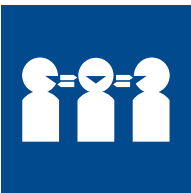


# Information for card distributors

## Victorian Interpreter Card



**When issuing the card, it is important to follow four steps:**

- 1. Determine** the person's preferred language and/or dialect.
- 2. Explain** what the card is for and how it should be used (you may need help from an interpreter to do this).
- 3. Help** the person write the language clearly in English on the front of the card.
- 4. Give** them the card and the accompanying information brochure.

The Victorian Government funds agencies to provide language assistance free of charge to Victorians with limited English to help them access government information and services.

**Please arrange an interpreter in a language shown on the front of this card.**

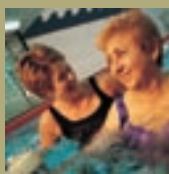
For more information go to [www.voma.vic.gov.au](http://www.voma.vic.gov.au)

A Victorian Government Initiative



## How to identify the correct language or dialect

- » Use the language list included with this brochure. This language list is also available at [www.voma.vic.gov.au](http://www.voma.vic.gov.au).
- » Visit *Find Your Language* – an online language identification tool available at [www.healthtranslations.vic.gov.au](http://www.healthtranslations.vic.gov.au).
- » If the person is fluent in more than one language, help them write additional languages on the front of the card next to 'I also speak...'



- » Keep in mind that a person's country of origin may not be a reliable indicator of their preferred language. For example, a person from China may speak Mandarin, Cantonese, Hakka or another dialect.
- » Also keep in mind that regional variants of some languages may not be mutually intelligible. For example, a Sudanese Arabic speaker may not understand an interpreter who speaks standard Arabic. You should include any information about regional variants in brackets next to the language e.g. 'I speak Arabic (Sudanese).'

## Additional information

- » The Victorian Interpreter Card is available to anyone who asks for it.
- » The card is free of charge.
- » A person may obtain one or more cards.
- » The card can be freely shared among people who speak the language indicated on the front of the card (e.g. family members).
- » The card can be used at Victorian Government agencies and some local and Commonwealth Government agencies (including Centrelink).



## Multilingual information

Information brochures on the Victorian Interpreter Card in the following 30 languages can be downloaded at [www.voma.vic.gov.au](http://www.voma.vic.gov.au).

Amharic

Arabic

Bosnian

Chinese (simplified)

Croatian

Dari

Dinka

English

Farsi

Filipino

Greek

Hindi

Italian

Khmer

Macedonian

Maltese

Nuer

Oromo

Pashto

Polish

Russian

Serbian

Sinhalese

Somali

Spanish

Swahili

Tamil

Tigrinya

Turkish

Vietnamese

## The Interpreter Card

The Victorian Government funds agencies to provide language assistance free of charge to Victorians with limited English to help them access government information and services.



Please arrange  
an interpreter

My preferred language is

I also speak

The Victorian Interpreter Card aims to help Victorians with limited English access these services by:

- » helping them request interpreter assistance; and
- » making it easier for staff to arrange an interpreter who speaks the correct language.

The Victorian Interpreter Card is distributed by a number of organisations. This brochure provides information for staff in these organisations on how to issue the card.

## Ordering cards and brochures

To order cards and the accompanying brochure (available in 30 languages) please download an order form from [www.voma.vic.gov.au](http://www.voma.vic.gov.au) and send it to:

WFDS

Attn: Theary Rath

Ph: (03) 9793 8111

Fax: (03) 9793 0211

Email: [orders@wfds.com.au](mailto:orders@wfds.com.au)

47-53 Hallam Valley Road, Dandenong South VIC 3175



For more information on the Victorian Interpreter Card 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**.