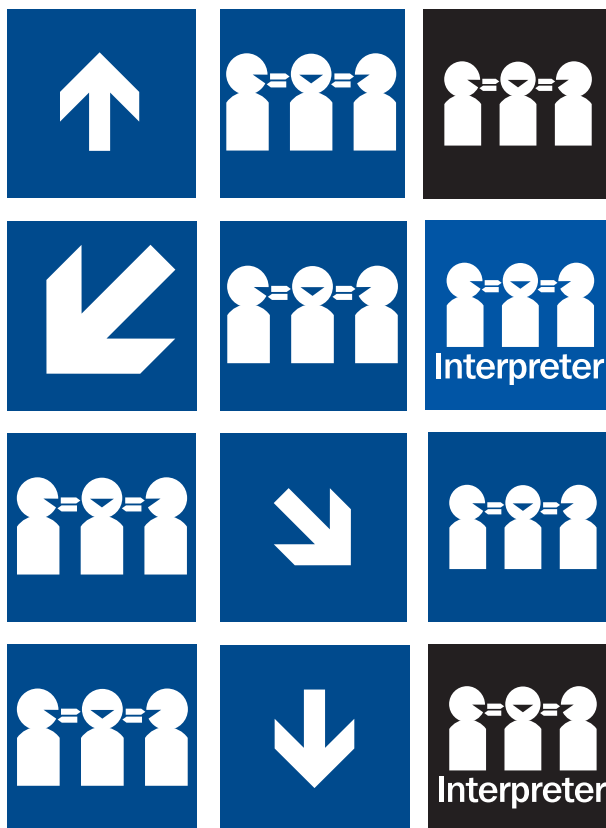


# Interpreter Symbol: guidelines for use



# Interpreter Symbol: guidelines for use

The Interpreter Symbol is a national public information symbol developed by Victoria in partnership with the Commonwealth, state and territory governments according to Australian Standard 2342.

The symbol shows where someone can ask for language assistance. It provides a simple way to help people with low English proficiency access government services.

Agencies can provide language assistance in a number of ways, including:

- » assistance from a professionally-accredited interpreter
- » translated information
- » assistance from a bilingual staff member (who has received appropriate training)
- » multilingual web information
- » multimedia resources (e.g. multilingual CD-ROM)
- » multilingual telephone information.

The appropriate form of language assistance will depend on the situation – you should refer to your organisation’s language services policy.

If your organisation does not have a policy you can refer to the Victorian Government’s policy guide: *Improving the Use of Translating and Interpreting Services* available online at [www.voma.vic.gov.au](http://www.voma.vic.gov.au).

For a hard copy, email [interpretercard@dvc.vic.gov.au](mailto:interpretercard@dvc.vic.gov.au) or call **(03) 9208 3166**.

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## Using the symbol

- » You can display the symbol in a variety of settings including:
  - › **Client contact areas** (such as a front desk or reception area) to show where language assistance is available or may be requested.
  - › **Public areas** (such as corridors and public entrances) to show where language assistance is located or offered.
  - › **Name cards or badges** to indicate interpreter, language aide or bilingual staff status.
  - › **Websites** to indicate availability of multilingual services, information or resources.
  - › **Client files** (e.g. in the form of a tag or sticker) to alert staff that the client requires language assistance.
- » When reproducing the symbol, keep in mind the following:
  - › The **colour** of the symbol should be white on a square blue (PMS 288) background.
  - › Make sure it is **large enough** for your clients to see all the details. For example, the symbol may need to be displayed at a larger size at an aged care facility than at a school.
  - › To **prevent distortion**, the symbol should keep its proportions when reproduced: all sides of the square should remain equal in length.
  - › The recommended **minimum size** for reproduction in any medium (including websites) is 25mm x 25mm.

# Interpreter Symbol: producing, displaying and maintaining signs

The following points are guidelines only for producing, displaying and maintaining Interpreter Symbol signage. You should **follow your organisation's policies** regarding both language services and signage.

The Interpreter Symbol is available on the Victorian Office of Multicultural Affairs (VOMA) website – [www.voma.vic.gov.au](http://www.voma.vic.gov.au). If you'd like a hardcopy of the symbol, phone **(03) 9208 3166** or email [interpretercard@dvc.vic.gov.au](mailto:interpretercard@dvc.vic.gov.au).

## Producing or ordering signs

- » You should produce Interpreter Symbol signs in line with your organisation's policies or guidelines.
- » Signs should be produced with the symbol in white on a square blue (PMS 288) background.
- » Signs may also be produced with the word 'Interpreter' below the symbol and/or directional arrows. These symbol variations are all available on the VOMA website.
- » Companies that produce signage can be found in the *Yellow Pages* ([www.yellowpages.com.au](http://www.yellowpages.com.au)) under the category of 'signs – metal' or 'signs – plastic'.
- » The cost of producing a standard sign (200mm x 200mm) ranges from approximately \$25 to \$60, depending on materials used and the quantity ordered.
- » For advice on producing or ordering signs contact VOMA by emailing [interpretercard@dvc.vic.gov.au](mailto:interpretercard@dvc.vic.gov.au) or phoning **(03) 9208 3166**.
- » Interpreter Symbol posters (A2 size) and stickers (200x200mm) may be used instead of signs. You can order these by filling in an order form available at [www.voma.vic.gov.au](http://www.voma.vic.gov.au).

## Displaying signs

- » Display the sign so your clients can read it from all vantage points. Avoid visual obstructions to the sign including temporary obstructions such as open doors.
- » Locate the sign where it will be noticed. Avoid a visually cluttered or confusing background. If this is unavoidable, try to make the sign conspicuous.
- » Wall and door signs should be mounted flush or close to the wall (to avoid creating a hazard). The centre of the sign should be approximately 1500mm above the floor (about adult eye level).
- » Ceiling mounted signs should ideally be mounted so that the bottom of the sign is approximately 2100mm above the floor. Avoid mounting the sign flush to the ceiling as this can reduce its visibility.
- » Avoid locating the sign where it may create a hazard. For example, don't hang the sign so low that people could accidentally walk into it.
- » Avoid locating a sign where it obscures another sign that conveys critical information – for example, a hazard sign.
- » Position the sign to meet any relevant guidelines, policies or regulations (e.g. building regulations).

## Maintaining signs

- » Keep the sign clean, conspicuous and in good condition. Check it is well lit.
- » Check regularly that any changes around the sign have not made it ineffective – for example, the sign has become obscured by another sign, or by a new piece of furniture.
- » Colour is an integral part of the total message of the sign. Replace the sign if the colour is fading or the tonal contrast is impaired. This will ensure the sign remains clear and conspicuous.
- » Remove or reposition the sign if the information is no longer accurate – for example, if the place where an interpreter can be requested has been moved.

For more information on the Interpreter Symbol  
see [www.voma.vic.gov.au](http://www.voma.vic.gov.au) or contact the  
Victorian Office of Multicultural Affairs by emailing  
[interpretercard@dvc.vic.gov.au](mailto:interpretercard@dvc.vic.gov.au) or phoning **(03) 9208 3166**.