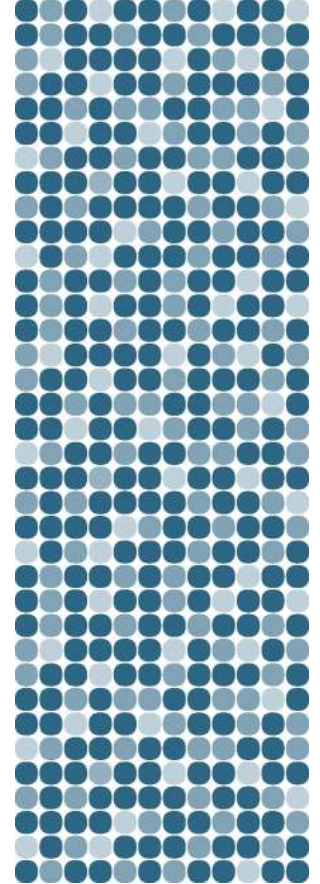


# Backing Your Bilingual Workers

Office of Multicultural Affairs and  
Citizenship (OMAC) presentation

Tuesday 8 November, 2:00 – 4:30pm

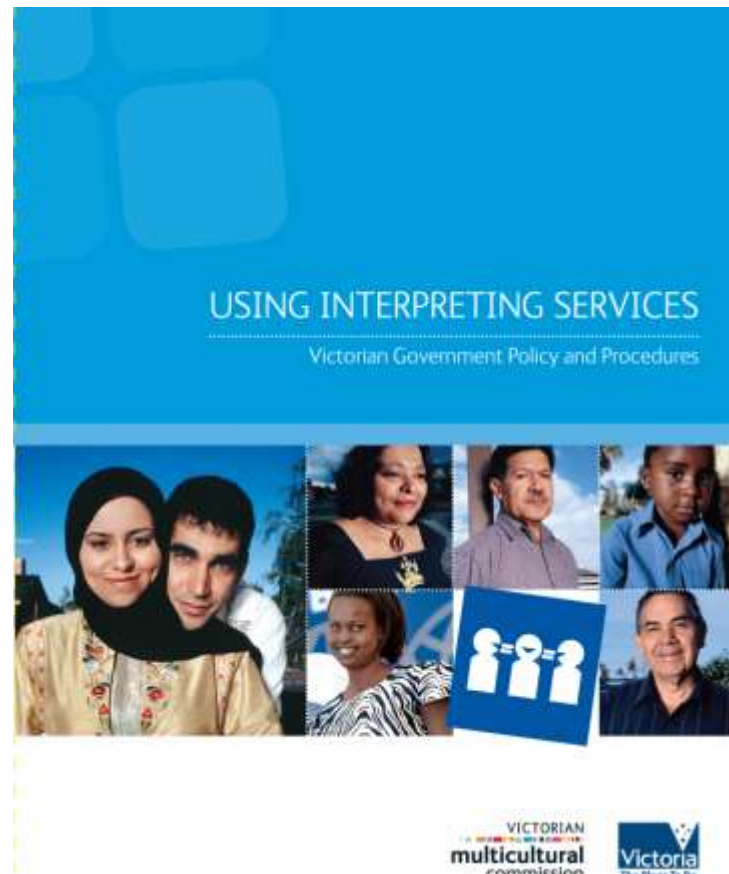
Leah Bramhill, Project Officer – Language Services



# WoGov Interpreting Policy and Guidelines



<http://www.multicultural.vic.gov.au>



# Victorian Government Language Services Policy



Clients who are not able to communicate through written or spoken English should have access to professional interpreting and translating services:

- When required to make significant decisions concerning their lives, or
  - When being informed of their rights, or
- Where essential information needs to be communicated to inform decision making.

# Language Aides



- Provide colleagues/clients with language assistance
- Low-risk situations only
- Different to interpreters
  - qualifications and skills
  - accountability
  - professional standards
  - language proficiency

# Challenges



- Assessment of LOTE
- Training
- Qualification
- Recognition of skills/knowledge
- Competing work pressures
- Diversity of languages in Victoria

# Training



- Language Aides and VPS Staff working with Language Aides
  - roles and responsibilities
  - organisational procedures
  - barriers/boundaries
  - ethical requirements
  - professional interpreting/translating services

# Victorian Public Service (VPS) Language Allowance



- VPS Language Allowance paid to eligible public servants with fluency in English and one or more LOTE
- Managed by OMAC
- Eligibility criteria
  - Direct contact with speakers of LOTE
  - Passed NAATI Language Aide test, paraprofessional/professional interpreter accreditation
  - use these language skills to assist members of the public who have low English proficiency.

# OMAC partnerships



- Language Aide Pilot Project
  - Royal Women's Hospital
  
- Course in Language Assistance
  - Skills Victoria, Victoria University