



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.