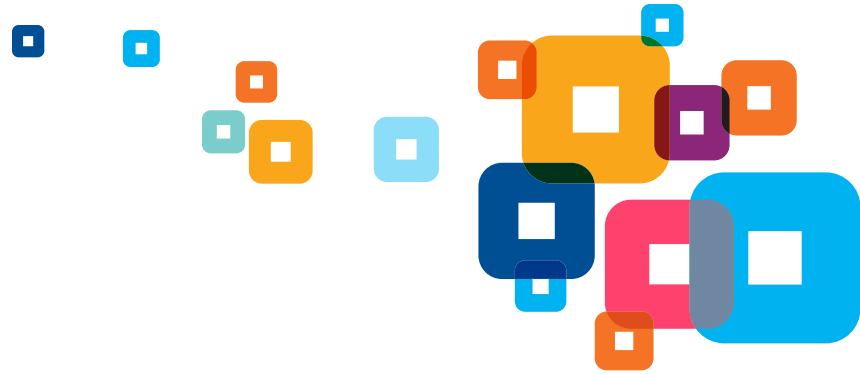
- be client-focused in the delivery of services, including responding to clients' language needs
- inform clients who are not able to communicate in spoken and/or written Standard English of:
 - their right to communicate in their preferred language and dialect and to request an interpreter
 - the agency's complaints/feedback processes
- provide free of charge and targeted language services that adequately address the client's rights, and risks to their health and safety
- maximise the cultural and linguistic knowledge and skills of appropriately trained agency staff to help improve the provision of front-line services

- provide cultural competency training to staff, especially front-line service staff, including when and how to work with interpreters and translators
- provide better planning, management and delivery of language services by incorporating interpreting, translating and multilingual information needs into budgeting, human resource and client service programs
- incorporate appropriate arrangements for **funded non-government service organisations** to engage interpreters and translators for service delivery and make these organisations aware of how to access language services through the Western Australian Government **Common Use Arrangement (CUA) for Interpreting and Translating Services**
- ensure that the interpreters and translators engaged are **tertiary qualified and/or National Accreditation Authority for Translators and Interpreters (NAATI)** credentialed
- use **multilingual communication and marketing strategies**.

A number of **legislative and policy frameworks** support the *Western Australian Language Services Policy 2020*. Information is available on the OMI website at **www.omi.wa.gov.au**

Agencies may develop their own policies, guidelines, procedures and/or plans, and should undertake relevant research, including identifying any agency-specific legislative requirements.

The **Office of Multicultural Interests** administers the *Western Australian Language Services Policy 2020* and provides advice to Western Australian public sector agencies, non-government organisations, the interpreting and translating sector and the community to support its implementation.



Western Australian Language Services Policy 2020 Guidelines

What are language services?

Language services help people who have difficulty communicating in Standard English, or who are Deaf or hard of hearing. They assist with:

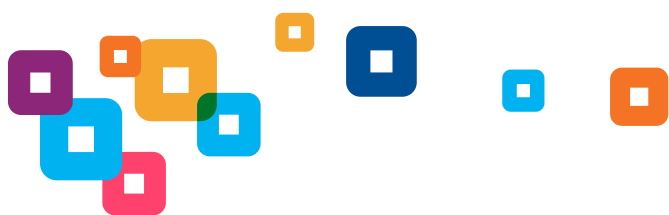
- supporting service access in areas such as health, education, human services and settlement issues, housing and transport
- ensuring people understand their rights and responsibilities and are treated fairly in legal processes
- providing information to individual clients or more broadly to the community
- engaging with communities in the development, implementation and review of policies, programs and services.

Language services include:

- engagement of tertiary qualified and/or NAATI credentialed interpreters, either in person, via telephone or video conference
- translation of documents by tertiary qualified and/or NAATI credentialed translators
- use of multilingual communication strategies for members of CaLD communities such as the provision of information via print or on websites, audio, multimedia resources and other digital media in languages other than English (LOTE)
- assistance from a bilingual/multilingual staff member
- employment of bilingual/multilingual workers
- provision of special telephone equipment for the Deaf or hard of hearing.

“Interpreters bridge the language gap allowing clients and service providers to really connect in the service space, providing opportunities for clients to start or join support groups, attend clinics, health and information workshops, etc., and a pathway connection to community groups.”

Family Support Manager
Ishar Multicultural Women's Health Services

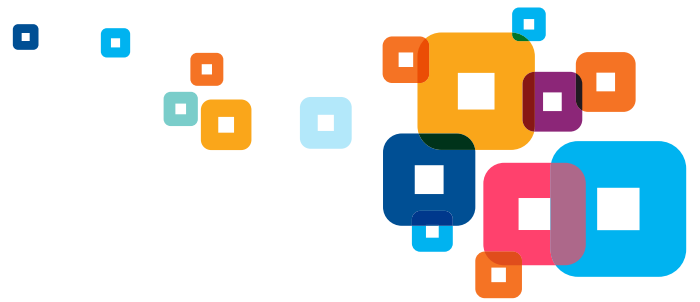


Why are language services important?

Language services can:

- help clients understand service systems so they can make informed decisions about issues that may significantly impact their lives (such as legal, health, income support, and social services-related matters)
- avoid inappropriate or inadequate service delivery due to misunderstanding clients' needs
- ensure all members of the community have access to information regarding programs and services and can contribute to policy and program development, implementation and review through community engagement and consultation
- ensure health, legal, and administrative requirements are met (such as obtaining informed consent)
- enhance the quality of program and service delivery, including potential cost savings resulting from a more effective and targeted approach
- increase the efficiency and effectiveness of programs and services (such as fewer repeat client appointments and visits)
- reduce longer-term costs in enforcement and compliance activities by improving understanding of legislative, legal and regulatory processes or requirements
- reduce the potential for compensation claims and litigation related to inadequate service provision.

In some situations, there can be serious health and legal consequences if the need for language services is not considered and appropriately actioned.



What is the National Interpreter Symbol?



The National Interpreter Symbol is a public information symbol endorsed by Commonwealth, State and Territory Governments.

The symbol visually alerts and informs people that they can ask for an interpreter when accessing government and other services.

Copies of the **National Interpreter Symbol** are available from the Australian Government, Department of Home Affairs website.

It is useful to display the symbol in a prominent position such as a reception area, and in public meeting areas or service desks.

The National Interpreter Symbol can be downloaded via the **Office of Multicultural Interests** website.



Universal symbol for Auslan interpreters

This is a universally recognised symbol for Auslan interpreting. It is used to show that an Auslan interpreter can be provided.

Aboriginal Language Services

Many Aboriginal people in Western Australia, particularly those who live in regional and remote communities, do not speak Standard Australian English (Standard English) as their first language. To ensure government services are accessible and delivered appropriately to the public, the State Government acknowledges its responsibility to provide Aboriginal people with equitable access to government services and opportunities, and recognises the crucial role Aboriginal language services have in achieving this.

There are more than 60 Aboriginal languages² in Western Australia including 50 languages spoken by 10 or more Aboriginal people. These include Aboriginal English, a dialect of Standard English, and various Kriol languages³, the Creole languages of Australia. Hearing either Aboriginal English or Kriol for the first time, many people assume that the languages are the same as Standard English. This assumption, however, may lead to severe miscommunication.

Aboriginal culture informs Aboriginal English and local Kriol languages. Aboriginal English words may seem the same as the Standard English version, but when used in the Aboriginal context they can take on a new meaning. For example, the meaning of 'cheeky' can refer to something that is dangerous or harmful when spoken in Aboriginal English or in Kriol languages. Likewise, the word 'finish' can mean 'dead or die'.

Like the meaning of some words, the grammar is also different. The requirement in Standard English to distinguish between the three third-person pronouns of he/she/it is not required in Aboriginal English or Kriol languages where gender is not specified and where just one



Image courtesy of the Aboriginal Interpreting Western Australia Aboriginal Corporation.

pronoun can be used. As a result, a speaker of Standard English who is not aware of Aboriginal English can easily miss or misinterpret the concepts reflecting the Aboriginal world view retained in both Aboriginal English and in Kriol languages.

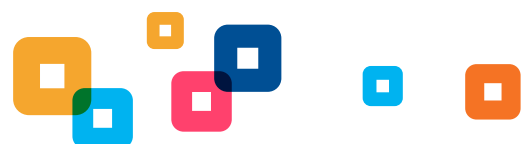
Many people who identify as English language speakers may say that they do not require an interpreter, but in fact they do. This may be the case for Aboriginal people from time to time, as well as for other communities that are bilingual or multilingual.

Achieving an understanding of each individual situation is essential. Engagement of interpreters is advisable where there is uncertainty so that people understand each other and can comfortably use their language or a blend of languages. It is also crucial to ensure people from all backgrounds are receiving equitable treatment and being presented with all available options and services.

For more information about **Aboriginal Language Services** in Western Australia, download the information sheet from the Office of Multicultural Interests' website at www.omi.wa.gov.au

² The 2016 Census of Population and Housing, Australian Bureau of Statistics.

³ There are two major creoles in Australia: one spoken in Queensland, the Northern Territory and north Western Australia (Kriol); and one spoken in the Torres Strait and Cape York (Torres Strait Creole). **AIATSIS, Our Languages.**



What is an interpreter?

An interpreter “transfers a spoken or signed language into another spoken or signed language, usually in a limited time frame in the presence of the participants requiring the translation”. (ANZSCO 272412)

For this policy, a professional interpreter is one who is tertiary qualified and/or holds a NAATI credential.

Interpreting services can be delivered in the following ways:

- face-to-face (onsite)
- by telephone
- video conferencing/calling (for example, Skype/Zoom).

What is the role of an interpreter?

The role of an interpreter is to:

- enable communication between two or more people who use different languages or dialects, either spoken or signed
- ensure messages are transferred accurately, preserving the content and intent of the source message without being ‘filtered’ (that is, free of additions or omissions, any bias or judgement)
- be objective and impartial (that is, not support any side, or give advice or opinions).

An interpreter’s role does not include:

- conducting the interpreting session or taking notes for other staff
- answering questions asked by clients or other people following an interview/meeting/appointment
- filling out forms on behalf of clients
- having (personal) conversations with the client
- taking clients from one office to another
- advocating for either party, or their own interests, during the assignment.

For more information about **Rights and Responsibilities** of all Western Australian public sector staff, clients, interpreting and translating practitioners and language service providers download the information sheet from the Office of Multicultural Interests' website at www.omi.wa.gov.au. This information can be adapted by agencies to suit their specific requirements.

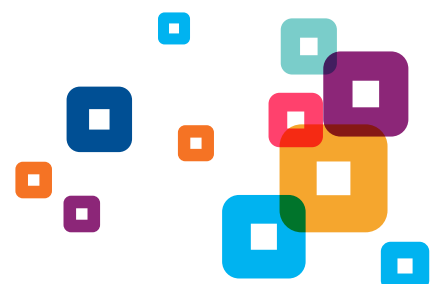
Case study:

Misconception of the interpreter’s role

An interpreter was booked to interpret at a hospital for a young girl who needed to have her dressing changed after a burns operation. The girl would not allow the nurse to change her dressing or touch her. Through the interpreter, the nurse explained the importance of getting the dressing changed.

On arrival, the doctor was annoyed that nothing had been done. The parents had declined to help, and the doctor accused the interpreter of not doing their job properly and left the room angrily. A complaint about the interpreter was later sent to the language services provider.

Issue: There was a misunderstanding of the interpreter’s role. The doctor treated the interpreter as part of the hospital team rather than as an independent professional with their own rights and obligations. Managing the situation and achieving treatment goals is the role of the hospital team, not the role of the interpreter.

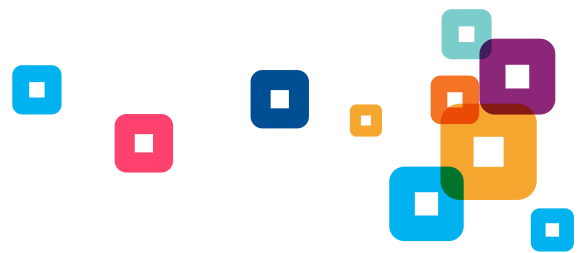


What are modes of onsite interpreting?

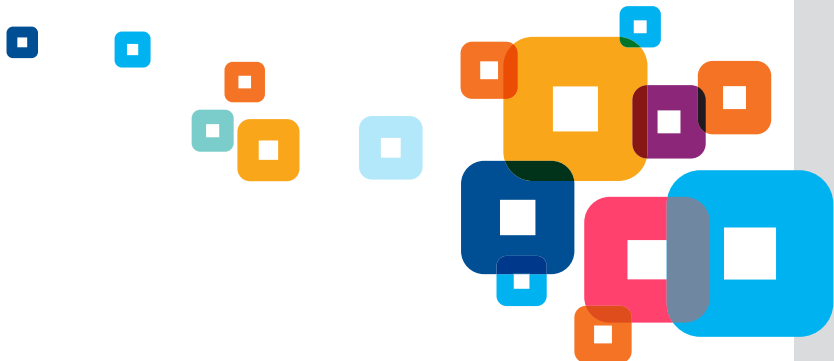
Modes of interpreting are different ways in which an interpreter transfers, and delivers, messages from one language into another as appropriate for the circumstances [situation] and the environment [setting] in which interpreting is taking place.

Modes of interpreting include:

- **consecutive interpreting** – when the interpreter transfers the original message after the speaker or signer pauses. This is the most commonly used mode of interpreting in spoken languages
- **simultaneous interpreting** – when the interpreter transfers a message while the speaker continues to speak or sign
- **sight translating** – involves the oral translation of a text, that is, reading text in one language then relaying the message orally in another language. Note that sight translation should not be used for legal, lengthy or linguistically complex texts
- **Deaf interpreting** – involves the use of a range of communication skills and knowledge to address complex situations and the needs of particular client groups (e.g. a person may be both Deaf and blind)
- **relay interpreting** – where one language is interpreted into a second language, and the second language is the basis of an interpretation into a third language (Standard English speaker to Standard English/Kriol interpreter to Kriol/Jaru interpreter to Jaru speaker, and vice-versa).



- The Australian Government, Department of Infrastructure, Transport, Regional Development and Communications, **Accesshub** includes access to the National Relay Service (NRS), which assists Western Australians who are Deaf, hard of hearing and/or have a speech impairment, to communicate with voice callers.



When to engage an interpreter

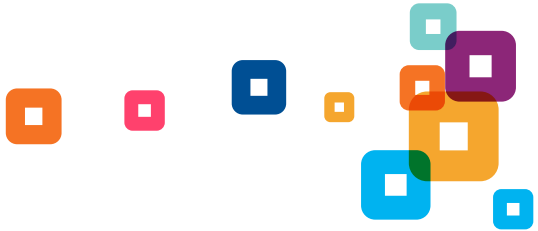
The decision whether or not to engage an interpreter is based on an assessment of the needs of the client and the level of risk to the client of not doing so.

Bilingual/multilingual staff (who speak English and one or more languages other than English) can be useful in front-line services to provide simple information or gather sufficient information to deal with immediate situations. However, unless they have tertiary qualifications and/or a NAATI credential as an interpreter they should not be requested to interpret.

When in doubt, it is wise to err on the side of caution and to engage an interpreter. It is important to engage a tertiary qualified and/or NAATI credentialed practitioner who meets current industry standards and adheres to the **Australian Institute of Interpreters and Translators (AUSIT)** or **Australian Sign Language Interpreters Association (ASLIA)** Code of Ethics.

In any situation, do not ask people under the age of 18 to act as interpreters.



- 
- It is not recommended to ask family or friends to act as interpreters as they may be emotionally involved and lack the necessary skills. The professional standards of ethics and conduct do not apply to non-professionals.

How to assess the need for an interpreter

If a client requests an interpreter or shows a Government of Western Australia, Aboriginal Interpreting WA or **Department of Home Affairs** *I need an interpreter card*, they should be provided with one.

An *I need an interpreter card* aims to help clients request an interpreter and makes it easier for agency staff to arrange for an interpreter in the appropriate language.

Hard copies of the Western Australian version of the card are available from the **Office of Multicultural Interests**.

If a client presents an I need an interpreter card:

- check the language/s on the front of the card
- inform the client that you will arrange for an interpreter
- arrange for an interpreter in accordance with agency policies or guidelines.

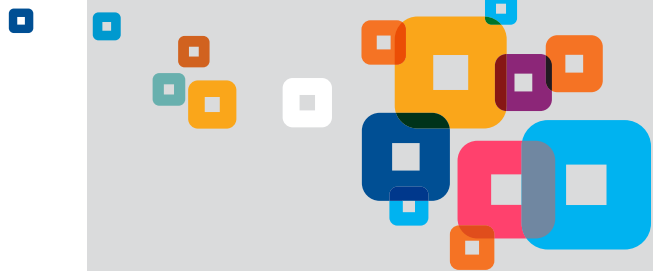
If a client does not have an I need an interpreter card, here are some ways to determine if they need an interpreter:

- ask a question that requires your client to answer in a sentence, for example 'How may I help you?'
- ask "What language would you prefer to speak in?"
- explain information to the client and ask them to repeat what you have said.

Before booking an interpreter, consider the needs of the client and the level of risk to the client of not doing so.

- **Be aware of the risks of gratuitous concurrence, which occurs when a person appears to agree with every proposition put to them when, in fact, they do not. The person may nod their head, or use sounds like 'aha', 'hmm' or 'uh-huh', or say 'yes'. These gestures do not necessarily mean he or she agrees with or understands what is said. If there is any doubt about a person's ability to communicate or understand Standard English, an interpreter should be engaged.**






To assist Western Australian public sector agencies in the decision-making process, consult the ***When to engage an interpreter: Decision-making guide***. This guide can be downloaded from the OMI website at www.omi.wa.gov.au. For clients refusing the services of an interpreter, refer to information in the next section.


It is rare for a client not to be able to tell you the language they speak. However, if they are not able to do so, you can:

- ask for a document that will show where they were born or lived before coming to Australia and look up the countries to find the language/s spoken there
- use visual aids such as **posters** to identify a language.

Simply identifying the country or place of origin may not accurately determine a client's language. Several languages may be spoken in the same country. However, it could provide a starting point from which the language services provider should be able to assist in identifying the appropriate language.



Department of Local Government,
Sport and Cultural Industries
Office of Multicultural Interests



When to engage an interpreter Decision-making guide

| | My Client is Deaf, or hard of hearing | | My Client is Aboriginal, or is from a culturally and linguistically diverse (CaLD) background |
|--------|---|--|---|
| Q | <p>Does the immediate situation require an interpreter? Determine the risk to your client, your agency and yourself if you do not engage an interpreter</p> <ul style="list-style-type: none"> • Does your client have an <i>I Need an Interpreter card</i>? • Does your client use Auslan, or have other communication difficulties (Deafblind)? • Does your client have limited communication skills in Standard Australian English? • Is your client able to answer a question clearly without assistance? • Does your client consistently agree with the questions you put to him/her/them? • Do you not understand what your client is trying to tell you, even if the words they use are clear to you? | | |
| A | <p>YES</p> <ul style="list-style-type: none"> • Immediately offer your client the services of an interpreter. • Your client has the right to refuse this service. In this case, try to identify the reason for their refusal and address the issue. • If they still refuse, document the reason and your actions. | | |
| Q | <p>Is the situation general and routine (general health, education or community services)?</p> <ul style="list-style-type: none"> • Is a tertiary qualified and/or NAATI credentialed interpreter available? • Is a NAATI recognised practising interpreter available in lieu of a tertiary qualified and/or NAATI credentialed interpreter? | | |
| A | <p>YES</p> <ul style="list-style-type: none"> • Confirm your client's name, Aboriginal name (if applicable), community, country and/or language group, age and gender. • Ask them which language/dialects they prefer to communicate in (Aboriginal, CaLD language/s). • Identify any cultural sensitivities, such as a female client preferring a female interpreter. • Follow your agency's language services procurement (operating) procedures and guidelines. | | |
| A | <p>NO</p> <ul style="list-style-type: none"> • Consider engaging a telephone interpreter to gather sufficient information to deal with the immediate situation. If required, schedule a follow-up face-to-face meeting with your client and a tertiary qualified and/or NAATI credentialed interpreter. (Telephone interpreting is not suitable for Auslan speakers or people who are hard of hearing.) • Consider engaging a bilingual staff member (if you have one) to gather sufficient information to deal with the immediate situation until a tertiary qualified and/or NAATI credentialed interpreter is available. • Postpone the conversation until a tertiary qualified and/or NAATI credentialed interpreter is available. • REMEMBER unless it is an EMERGENCY, avoid engaging a family member, friend or person under 18 to act as an interpreter. | | |
| Q A | <p>Is the situation more complex (mental health, medical, legal or technical)?</p> <p>YES</p> <ul style="list-style-type: none"> • Engage a specialist interpreter with the knowledge and skills in the required field. • Refer to your agency's language services procurement (operating) procedures and guidelines. | | |

omi.wa.gov.au
strategy@omi.wa.gov.au
WA Language Services Policy 2020

Refusal of an interpreter

A client may refuse the services of an interpreter before or during a session. This could be because they:

- are confident in their own ability to communicate in Standard English
- prefer a family member or friend to act as an interpreter
- do not understand the reasons why the interpreter has been engaged
- do not realise that the agency staff member who speaks Standard English needs the services of an interpreter to provide an effective and appropriate service
- think they must pay for interpreting services
- know the interpreter personally and feel uncomfortable talking in their presence
- are worried about gossip in their community
- feel uncomfortable with the gender of the interpreter
- have experienced unprofessional behaviour by an interpreter.

A client cannot be compelled to work with an interpreter. If possible, try to identify the reason for their refusal and address the issue.

If the client still refuses an interpreter:

- explain that you/the Standard English speaker needs to be able to understand the client well and that there are risks (such as misunderstanding) if you do not
- offer them access to telephone interpreting instead
- decide whether or not to proceed with the client interaction.

If the session proceeds without an interpreter, it is essential you document the reason for refusal and any associated concerns.

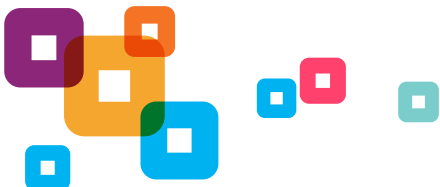


▣ The Australian Government Department of Home Affairs offers a **Free Interpreting Service (FIS)**, delivered by **Translating and Interpreting Service (TIS) National** for the following groups:

- private medical practitioners
- pharmacies
- non-government organisations
- real estate agencies
- local government authorities
- trade unions
- parliamentarians.

There are eligibility criteria.

The service operates 24 hours every day.



How to engage interpreting services

How to find an interpreter

The Department of Finance (Government Procurement) provides all Western Australian public sector agencies and benevolent institutions with access to a **Common Use Arrangement (CUA) for Interpreting and Translating Services**. The CUA provides a list of contractors who have been assessed against criteria to deliver language services.

The CUA is non-mandatory, but its use is encouraged. The CUA includes service categories for CaLD languages, Aboriginal Australian Languages, and Auslan. The Government of WA website lists contractors, and includes pricing schedules for each service category, as well as an electronic booking form. These documents make it easy for users to identify which contractors can provide interpreters and translating services in the language/s required.

Booking an interpreter

When making a booking it is advisable to give the language service provider as much notice as possible. This includes the client's details, the location of the interpreting session, and any technical requirements.

Find out/establish client details including:

- name
- preferred language/dialect spoken: a client's country of birth or nationality does not determine the language they prefer to speak. To discover the client's preferred language, you can:
 - ask the client verbally what their preferred language is – they may be able to provide information if they have some level of Standard English language proficiency
 - provide the client with diagrams or visual aids that identify different languages (clients can point to their preferred language, see example on the **Department of Health, Multilingual poster**)
 - call a language service provider and seek their assistance to identify the preferred language
- cultural, faith and/or gender issues
- age
- (if relevant) their Aboriginal name/skin name, Country and/or language group, Aboriginal language to be interpreted (if known), and the name of the community the Aboriginal client comes from

- whether continuity is desirable (request the same interpreter, if they are available).

Confirm interpreting session details such as:

- type of interpreting required (onsite face-to-face, telephone, video conference or video call)
- type of setting (interview, meeting, court appearance, medical examination, conference; also specify if a specialist interpreter is required to interpret complex medical or legal terminology/information)
- date and time
- location (address)
- working environment, (front-line service desk or reception, health/emergency department, legal/courtroom, educational/school)
- length of engagement (the length of time required generally doubles if engaging an interpreter)
- the names of any other parties involved (family/witnesses) so that they can be screened to ensure there is no cultural conflict
- technical and/or administrative requirements, such as:
 - the mode of interpreting required (consecutive or simultaneous)
 - availability of appropriate seating for interpreters and clients
 - microphone, system, platform or software for video conferencing/calls.

Clients speaking Aboriginal languages

Aboriginal Interpreting WA requires a set of information to ensure its internal screening processes are followed, to ensure the identified interpreter for each assignment is able to abide by cultural protocols and the AUSIT Code of Ethics.

For example, for a court case, the internal screening procedure will ensure the assigned interpreter is impartial, does not have a cultural conflict and is able to abide by cultural protocols and obligations in relation to the accused, victim, witness(es) and in some cases, family. If the interpreter is unable to be impartial, it's imperative they have an opportunity to decline the assignment.

Information required: names, gender, age and language of the accused and of any witnesses or victims. Also required is subject matter, as there are taboo subjects, for example, in some matters women can only interpret for women and vice versa. Subject matter is particularly relevant for personal health and sexual matters.

- It is the responsibility of Western Australian public sector staff to ensure the occupational health and safety of interpreters. This means that they must be provided with the same working conditions/environment as other professionals. This includes space to sit and work, regular breaks and drinking water as necessary, and any protective clothing and equipment necessary for the situation.

Interpreters work face to face and/or over the telephone or by video link. In face-to-face interpreting situations, interpreters might speak up so that everyone can hear or may simultaneously whisper for a person or group, depending on the requirements of the situation.

Telephone interpreting should be for routine issues only. They should not be used for important or complex issues, where there may be serious consequences, or for long interviews that require a break for the interpreter.

The equipment used in video interpreting must be suitable for the purpose.

If an interpreting session involves highly technical subjects or has complex elements, interpreters must be provided with relevant material and sufficient time to prepare. For long sessions, two or more interpreters should be engaged to work in tandem or as a team. For example, a team approach is recommended for very technical subjects, emotionally draining scenarios, or where there are difficult working conditions involving noise, heat, or large numbers of participants.

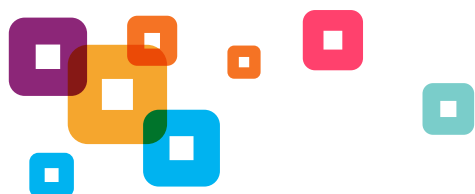
Case study:

Inappropriate request to an interpreter, and cultural sensitivities

A male interpreter was sent to a hospital emergency department to interpret for a young woman who had tried to commit suicide. The hospital psychologist tried to talk to her through the interpreter to establish what happened, but the patient remained quiet and would not answer any questions. The interpreter was asked to “encourage” her to “open up”.

Issue: Given the circumstances, it would have been preferable to request a female interpreter due to the vulnerability of the patient. Despite changing attitudes in more recent times, many cultures consider a male presence in a sensitive female situation to be inappropriate or even offensive.

It is not appropriate to request an interpreter to ask a person to “open up”. It is not the role of an interpreter to encourage communication or engage in direct conversation with the client.

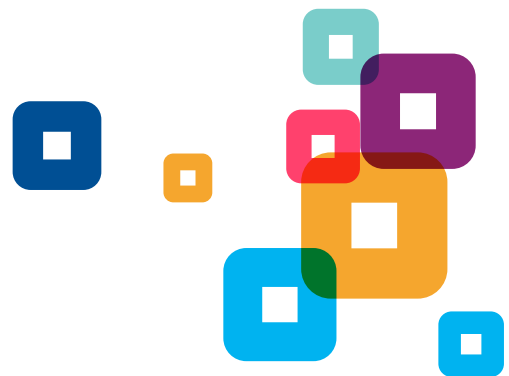


Preparing for the interpreting session

- When allocating an area in an office or booking a meeting room, allow sufficient time before, during and after the session
- Brief the interpreter so that they are aware of the aim and nature of the interpreting session, and anything specific that may arise
- If the session is to involve complex matters, or if speeches are to be given, provide relevant written material to the interpreter before the session so that they can prepare
- Assess the area/meeting room:
 - ensure the area chosen is quiet and private and the seating arrangement facilitates effective communication
 - while the room set-up will differ depending on the setting and situation (such as in court, or if there are cultural sensitivities such as avoiding direct eye contact), generally:
 - for spoken interpreting, use a triangle seating arrangement with the client positioned in front of the staff member and the interpreter positioned to the side, out of direct line of sight
 - for Auslan, the interpreter sits beside the staff member so that the client can see both the staff member and the interpreter communicating at the same time

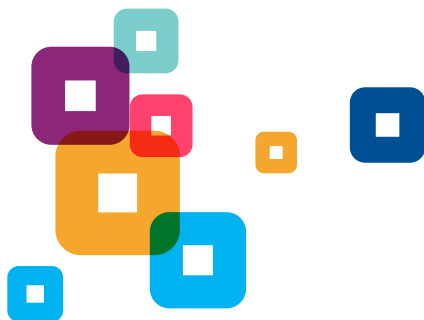
- Test all equipment required for the session, such as microphones, video conference applications and facilities
- Provide drinking water and glasses for the group, and tissues if the discussion is likely to be emotional.

Diagrams of interpreting seating set-ups are included in the ***How to engage interpreting services*** information sheet, along with tips on working with telephone interpreters and what to do during and after an interpreting session. The information sheet can be downloaded from the Office of Multicultural Interests' website at www.omi.wa.gov.au



How to work with an interpreter

1. Brief the interpreter before the interpreting session and negotiate the time and duration of breaks (for sessions longer than one hour). Debrief them afterwards.
2. Allow extra time for the interpreting session, especially for Auslan interpreting, telephone interpreting, video conferences and calls.
3. Introduce yourself and the interpreter to the client. Explain the role of the interpreter.
4. For onsite interpreting, ensure the seating/standing/lighting arrangements, allow for clear communication.
5. Speak directly to the client, for example “How are you?” instead of saying to the interpreter “Ask him/her how he/she is”.
6. Use plain English – avoid industry-specific jargon where possible, for example medical jargon, acronyms, slang and colloquialisms.
7. Use short sentences. Speak a few sentences at a time, but talking at your normal pace so the interpreter can remember and interpret accurately.
8. Don't ask the interpreter to assume duties other than interpreting (for example, filling in forms) or allow the interpreter to answer a client's questions directly. Do not engage in direct conversations with the interpreter to the exclusion of the client. The interpreter will interpret everything you say.
9. Maintain control over the interpreting session at all times.



The illustrated information poster ***How to work with an interpreter*** is available for display in your office. You can download it from the Office of Multicultural Interests' website at www.omi.wa.gov.au

- Many people prefer face-to-face communication. This mode of communication provides the best opportunity for positive dialogue with clients, improved comprehension of the information provided, and requires staff to actively listen to the needs of their clients.



Engaging translating services

What is a translator?

A translator “transfers the source text from one language to another, usually within an extended time frame to allow for corrections and modifications and without the presence of the participants requiring the translation”. (ANZSCO 272413)

Translations should be accurate and functionally equivalent to the source text.

For Deaf clients, Auslan translators can convert written information in one language into Auslan, or vice versa, through live video streaming or recorded video.

What is the role of a translator?

Translators transfer a source text in one language (such as Standard English) into a target text (that is, a target language). As with interpreters, translators are only responsible for the communication process, and not the information provided.

When to translate public documents

Translations can be a useful way to convey information to groups and communities, although this is not the only way and face-to-face communication is often more effective (see multilingual communication strategies).

Before deciding to translate public documents, consider the:

- purpose and nature of the information to be provided
- intended (target) audience and their language service requirements
- relevance of the information for the target audience
- availability of existing translations.

These considerations will help determine whether a written document is the most effective mode of communication.

Purpose

Translation needs will vary according to the purpose of your communication.

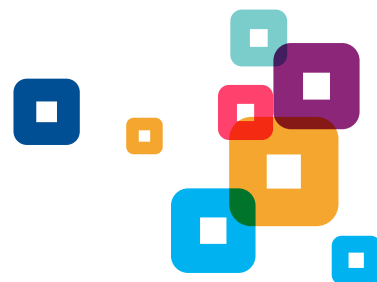
A translation may be requested by a client, or an agency may be considering translating important or promotional information in several languages. At this point, it is important to assess the need and purpose for translating a document.

Translated documents may be useful to clients who do not need an interpreter for verbal communication, but who may not have sufficient Standard English skills to read and write.

However, translations are not recommended for:

- people who may not be literate in their preferred language, such as people from countries with oral traditions
- people who may not be literate in their language because life circumstances prevented them from accessing education
- languages with no written form (for example Auslan) or that have only recently developed a written form, and therefore have no history of using text for information. Arabic dialects such as Algerian, Moroccan and Levantine are not usually written: writing takes place in Modern Standard Arabic instead; and some Chinese and African dialects and Australian Aboriginal languages have no written form.

Consulting with other agencies or organisations can provide useful insights into the need for, and relevance of, translated information for particular individuals and community groups.



Target audience

When choosing languages for translations, demographic data for Western Australia and local government areas is available from the Office of Multicultural Interests website. You can find **Australian Bureau of Statistics (ABS)** data for:

- the number of speakers of languages other than English who speak English not well or not at all, by age
- language groups with the largest numbers of people with low English language proficiency
- language groups with the largest proportion of people with low English proficiency.

The Office of Multicultural Interests' **Search Diversity WA** website also provides ABS statistics for birthplaces and languages including:

- English proficiency levels of community members who speak a language other than English
- distribution of language speakers in local government areas.

For more information about **Data collection and reporting** download the information sheet from the Office of Multicultural Interests' website at www.omi.wa.gov.au

▣ Census 2016: The top 10 language groups with low English proficiency (hence a likely need for interpreting and translating services)

Language groups with highest number of low English proficiency

| | |
|--------------|--------|
| ▣ Mandarin | 11,500 |
| ▣ Vietnamese | 6178 |
| ▣ Cantonese | 4062 |
| ▣ Italian | 3182 |
| ▣ Arabic | 2425 |
| ▣ Korean | 2260 |
| ▣ Punjabi | 1253 |
| ▣ Karen | 1062 |
| ▣ Persian | 1027 |
| ▣ Burmese | 1011 |



Language groups with highest percentage of low English proficiency

| | |
|--------------|-------|
| ▣ Karen | 51.3% |
| ▣ Chin Haka | 50.8% |
| ▣ Mon | 41.1% |
| ▣ Hazaraghi | 38.3% |
| ▣ Timorese | 34.6% |
| ▣ Korean | 31.8% |
| ▣ Vietnamese | 30.5% |
| ▣ Khmer | 27.9% |
| ▣ Dari | 26.9% |
| ▣ Mandarin | 24% |



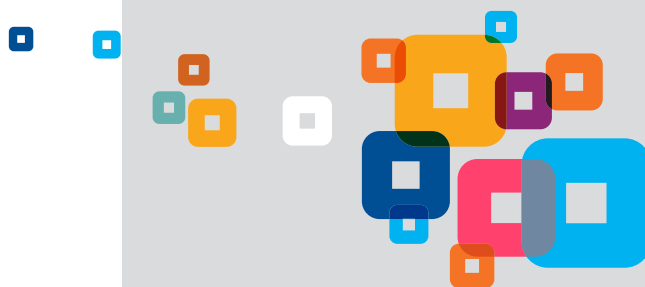
Availability of existing materials

Before deciding to translate a document, check whether there are existing translations on the same topic, or any that would be suitable with minor changes.

Always check the accuracy of translated information before it is used and seek formal approval from the author or authorising person before reproducing or amending their work (copyright and intellectual property).

Places to check for existing translations include:


- diversity officers within public sector agencies
- non-government organisations or 'peak bodies'
- interstate organisations providing similar service functions.



The translation process

Download a copy of *The translation process: An overview for print, website or other media production* from the Office of Multicultural Interests' website at www.omi.wa.gov.au

Department of Local Government, Sport and Cultural Industries
Office of Multicultural Interests



The translation process

An overview for print, website or other media production

- 1. Assessing the need for translations**
 - Are written translations the best communication medium to use? Consider other options as well (e.g. face-to-face, audiovisual).
 - What is the purpose of your translation? Will the translated material raise awareness, inform or promote?
 - Who is the intended (target) audience/s? How will this translated material benefit your target audiences? What outcomes are you looking for (fit for purpose/impact)?
 - Consult with other public sector agencies or relevant community groups if needed.
 - Are existing translations of this information available for you to reproduce? Check accuracy of the original material and seek approval to reproduce or amend from the author.
- 2. Planning for translations**
 - Investigate and analyse client data and select the appropriate language/s for translation (consider communities with low English proficiency).
 - For complex material or large-scale production, schedule adequate time to consult with target audience groups and relevant Non-Government Organisation service providers.
 - Develop a clear job specification that includes quality control processes necessary to achieve a fit for purpose translation (including proofreading, spelling, layout, fonts, style/format, name and place-name checks).
- 3. Engaging translating services**
 - Consult the list of language service providers available through the CUA (CUA Buyers Guide).
 - Discuss the job specifications with a provider and obtain a quotation.
 - Contract the language service provider (CUA Order Form).
- 4. Producing translations**
 - Monitor production: schedule a meeting/s with the language service provider during the production process to discuss workflow (discuss any additional information requests, deadlines, post-project debrief).
 - Confirm specified quality control processes have been completed. Consider engaging a second tertiary qualified and/or NAATI credentialed translator to compare the final draft translation with the source text. Work with the original translator on edits if required.
 - Check the final proof against the original job specifications and that it has been proofread.
 - Consider including a disclaimer on translated material. Seek legal advice when finalising wording (if required).
 - Follow your agency's approval process before releasing to the public (print and/or uploading to the internet).

omi.wa.gov.au | strategy@omi.wa.gov.au | WA Language Services Policy 2020

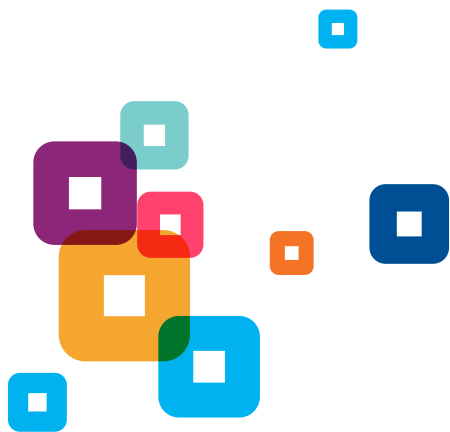
How to find a translating service

The Department of Finance (Government Procurement) **Common Use Arrangement (CUA) for Interpreting and Translating Services** provides a list of contractors who have been assessed against criteria to deliver language services.

Most language service providers offer a range of services, including:

- translating the original document
- checking the accuracy of translated text
- editing translations for publication
- proofreading
- multilingual desktop publishing and design
- preparation of quality PDFs or artwork suitable for printing.

For more information on **Engaging translating services** download the information sheet from the Office of Multicultural Interests' website at www.omi.wa.gov.au



▣ Translations of personal documents, such as birth certificates and driver's licences that are used to prove a person's identity may require a NAATI translator verification stamp that includes the:

- type of credential
- language of the credential
- NAATI number.

▣ Private document translations: About the Free Translating Service

The Australian Government through the Department of Social Services (DSS) provides people settling permanently in Australia with access to the Free Translating Service (FTS). Permanent residents and select temporary or provisional visa holders can have up to 10 eligible documents translated into Standard Australian English within the first two years of the date their eligible visa was granted.

Documents suitable for translation through the FTS include:

- identity and relationship documents, such as birth certificate, family register
- facilitation documents, such as driver's licence, police clearance, medical documents
- educational documents, such as primary and secondary school certificates, vocational and tertiary certificates
- employment-related documents, such as professional and trade certificates.

Information about the FTS, including eligibility, is available at translating.homeaffairs.gov.au

Qualifications and credentials

Western Australian public sector agencies must ensure that the interpreters and translators engaged are tertiary qualified and/or National Accreditation Authority for Translators and Interpreters (NAATI) credentialed.

What is meant by tertiary qualified, or credentialed interpreter or translator?

Tertiary qualifications

The **Australian Qualifications Framework (AQF)** is the national policy for regulated qualifications in Australian education and training. The AQF encompasses higher education, vocational education and training (VET), and schools.

An AQF qualification is the result of an accredited complete program of learning that leads to a formal qualification. A qualification certifies the knowledge, skills and learning outcomes of the graduate obtained through study, training, work and life experiences.

The AQF covers qualification levels and types from a Level 1—Certificate I to a Level 10—Doctoral Degree.

Interpreter and translator qualifications may be obtained by successfully completing degree studies at a university, such as a Master of, or Graduate Diploma of Translation Studies (Professional Translator/Certified Translator), or a VET course, such as a Diploma or Advanced Diploma in Interpreting, at TAFE colleges or Registered Training Organisations. VET qualifications are awarded by training providers in recognition of the successful completion of an occupational or work-related knowledge and skills-based educational program.

For information on current courses, training providers, and to access the National Register of VET visit training.gov.au

▣ **The pre-2007 NAATI Accreditation credentials remain valid for practitioners who chose not to transition into the current NAATI credential system.**

National Accreditation Authority for Translators and Interpreters (NAATI) credentials

NAATI is a standards organisation responsible for setting, maintaining and promoting high professional standards in the interpreting and translating sector.

Its core business is issuing credentials for practitioners who wish to work as interpreters or translators in Australia.

Since 2018, the NAATI credential system has included two categories for both interpreters and translators:

- NAATI Certified
- Recognised Practising.

The credentials reflect current industry standards and the ongoing professionalisation of the interpreting and translating sector.

NAATI's credential system is designed to evaluate whether an individual is competent to practise as an interpreter and/or translator as defined in Tables 1 and 2 on page 19. It does this by setting minimum standards of performance across several areas of competency.

Individuals who demonstrate that they meet these standards are awarded NAATI credentials. These credentials are not formal qualifications, but rather performance indicators permitting interpreters and translators to quickly and easily demonstrate their abilities to employers.

Table 1: NAATI interpreter credentials

| | |
|---|---|
| Certified Conference Interpreter | These credentials are typically available between English and a LOTE (Language other than English) for which NAATI tests and assesses all significant competencies directly and objectively. Commensurate with the level of credential, interpreters work in certain typical settings, situations and interpreting modes. |
| Certified Specialist Interpreter (Health or Legal) | |
| Certified Interpreter | |
| Certified Provisional Interpreter | |
| Recognised Practising Interpreter | Recognised practising is available between English and a LOTE for which NAATI currently does not offer credential testing, for example for emerging or low-demand languages. NAATI directly assesses language competency (English or Auslan), intercultural competency and ethical competency, but is only able to indirectly confirm other competencies through evidence of work experience. In the absence of interpreters with certification for a language, recognised practising interpreters may be asked to interpret in the same settings, situations and interpreting modes as certified interpreters. |

Table 2: NAATI translator credentials

| | |
|---|---|
| Certified Advanced Translator | These credentials are typically available between English and a LOTE (Language other than English) for which NAATI tests and assesses all significant competencies directly and objectively. Commensurate with the level of credentials, translators work with documents from certain typical settings and types. |
| Certified Translator | |
| Recognised Practising Translator | Recognised practising is available between English and a LOTE for which NAATI currently does not offer credentials testing, for example for emerging or low-demand languages. NAATI directly assesses Language Competency (English), Intercultural Competency and Ethical Competency, but is only able to indirectly confirm other competencies through evidence of work experience. In the absence of translators with certification for a language, recognised practising translators may be asked to translate documents from the same settings and of the same types as credentialed translators. |

- ▣ **Auslan Interpreters:** **ASLIA** strongly recommends practitioners should complete a tertiary interpreter training course as the most suitable pathway to obtaining NAATI credentials. This learning pathway not only provides the practitioner with a formal qualification, for example, Diploma of Interpreting [Auslan], but also better equips the interpreter to undertake the complex task of language transfer.

Quality control and assurance

When booking an interpreter or translator, ask the language services provider to match a practitioner with the qualifications and/or NAATI credentials and experience appropriate to the situation or task. The provider will be able to assist in verifying the practitioner's tertiary qualifications and/or NAATI credentials.

NAATI credentials can be verified using the verification tools in the resources section of the NAATI website at www.naati.com.au

Being aware of the relevant skills required for various tasks will contribute to the agencies' quality control processes.

- ▣ **Matching an appropriately skilled interpreter or translator to the situation is a vital part of your agency's quality control and assurance processes.**

Quality control

Western Australian public sector agencies can play a key role in maximising the quality of the language services provided to clients by:

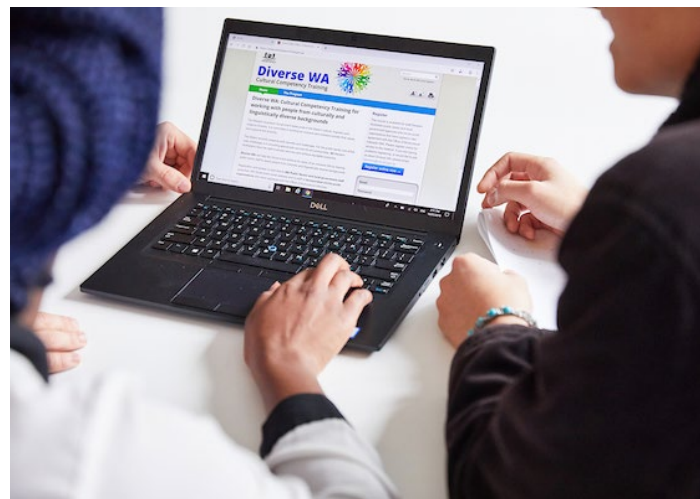
- ensuring that relevant staff, especially front-line service staff, are trained in how to engage and work with interpreters and translators

It is helpful if all staff are provided with broader training in working effectively with clients from culturally diverse backgrounds.

OMI's **Diverse WA** free online cultural competency training program includes information on engaging with interpreters. **Diverse WA** is available to Western Australian public sector and local government staff, and staff of incorporated non-government organisations that have signed a user agreement.

For more information on Diverse WA email diversewa@omi.wa.gov.au

- matching practitioner competence to task by correctly defining the setting and providing adequate job specifications to the language services provider
- verifying the tertiary qualifications and/or NAATI credentials of practitioners
- monitoring and evaluating the quality of interpreting services and conducting regular quality checks during the production of translations.



Quality assurance

You can establish quality assurance measures by:

- including quality assurance requirements in contractual arrangements
 - having transparent and easily accessible complaints/feedback processes
 - conducting client feedback surveys after the interpreting session
 - organising focus groups with ethnic support agencies
 - evaluating the quality of services received, for example, through client, practitioner, or provider feedback surveys.
- providing staff with access to cultural competency and cross-cultural communication training; opportunities to work with interpreters; and input into multilingual information strategies as aspects of their agency's management of cultural diversity both internally and externally
 - developing a register of bilingual/multilingual staff, and a policy relating to their role when liaising with people from CaLD backgrounds
 - supporting staff to obtain a tertiary qualification and/or NAATI credential should they wish to do so
 - collating and utilising data on languages spoken by clients to develop more responsive and targeted client services.

▣ **Interpreting and translating service providers contracted through the Department of Finance's **Common Use Arrangement (CUA) for Interpreting and Translating Services** are required to adhere to the quality assurance arrangements detailed in their contracts.**

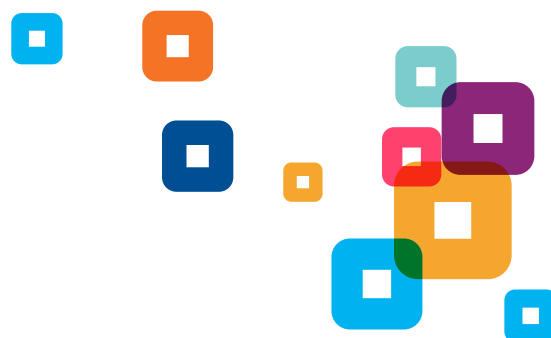
▣ **Western Australian public sector agencies must incorporate appropriate arrangements for funded non-government service organisations to engage interpreters and translators for service delivery, and make them aware of how to access assistance through the Department of Finance's **Common Use Arrangement (CUA) for Interpreting and Translating Services**.**

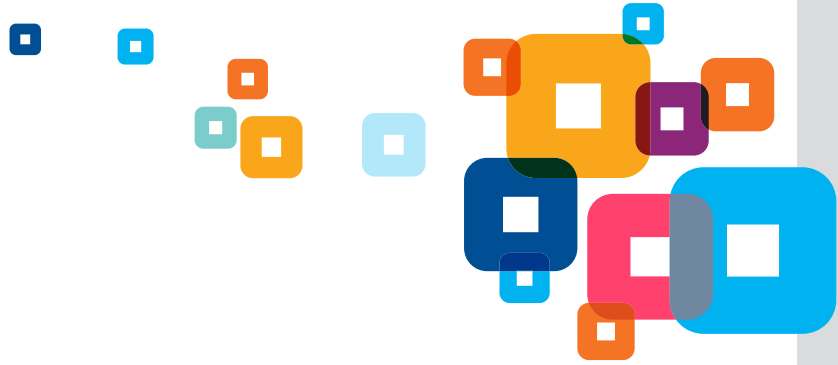
Planning

The objective of the **Western Australian Language Services Policy 2020** and policy guide is to provide all Western Australian public sector agencies with the tools necessary to promote equitable access to information and services through the provision of language services.

Agencies can do this by:

- including the provision of language services and multilingual information into core operational plans and/or project budgets
- ensuring staff are aware of their agency's language services policies and procedures, including **working effectively with interpreters**





Data collection and reporting

Collecting data about the agency's clients can help determine the demand for language services.

The main language other than English spoken at home and English proficiency are two of the four core cultural and linguistic indicators recommended by the Australian Bureau of Statistics (ABS). The other two core indicators are country of birth and Indigenous status.

- **Analysing data about first languages other than English spoken at home, together with proficiency in spoken English, can help an agency identify the need for language services and inform their communication and marketing strategies.**

Other standard indicators are ancestry; birthplace of parents; first language spoken; languages spoken at home; main language spoken at home; religious affiliation; and year of arrival in Australia.

Agencies are encouraged to collect the four core data indicators and to identify and include relevant standard variables as appropriate.

Depending on the agency's business, it could also be useful to collect data on:

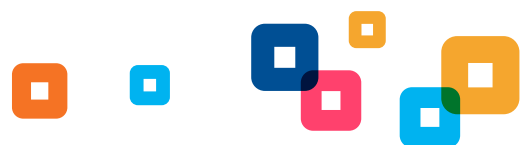
- the number and frequency of requests for interpreters and translations
- the preferred and most appropriate type of interpreting for clients (for example, onsite only, telephone only)
- results of stakeholder satisfaction surveys, such as feedback from clients about their experience with access to, and the quality of, the language services they received can help agencies to improve service delivery.

Data analysis can reveal:

- whether the service or program is reaching the **target audience**
- whether certain groups are accessing agency services or programs more than others
- trends over time
- whether new strategies need to be considered to draw in other target groups.

Data can also provide evidence to secure funding to continue a successful program or introduce a new initiative.

See more about data collection on the **Office of Multicultural Interests'** website at www.omi.wa.gov.au



- Language service providers listed as contractors on the **Common Use Arrangement (CUA) in Interpreting and Translating** must supply quarterly sales reports to the Department of Finance.

The reports include data about category of service provided to an agency (CaLD languages, Australian Aboriginal Languages and Auslan); the type of service supplied (onsite, telephone, video conference, translation, other); name of language/s interpreted or translated; the name of the practitioner and qualification level; number of service hours; service rate (for example, per hour); and the total cost-price to the agency for the services provided (including GST).



Who?

Identify your target audience. Analyse the client demographic data collected by your agency and other data sources such as those available from the Office of Multicultural Interests, **Search Diversity WA** and the **ABS (Census data)**.

Multilingual communication strategies

Multilingual communication strategies are best informed by market research and client data, considering how the information will be disseminated and how the strategies will be evaluated to determine their effectiveness.

Different target groups may require information at different times and through various communication channels, platforms and/or formats (modes). It may be necessary to balance reaching large identified language groups with the information requirements of smaller or emerging groups, regional or remote Western Australian Aboriginal, and/or CaLD communities.

The following steps can help in developing a multilingual communication strategy.

Why?

Identify the purpose of the communication. For example, is it to:

- raise awareness of a policy, program or service?
- provide information to a particular community about accessing your agency's services?
- seek input into the development of a policy, program or service?

- Tips for promoting language services within Western Australian public sector agencies:

- upload the policy and guidelines to the front (news) page of your agency's intranet
- hold information sessions or workshops for front-line service staff
- inform executive officers, managers and service staff about how to use the policy and guidelines, and have a conversation about who is doing what and how
- develop short e-learning modules addressing the core principles of your agency's language services policy and procedures that staff can complete quickly as part of their ongoing professional development
- share good news stories across the agency via internal e-newsletters
- include information about the policy, guidelines and outcomes in Corporate Executive briefings
- encourage completion of the **Diverse WA** online cultural competency training program, particularly the interpreting module.

For external promotional ideas, download the **Multilingual Communication Strategies** information sheet from the Office of Multicultural Interests' website at www.omi.wa.gov.au

How?

Consult with relevant organisations, groups and individuals such as professional interpreting and translating associations; local Aboriginal, multicultural and disability service organisations; culturally and linguistically diverse groups, associations, peak bodies and networks; local government, other State or Australian Government agencies; and/or non-government organisations to:

- identify areas of greatest need for information provision
- determine the most effective communication mode to use (Do your clients have access to the internet? What are their literacy levels? If their language does not have a written form, can you use audiovisual materials?)
- check for cultural appropriateness, such as the use of photography or artwork, and obtain feedback. For example, there are cultural protocols to follow in every Aboriginal community when reproducing the names and/or photographs of people who have died
- test the effectiveness of communication materials
- seek assistance from local ethnic associations and community groups, churches, mosques, synagogues, temples and cultural clubs, Aboriginal language centres or land councils when developing dissemination strategies and distributing finished materials where appropriate.

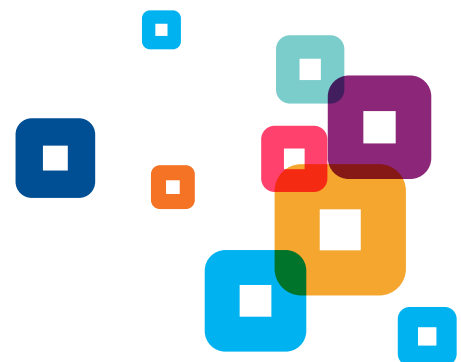
Marketing government services in a multilingual form to international destinations requires cultural sensitivity. Effective marketing collateral used previously in one location or setting may not be appropriate for another. Consulting with a relevant CaLD community or group is an ideal way of product testing.

Choosing technologies and communication modes

There is a range of communication modes through which information can be conveyed to different groups, including:

- pictures, storyboards, diagrams
- brochures, pamphlets, fact sheets, posters, welcome kits, cards
- electronic (internet, intranet, email)
- pre-recorded telephone messages, (multilingual information lines using interactive voice response technology)
- community information sessions, seminars or workshops facilitated by bilingual/multilingual staff members
- audiovisual (subtitled, dubbed, voice-over or original language videos, ethnic radio/television scripts⁴, segments, advertisements, broadcasts, audio clips, Auslan video translations on websites, podcasts, YouTube videos, DVDs, talking posters)
- staffing of telephone lines and other referral points by bilingual/multilingual staff
- advertisements and articles in languages other than Standard English in mainstream and ethnic print media
- teleconferencing or videoconferencing.⁵

Using a mixture of communication modes can be more effective than only employing one or two.



⁴ Staff at radio station 6EBA FM Multicultural Radio and Television Association of WA may be able to help with this. www.6EBA.com.au

⁵ OMI, *Implementing the Principles of Multiculturalism Locally*, p. 31

▣ Products and emerging technologies

Web and application-based translation products such as Google Translate provide limited translation. Most applications translate word for word without considering the context or underlying factors that affect meaning and this can result in a different meaning or understanding about what is said. This technology should not be used to replace interpreters and translators, especially in legal, health or technical settings. Translation applications are of no use for oral languages where there is no written form and of little use where literacy levels in a specific language group are low.

Technological advancements in the development of remote interpreting software and other auto-speech applications seek to improve service delivery and reduce costs for public sector agencies, especially for regional front-line and emergency services. If considering using this technology, check your software/application service provider contract to make sure the interpreters they employ meet the practitioner standards and required training as outlined in this policy guide.

Table 3 (page 26) can help determine which technologies to use depending on the situation and communication requirements. For example:

- **high-risk situations** are those that may require interpreting or translation of critical information, such as health or legal information about a client's circumstances. Note that real-time online language interpreting applications or bilingual/multilingual staff members should only be used in emergencies and to gather immediate information until a tertiary qualified and/or NAATI credentialed interpreter is available
- **low-risk situations** are those that require translation of general product or service-related information that is not dependent on a client's circumstances
- **two-way information exchange** occurs when there is a dialogue between two or more people (such as police interviews or engagement workshops)
- **one-way information provision** occurs when one person conveys information to one or more people (such as the promotion of new services in a brochure).

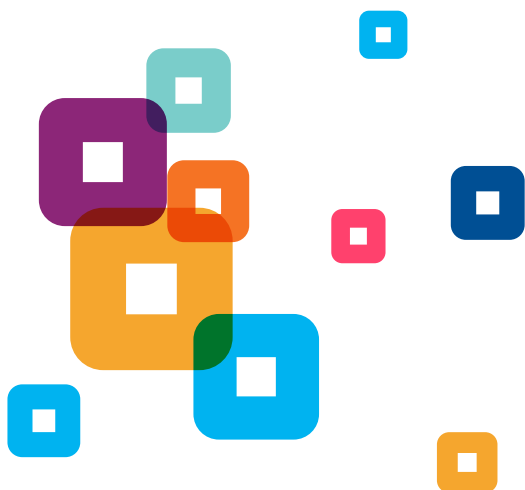


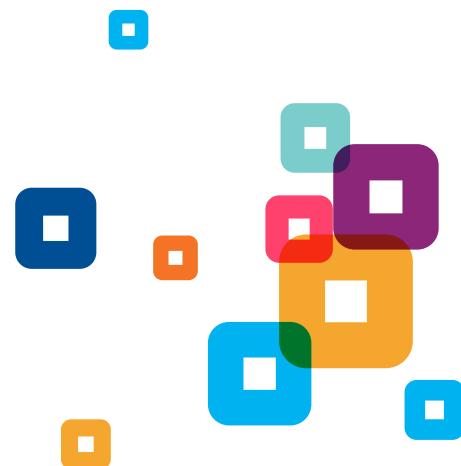
Table 3. Interpreting/translating communication modes⁶

| | High-risk situations | Medium-risk situations | Low-risk situations |
|---|--|--|--|
| All types of information exchanges | Tertiary qualified and/or NAATI credentialed interpreter or translator | | Bilingual/multilingual staff member |
| Two-way information exchange | | Telephone interpreting/ Video conferencing [^] | Skype/emerging technologies (real-time speech-to-speech interpreting) [^] |
| One-way information exchange | | Video/YouTube clips ^{^^} Multilingual information lines ⁺ | Electronic (email internet/intranet) Web/online translation database/apps Visual/printed materials |

[^] Check the capabilities of telecommunications and internet services in regional or remote Western Australia. Also, some forms of this type of technology are not appropriate for use in complex health, mental health or legal settings.

^{^^} Producing videos with captions for the Deaf and hearing impaired is relatively inexpensive. Auslan used in a video clip helps to ensure that the information is relayed in the Deaf or hearing-impaired client's first language.

⁺ Multilingual information lines are services supported by interactive voice response (IVR) technology, which is an automated telephone system that interacts with callers, gathers the required information and routes the calls to a specific recipient (for example Messages on Hold). Pre-recorded information is provided in the most relevant language groups for client services and a dedicated phone number for each language, or access via a single number, is provided. If the information does not meet the client's needs, the call forwards automatically to an interpreter and the relevant agency. Multilingual information lines require a contract with a relevant IVR service provider, telephone equipment, software applications, a database and supporting infrastructure.



⁶ Table 3 adapted from Multicultural Affairs Queensland, *Language Services Guidelines* 2016, p. 22.

Case study:

Blurred Borders

The written form may not be an appropriate way of delivering information for Aboriginal language speakers. **Blurred Borders** is a collaborative Commonwealth-funded multi-agency project led by Legal Aid WA. Developed explicitly for Western Australia's East Kimberley and the western Northern Territory cross-border region, Legal Aid WA's range of client communication resources incorporate visual art, plain language and storytelling to help explain, with the assistance of interpreters, critical legal concepts around bail, criminal process and family violence.

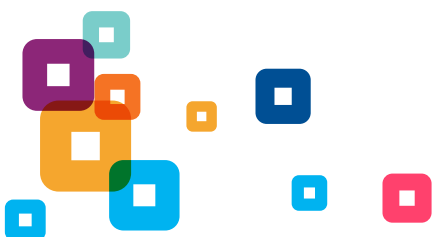
The Blurred Borders resources help people to:

- better understand legal concepts
- communicate more effectively about the law
- make informed legal choices
- actively participate in legal processes.



Online links to Western Australian **ethnic community organisations, metropolitan multicultural networks** and **ethnic media** are available on the Office of Multicultural Interests' website at www.omi.wa.gov.au

Aboriginal Interpreting WA (AIWA) can assist Western Australian public sector agencies in developing an appropriate communication plan to ensure messages and information about their services are received and understood. This assistance may involve the use of plain English or an audio produced in an appropriate Aboriginal language.





Feedback

- ▣ All practitioners who are members of an interpreting and translating professional association and/or who are NAATI credentialed must comply with the Australian Institute of Interpreters and Translators (AUSIT) or Australian Sign Language Interpreters Association (ASLIA) **Code of Ethics**.

Feedback can be provided directly to language service providers, or through the Department of Finance if services are obtained via the Common Use Arrangement (CUA) for Interpreting and Translating.

As employers of interpreting and translating practitioners, language service providers are responsible for managing service provision and the performance standards of their practitioners. Practitioners should provide feedback, or direct complaints about any aspect of the assignment to their employer before raising issues with the Western Australian public sector agency or funded non-government organisation involved.

Clients can give feedback about their experiences of an interpreting session or the quality of a translation provided by a Western Australian public sector agency through that agency's complaints and feedback management process. If not satisfied with the response, clients can raise the matter with the **Western Australian Ombudsman**.

The contact details for a Western Australian public sector agency is found on that agency's website, or search for the agency by visiting **WA.gov.au**

Resources

- **The Western Australian Language Services Policy 2020** and Guidelines are available from the Office of Multicultural Interests' website at www.omi.wa.gov.au
- **Western Australian Language Services Policy 2020** (policy statement only)
- **Western Australian Multicultural Policy Framework**
Information kits, sheets, diagrams and charts are also available for download:
- **Legislation and Policy**
- **OMI – Resources and Statistics: Australian Bureau of Statistics Census 2016**
Cultural and Linguistic Diversity in Western Australia 2016 Census

WA's Changing Population and Cultural Landscape

WA's Linguistic Diversity

Country of birth and main languages spoken at home

Languages spoken at home by people who speak English not well or not at all by age

Aboriginal languages spoken at home in Western Australia by people who speak English not well or not at all by age
- **Aboriginal Language Services (information kit)**
- **Interpreting and translating sector Codes of Ethics**
- **Rights and responsibilities when using language services**
- **What is an interpreter?**
- **Types and modes of interpreting**
- **When to engage an interpreter**
- **How to engage interpreting services**
- **Engaging interpreting services check list**
- **When to engage an interpreter: Decision-making guide (chart)**
- **How to work with an interpreter (diagram)**
- **Engaging translating services (information kit)**
- **The Translation Process (diagram)**
- **Qualifications and credentials**
- **Quality control and assurance**
- **Planning, data collection and reporting**
- **Multilingual communication strategies**
- **Glossary**

