

# Interpreting and translating resource guide

## Interpreters and Translators

### National Accreditation Authority for Translators and Interpreters (NAATI) Directory

The NAATI Directory lists translators and interpreters accredited or recognised by NAATI in all states and territories who wish to have their contact details published for the purpose of employment. The Directory is a useful tool for those requiring the services of qualified and practising translators and interpreters.

[www.naati.com.au](http://www.naati.com.au)

### Australian Institute for Interpreters and Translators (AUSIT) Directories

The AUSIT Directory of Interpreters and the Directory of Translators provide a current list of qualified, active AUSIT members who have NAATI accreditation in interpreting and/or translating.

[www.ausit.org](http://www.ausit.org)

### Yellow Pages

A number of interpreting and translation agencies operate in Victoria. For a listing of these agencies see the *Yellow Pages* under the category 'Interpreters'. Major providers of language services in Victoria are All Graduates, On Call Interpreters and Translators, VITS LanguageLink and TIS National.

[www.yellowpages.com.au](http://www.yellowpages.com.au)

### TIS National – fee-free services

TIS is a national interpreting and translating service managed by the Commonwealth Department of Immigration and Multicultural Affairs (DIMA). Some TIS services are available to **eligible** organisations or individuals free of charge. These include:

- » The **Doctor's Priority Line** which provides a fee-free telephone interpreting service for eligible medical practitioners.
- » Fee-free interpreting services to certain agencies and groups in the community who provide settlement-related services to Australian permanent residents and Australia citizens who do not speak English.
- » Fee-free extract translations into English of certain documents necessary for settlement in Australia (e.g. birth certificates, marriage certificates, education qualifications and employment references).

Tel: 131 450

Email: [tispromo@immi.gov.au](mailto:tispromo@immi.gov.au)

Web: [www.immi.gov.au/tis](http://www.immi.gov.au/tis)

### The Victorian Deaf Society (Vicdeaf)

Vicdeaf is a non-profit organisation providing referral, advice and support for deaf people living in Victoria. It is the main provider of specialised welfare and communication services to Victoria's deaf community, including the provision of Auslan (Australian sign language) interpreting services.

Tel: (03) 9473 1111

TTY: (03) 9473 1199

Email: [info@vicdeaf.com.au](mailto:info@vicdeaf.com.au)

Web: [www.vicdeaf.com.au](http://www.vicdeaf.com.au)

## Organisations

### Victorian Office of Multicultural Affairs (VOMA)

The Victorian Office of Multicultural Affairs provides policy advice to the Victorian Government in the areas of multicultural affairs, immigration and community relations. VOMA is also responsible for managing the Victorian Government's Language Services Strategy aimed at improving the delivery and use of interpreting and translating services in Victoria.

Tel: (03) 9208 3166

Email: [multicultural@dvc.vic.gov.au](mailto:multicultural@dvc.vic.gov.au)

Web: [www.voma.vic.gov.au](http://www.voma.vic.gov.au)

### Department of Immigration and Multicultural Affairs (DIMA)

The Department of Immigration and Multicultural Affairs (DIMA) is the Commonwealth Government agency responsible for immigration, settlement of migrants and humanitarian entrants, citizenship, ethnic affairs and multicultural affairs.

Tel: 131 881

Web: [www.immi.gov.au](http://www.immi.gov.au)

### National Accreditation Authority for Translators and Interpreters (NAATI)

NAATI is the national standards body for interpreting and translating in Australia. NAATI's primary role is to set and maintain standards of translating and interpreting in Australia; accredit interpreters and translators who pass NAATI administered tests or NAATI approved tertiary level courses; and to assess interpreter and translator qualifications from overseas tertiary institutions.

NAATI also provides advisory services relating to interpreting and translating service delivery and an online directory of accredited and recognised interpreters and translators.

Tel: 1300 557 470

Email: [info@naati.com.au](mailto:info@naati.com.au)

Web: [www.naati.com.au](http://www.naati.com.au)

## **Australian Institute of Interpreters and Translators (AUSIT)**

AUSIT is the national association for the interpreting and translating profession. Services offered by AUSIT include the provision of information to government, business and the general public about interpreting and translating; a referral service; and a searchable online directory of accredited interpreters and translators.

Tel: 1800 284 181

Email: [ausitsouth@westnet.com.au](mailto:ausitsouth@westnet.com.au)

Web: [www.ausit.org](http://www.ausit.org)

## **Ombudsman Victoria**

The Victorian Ombudsman is an independent officer of the Victorian Parliament who investigates complaints about administrative actions taken by Victorian Government departments, most statutory authorities and local government.

People who have made a complaint to a Victorian Government service provider about the quality or lack or availability of interpreting services and are not satisfied with the agency's response can file a complaint about that agency with the Victorian Ombudsman.

Tel: 1800 806 314

Email: [ombudvic@ombudsman.vic.gov.au](mailto:ombudvic@ombudsman.vic.gov.au)

Web: [www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)

## **Online resources**

### **Find your language**

*Find your language* is a web-based tool that can be used to produce customized language posters and charts to assist staff working at client contact areas (e.g. reception) identify the language or dialect spoken by clients upon presentation.

[www.healthtranslations.vic.gov.au](http://www.healthtranslations.vic.gov.au)

### **Justice Translations**

*Justice Translations* is an online directory of translated information produced by the Victorian Department of Justice. The Directory links to more than 1,000 translated resources in over 40 languages covering topics ranging from consumer rights and legal information to crime prevention and fire and water safety.

[www.justice.vic.gov.au/translations](http://www.justice.vic.gov.au/translations)

### **Health Translations Directory**

The *Health Translations Directory* is an online directory of multilingual health resources from government departments, peak health bodies, hospitals, community health centres and welfare agencies. The Directory links to more than 11,000 resources in over 60 languages covering a range of topic areas including aged care, diseases and conditions, children's health, grief and loss, medical procedures, and settlement information.

[www.healthtranslations.vic.gov.au](http://www.healthtranslations.vic.gov.au)

## **Victorian Transcultural Psychiatry Unit – Directory of Translated Mental Health Information**

This Directory consists of a compilation of translated mental health resources hosted on Australian websites. The Directory is an initiative of the Victorian Transcultural Psychiatry Unit, a state-wide service which supports area mental health and psychiatric disability support services in working with consumers, carers and communities from diverse cultural backgrounds throughout Victoria.

[www.vtputu.org.au](http://www.vtputu.org.au)

## **Department of Education and Training – translated information for parents**

This webpage lists translated information produced for parents by the Victorian Department of Education and Training on a range of school-related issues including the New Arrivals Program, the Education Maintenance Allowance, early years schooling, drug education and school community information.

[www.sofweb.vic.edu.au/lem/esl/transmat.htm](http://www.sofweb.vic.edu.au/lem/esl/transmat.htm)

## **My Language**

*My Language* is a national multilingual online portal developed by the state libraries of Victoria, New South Wales, Queensland, South Australia, Western Australia, the Northern Territory and the ACT. It provides access to over six million multilingual information links including search engines, web directories, government websites, digital library projects and syndicated news headlines. Search interfaces are currently available in over 60 languages with additional languages being progressively added.

[www.mylanguage.gov.au](http://www.mylanguage.gov.au)

## **Ethnologue**

*Ethnologue: Languages of the World* is a web and print publication of SIL International (formerly known as the Summer Institute of Linguistics) that provides a comprehensive listing of the known living languages of the world. The Ethnologue database, initiated in 1951, currently provides information on 6,912 languages.

[www.ethnologue.com](http://www.ethnologue.com)

## Publications

### **Interpreter Card and Symbol – information resources**

- » *Victorian Interpreter Card* brochure (available in 30 languages)
- » *Guide for services providers: Victorian Interpreter Card*
- » *Information for card distributors: Victorian Interpreter Card*
- » *Interpreter Symbol: guidelines for use*
- » *Language list*

These resources are available on the VOMA website [www.voma.vic.gov.au](http://www.voma.vic.gov.au) or by contacting VOMA – email [interpretercard@dvc.vic.gov.au](mailto:interpretercard@dvc.vic.gov.au) or call **(03) 9208 3166**.

### **Improving the Use of Translating and Interpreting Services: A Guide to Victorian Government Policy and Procedures**

This guide, produced by the Victorian Office of Multicultural Affairs, provides direction to departments and agencies on the Victorian Government's policy and legal obligations in regard to language services, and guidelines on how to plan and deliver effective interpreting and translating services.

The guide is available on the VOMA website [www.voma.vic.gov.au](http://www.voma.vic.gov.au) or by contacting VOMA – email [multicultural@dvc.vic.gov.au](mailto:multicultural@dvc.vic.gov.au) or call **(03) 9208 3166**.

### **Victorian Government Standards for Data Collection on Interpreting and Translating Services**

The *Standards for Data Collection* are aimed at helping departments and agencies improve the planning and delivery of interpreting and translating services to Victorians. The Standards provide advice on collecting data in areas such as expenditure, determining supply and demand, and resource availability. They have been developed by the Victorian Office of Multicultural Affairs as an addendum to *Improving the Use of Translating and Interpreting Services (2003)*.

The Standards are available on the VOMA website [www.voma.vic.gov.au](http://www.voma.vic.gov.au) or by contacting VOMA – email [multicultural@dvc.vic.gov.au](mailto:multicultural@dvc.vic.gov.au) or call **(03) 9208 3166**.

### **AUSIT Code of Ethics**

The AUSIT Code of Ethics is recognised as setting standards of ethical practice within the Australian interpreting and translating profession. The Code has been endorsed by the National Accreditation Authority for Translators and Interpreters (NAATI) and other organisations, including the Commonwealth Government's Translating and Interpreting Service, the Attorney General's Department, Centrelink and the Refugee Review Tribunal.

For a copy of the Code see the AUSIT website [www.ausit.org](http://www.ausit.org) or contact **1800 284 181**.

### **Department of Human Services (DHS): Language services policy**

This policy outlines the requirements DHS and funded agencies should meet to enable people who speak limited English to access professional interpreting and professional translations when using DHS services. The policy assists DHS programs and agencies by:

- » defining language services;
- » identifying minimum requirements for DHS programs and funded agencies; and
- » providing guidance on resources and support for programs and agencies to develop their own language services policy and improve their responsiveness to diversity.

You can download the policy from the DHS website [www.dhs.vic.gov.au/multicultural/langservpolicy.htm](http://www.dhs.vic.gov.au/multicultural/langservpolicy.htm) or email [msu@dhs.vic.gov.au](mailto:msu@dhs.vic.gov.au) for a copy.

### **Department of Justice: Language Services Policy and Guidelines for Working with Interpreters and Translators**

The Department of Justice (DOJ) policy sets out the department's legal responsibility to provide interpreters and translators and the minimum standards for providing language services throughout the department. The supporting guidelines provide information on the effective use of interpreting and translating services.

You can download the policy and guidelines from the DOJ website [www.justice.vic.gov.au](http://www.justice.vic.gov.au) or email [diversityissuesunit@justice.vic.gov.au](mailto:diversityissuesunit@justice.vic.gov.au) for a copy.

### **Centre for Culture Ethnicity and Health (CEH) – language services publications**

The Centre for Culture Ethnicity & Health (CEH) is a state-wide organisation funded by the Department of Human Services to build the capacity of Victorian health services providers to effectively meet the needs of clients and communities from culturally and linguistically diverse backgrounds. CEH has produced a number of language services resources including *Language Services: Good Practice in the Victorian Health and Community Sector*.

CEH publications are available on their website [www.ceh.org.au/resources/resbyceh.html](http://www.ceh.org.au/resources/resbyceh.html) or by contacting CEH – email [enquiries@ceh.org.au](mailto:enquiries@ceh.org.au) or call **(03) 9427 8766**.

### **Goulburn Valley Primary Care Partnership (PCP) – Languages Services Toolkit**

The *Language Services Toolkit* aims to assist primary care agencies to provide effective and efficient language services to their culturally and linguistically diverse (CALD) clients and communities. The manual includes checklists for staff (e.g. an interpreter booking checklist) and best practice examples.

You can download the toolkit from the Regional Information and Advocacy Council (RIAC) website [www.riac.org.au](http://www.riac.org.au) or contact RIAC for a copy – email [admin@riac.org.au](mailto:admin@riac.org.au) or call **(03) 5822 1944**.

### **Eastern Health – Interpreter services brochure**

A multilingual brochure (in 16 languages) developed by the Transcultural Services Unit, Eastern Health to assist clients to know when and how to ask for an interpreter. As the brochure content is generic it can be used by any organisation to encourage clients to use interpreter services if they need to.

You can download the brochure from the Eastern Health website: [www.easternhealth.org.au/language/interpreter/interpreter.html](http://www.easternhealth.org.au/language/interpreter/interpreter.html)

Resources listed above that have been produced by Victorian Government agencies and departments are also available in hardcopy from Information Victoria: contact **1300 366 356** or see [www.information.vic.gov.au](http://www.information.vic.gov.au).