Appendices

Victorian Office of Multicultural Affairs

The Victorian Office of Multicultural Affairs (VOMA) provides advice to the Victorian Government on multicultural, immigration and settlement issues, and coordinates input into national and local policies relating to these issues.

VOMA assists government agencies to develop programs and services that are appropriate and accessible to a culturally and linguistically diverse community. It acts as a link between the Victorian Multicultural Commission, the community and Victorian Government departments.

VOMA also provides statistical advice and analysis on migration and ethnic diversity online at www.voma.vic.gov.au. VOMA can provide advice on preferred methods of communication with ethnic communities.

Phone: (03) 9651 1270
Fax   (03) 9651 5944
Email: multicultural.affairs@dpc.vic.gov.au
Address: Level 3, 1 Treasury Place, Melbourne 3000
Internet: www.voma.vic.gov.au

Interpreting services available through the Commonwealth Translating and Interpreting Service (TIS)

TIS provides user-pays interpreting services 24 hours a day, seven days a week on a national telephone number – 131 450.

TIS provides a fee-free interpreting service to approved English speaking individuals and groups in the community who provide settlement related services to permanent visa holders and to Australian citizens who do not speak English. This service is funded by the Settlement Branch of DIMIA.

The client groups presently approved for access to the fee-free interpreting service are:

- private medical practitioners and specialists providing services that are covered by Medicare rebates. This category does not include provision of services in relation to legal matters such as workers' compensation cases
- certain non-profit, non-government, community organisations that are not fully funded by any government department or agency
- members of Commonwealth, State or Territory Parliaments providing assistance to their constituents (but not for electioneering or ministerial purposes)
- local government authorities, such as city or shire councils, for general administration enquiries to rate-payers, but not organisations providing outsourced council services such as garbage contractors or counselling services
- trade unions assisting non-English speaking members with employment or award conditions, or advising them about union services, but not in relation to workers' compensation matters

· emergency services organisations during national emergencies as directed by Emergency Management Australia.

How to apply for fee-free interpreting services

As noted above, certain non-government, not-for-profit community-based organisations that provide settlement-related services can apply for eligibility for fee-free interpreting services.

Eligibility is based on the services the organisation provides, who the service is delivered to, how the organisation is funded and any specific interpreting assistance provided. Agencies wishing to access fee-free services for clients must apply in advance using the application for exemptions form available from the DIMIA website (www.immi.gov.au/tis). Applications are generally processed within a few days

and must be made prior to attempting to access the service with a client. Any agency making use of TIS services will be required to pay for these services until any fee-free application has been approved.

Doctors

No prior approval is required for doctors to access the Doctors' Priority Line. However, if there is any doubt about eligibility for the Doctors' Priority Line, TIS should be contacted in advance.

For more information visit:
http://www.immi.gov.au/tis/
 or
http://www.immi.gov.au/facts/91tis.htm.

What is Auslan?

Auslan is an indigenous Australian language that has developed from British and Irish sign languages brought to Australia.

Auslan has its own distinct grammatical structure and is composed of precise hand shapes and movements. An estimated 15 000 to 20 000 Deaf Australians use Auslan and it is actively passed on to children.

Signing Deaf people constitute a group like other non-English-speaking language groups in Australia, with a distinct sub-culture recognised by shared history, social life and sense of identity. Deaf culture is united and symbolised by fluency in Auslan, the principle means of communication within the Australian Deaf community.

International linguistic research has demonstrated that national sign languages are equal in their complexity and expression to spoken languages.

For more information visit the Vicdeaf website at www.vicdeaf.com.au/aboutus/

Accountability and professional standards of Australian interpreters and translators

(Summary - full document available from www.ausit.org)

1. Professional conduct

Interpreters and translators shall at all times act in accordance with the standards of conduct and decorum appropriate to the aims of AUSIT, the national professional association of interpreting and translation practitioners.

2. Confidentiality

Interpreters and translators shall not disclose information acquired during the course of their assignments.

3. Competence

Interpreters and translators shall undertake only work which they are competent to perform in the language areas for which they are 'accredited' or 'recognised' by NAATI.

4. Impartiality

Interpreters and translators shall observe impartiality in all professional contracts.

5. Accuracy

Interpreters and translators shall take all reasonable care to be accurate.

6. Employment

Interpreters and translators shall be responsible for the quality of their work, whether as freelance practitioners or employed practitioners of interpreting and translation agencies and other employers.

7. Professional development

Interpreters and translators shall continue to develop their professional knowledge and skills.

8. Professional solidarity

Interpreters and translators shall respect and support their fellow professionals.

Scripts of main languages used in Victoria

ALBANIAN	SHQIP
AMHARIC	አማርኛ
ARABIC	عربي
BOSNIAN	BOSANSKI
CAMBODIAN	ខ្មែរ
CHINESE	中文
CROATIAN	HRVATSKI
CZECH	ČESKY
DUTCH	NEDERLANDS
FILIPINO	WIKANG FILIPINO
FINNISH	SUOMI
FRENCH	FRANÇAIS
GERMAN	DEUTSCH
GREEK	ΕΛΛΗΝΙΚΑ
HUNGARIAN	MAGYAR
INDONESIAN	BAHASA INDONESIA
ITALIAN	ITALIANO
JAPANESE	日本語
KOREAN	한국어
LAOTIAN	ລາວ

Scripts of main languages used in Victoria

MACEDONIAN	МАКЕДОНСКИ
MALTESE	MALTI
PERSIAN	فارسی
POLISH	POLSKI
PORTUGUESE	PORTUGUÊS
ROMANIAN	ROMÂNĂ
RUSSIAN	РУССКИЙ
SAMOAN	FAA-SAMOA
SERBIAN	СРПСКИ
SLOVENE	SLOVENSKO
SOMALI	SOOMALI
SPANISH	ESPAÑOL
TAMIL	தமிழ்
TETUM	TETUM
TIGRIGNA	ትግርኛ
THAI	ไทย
TURKISH	TÜRKÇE
UKRAINIAN	УКРАЇНСЬКА МОВА
VIETNAMESE	VIỆT-NGỮ

Countries and main languages used

Country	Languages Used
Afghanistan	Pushtu, Dari, Uzbeki, Tajik, Turkmani
Albania	Albanian, Greek
Algeria	Arabic, Berber dialects, French
Andorra	Catalan, French, Spanish
Angola	Portuguese, various Bantu languages
Anguilla	English
Antigua and Barbuda	English
Argentina	Spanish, Italian, German, Native American Indian languages
Armenia	Armenian, Arabic, Turkish, French, Russian, Azeri
Austria	German
Azerbaijan	Azerbaijani (Azeri), Russian, Armenian, Lezgin
Bahamas	English
Bahrain	Arabic
Bangladesh	Bengali, English, Urdu, Assamese
Barbados	English
Belarus (Byelorussia)	Belarusian (Byelorussian), Russian, Ukrainian, Polish
Belgium	Flemish, French, Dutch, German
Belize	English
Benin	French, Fon, Yoruba, West African languages
Bermuda	English
Bhutan	Dzongkha, Nepalese
Bolivia	Spanish, Quechua, Aymara
Bosnia-Herzegovina	Bosnian, Serbian, Croatian
Botswana	English, Setswana
Brazil	Portuguese, Spanish, German, Native American Indian languages

Countries and main languages used

Country	Languages Used
British Virgin Islands	English
Brunei	Malay, Mandarin, English, Brunei, other Chinese dialects
Bulgaria	Bulgarian, Macedonian, Russian, Turkish, Romani, Greek
Burkina Faso (Upper Volta)	French, West African languages
Burma	Burmese, Kachin, Karen, Chin, Naga, Arkanese
Burundi	Kirundi, French, Swahili
Byelorussia	See Belarus
Cambodia (Kampuchea)	Khmer, Mandarin, Teo Chiew, Vietnamese, French
Cameroon	French, English, African languages
Canada	English, French
Cape Verde	Portuguese, Creole (Criuolo)
Cayman Islands	English
Central African Republic	French, Sangho, Arabic, Hausa, Swahili
Chad	Arabic, French, African languages
Channel Islands	Norman French, English
Chile	Spanish, Native American Indian languages
China	Cantonese, Mandarin, Hakka, Hokkien, Teo Chiew, Tibetan , Mongolian and over 500 other languages
Christmas Island	Malay, English
C.I.S. (Commonwealth of Independent States)	Russian, Ukrainian, Byelorussian, Moldavian, Georgian, Armenian, Azerbaijani (Azeri), Kazakh, Kyrgiz, Uzbeck, Turkmani, Tajik, Bashkirian, Buryat, Carelian, Chechenian, Ingu-shian, Chuvashian, Yakutian, Kabardinian, Balkarian, Kalmuk, Komi, Mari, Mordvinian, Ossetian, Tatar, Tuvinian, Udmurtian, Yiddish

Countries and main languages used

Country	Languages Used
Cocos Islands	Malay, English
Colombia	Spanish, Native American Indian languages
Commonwealth of Independent States	See C.I.S.
Comoros	Shaffi Islam, Malagasy, French
Congo	French, Lingala, Kikongo
Congo (Democratic Republic of)	French, Swahili, Lingala, Ishiluba, Kikongo
Cook Islands	Cook Islands Maori, English
Costa Rica	Spanish, Creole, English
Cote d'Ivoire (Ivory Coast)	French, Diaula
Croatia	Croatian, Serbian, Hungarian, Italian, Slovak
Cuba	Spanish
Cyprus	Greek, Turkish
Czech Republic	Czech, Slovak, German
Democratic Republic of Congo	See Congo (Democratic Republic of)
Denmark	Danish
Djibouti	Arabic, French, Afar, Somali
Dominica	English, French, Patois
Dominican Republic	Spanish
East Timor	Tetum, Portuguese
Ecuador	Spanish, Quechua
Egypt	Arabic (Egyptian), Armenian
El Salvador	Spanish
Equatorial Guinea	Spanish, Pidgin English, Fang, Bubi, Ibo
Eritrea	Arabic, Tigrinya, Tigre, Afar
Estonia	Estonian, Russian
Ethiopia	Amharic, Tigre, Tigrinya, Oromo (Galla), Guraghe, Somali
Faroe Islands	Faroese, Danish
Fiji	Fijian, Hindi, English
Finland	Finnish, Swedish
Former Yugoslav Republic of Macedonia (FYROM)	Macedonian, Albanian, Bulgarian

Countries and main languages used

Country	Languages Used
Former Yugoslavia	Serbian, Croatian, Bosnian, Macedonian, Slovene, Slovak, Albanian, Romanian, Hungarian, Bulgarian
France	French, Breton, Basque, Corsican
French Guiana	French
Gabon	French, Fang
Gambia	English, West African languages
Georgia	Georgian, Russian, Armenian
Germany	German
Ghana	English, Brong, Ahafo, Twi, Fanti, Ga, Ewe, Dagbani
Gibraltar	English, Spanish
Greece	Greek
Greenland	Inuit, Danish
Grenada	English
Guadeloupe	French, Creole
Guam	Chamorro, English, Japanese
Guatemala	Spanish
Guinea	French, Malinke, Susu, Fulani
Guinea-Bissau	Portuguese Criolo, West African languages
Guyana	English, Hindi, Amerindian languages
Haiti	French, Creole
Honduras	Spanish, Native American Indian languages
Hong Kong	Cantonese, other Chinese dialects
Hungary	Hungarian, Slovak, German, Rumanian
Iceland	Icelandic
India	Hindi, Bengali, Punjabi, Tamil, Urdu, Gujarati, Marathi, Persian, English, Kasmiri, Malayam, Oriya, Teluga, Kannada, Assamese, Konkani, Manipari
Indonesian	Indonesian, Malay, Chinese dialects, Dutch, Javanese, Sudanese, Madurese, Achinese, Minangkabau, Batak, Dayak, Menadonese, Buginese, Macassarese, Sasak, Toraja, Balinese

Countries and main languages used

Country	Languages Used
Iran	Farsi, Arabic, Armenian, Assyrian, Kurdish, Pushtu, Baluchi
Iraq	Arabic, Armenian, Assyrian, Kurdish, Pushtu, Chaldean
Ireland	English, Irish (Gaelic)
Israel	Hebrew, Yiddish, Arabic, Russian, Romanian
Italy	Italian, French, German
Ivory Coast	See Cote d'Ivoire
Jamaica	English
Japan	Japanese
Jordan	Arabic
Kampuchea	See Cambodia
Kazakhstan	Kazakh, Russian
Kenya	Swahili, English
Kiribati	English, local Micronesian language
Korea	Korean
Kuwait	Arabic
Kyrgyzstan	Kyrgyz, Russian
Laos	Laotian, Miao/Meo, Hmong, Teo Chiew, Mandarin
Latvia	Latvian, Russian
Lebanon	Arabic (Lebanese), Assyrian, Armenian
Lesotho	Sesotho, Zulu, Xhosa, English
Liberia	English, West African tribal languages
Libya	Arabic
Liechtenstein	German
Lithuania	Lithuanian, Russian, Polish
Luxembourg	Luxembourgish, French, German
Macau	Cantonese, Portuguese
Macedonia	See Former Yugoslav Republic of Macedonia
Madagascar	Malagasy, French
Malawi	English, Chicheva, Tombuka
Malaysia	Malaysian, Mandarin, Hokkien, Tamil
Maldives	Dhivehi

Countries and main languages used

Country	Languages Used
Mali	French, Bambara, Peul, Soninke, Malinke, Songhai, Dogon, Senoufo, Minianka, Berber
Malta	Maltese, English
Marshall Islands	Micronesian languages, English
Martinique	French, Creole
Mauritania	Arabic, French
Mauritius	French-Creole, Hindi, English
Mayotte	French, Shaafi Islam, Malagasy
Mexico	Spanish
Micronesia	Micronesian languages, French
Moldova	Moldavian, Russian
Monaco	French, Italian
Mongolia	Mongolian
Montserrat	English
Morocco	Arabic, Berber, French
Mozambique	Portuguese, Bantu languages
Namibia	Afrikaans, German, English, African languages
Nauru	Nauruan, English
Nepal	Nepalese, Newari, Bhutia, Maithali
Netherlands	Dutch, Frisian
Netherlands Antilles	Papiamento, Dutch, Spanish, English
New Caledonia	French, Melanesian languages, Tahitian, Wallisian
New Zealand	Maori, English
Nicaragua	Spanish
Niger	French, Hausa, Songhai, Arabic
Nigeria	English, Hausa, Yoruba, Ibo
Niue	Niue Polynesian, English
Norway	Norwegian
Oman	Arabic
Pakistan	Urdu, Punjabi, English
Palau	Palau Micronesian, English
Panama	Spanish

Countries and main languages used

Country	Languages Used
Papua New Guinea	English, Melanesian Pidgin, Hiri Motu
Paraguay	Spanish, Guarani
Peru	Spanish, Quechua, Ayamara
Philippines	Tagalog, Cebuano
Pitcairn	English, Pitcairn dialect
Poland	Polish
Portugal	Portuguese
Puerto Rico	Spanish, English
Qatar	Arabic
Reunion	French, Creole
Romania	Romanian, Serbian, German, Hungarian
Rwanda	Kinyarwanda, French
Samoa	Samoan
San Marino	Italian
Sao Tome and Principe	Portuguese
Saudi Arabia	Arabic
Senegal	French, Wolof, Serer
Seychelles	French, Creole, English
Sierra Leone	English, Mende, Temne, Krio
Singapore	Mandarin, Cantonese, Malaysian, English, Tamil
Slovakia	Slovak, Czech, Hungarian
Slovenia	Slovene
Solomon Islands	English Pidgin
Somalia	Somali, Arabic, English, Italian
South Africa	Afrikaans, English, Xhosa, Zulu, Swahili
Spain	Spanish, Catalan, Basque, Galician
Sri Lanka	Sinhalese, Tamil
St Helena	English
St Kitts & Nevis	English
St Lucia	English, Patois
St Pierre & Miquelon	French
St Vincent & the Grenadines	English, Patois

Countries and main languages used

Country	Languages Used
Sudan	Arabic, English, Dinka, Nuer
Suriname	Dutch, Surinamese, English
Swaziland	Swazi, English
Sweden	Swedish
Switzerland	German, French, Italian
Syria	Arabic, Armenian, Assyrian
Tahiti	Tahitian, French
Taiwan	Chinese dialects
Tajikistan	Tajik, Russian
Tanzania	Swahili, English
Thailand	Thai, Hokkien, Mandarin, Teo-Chiew, Laotian, Malay, Khmer
Togo	French, Ewe, Mina, Kabye, Cotocoli
Tokelau	Tokelau, Polynesian, English
Tonga	Tongan, English
Trinidad & Tobago	English, Hindi, Spanish
Tunisia	Arabic, French
Turkey	Turkish, Armenian, Kurdish
Turkmenistan	Turkmani, Russian, Uzbeck
Turks and Caicos Islands	English
Tuvalu	Tuvaluan, Irikibati, English
Uganda	English, Swahili, Luganda, Ateso, Luo
Ukraine	Ukrainian, Russian, Romanian, Polish
United Arab Emirates	Arabic, Farsi, English
Uruguay	Spanish
Vanuatu	Bislama, French, English, Pidgin
Vatican City State	Latin, Italian
Venezuela	Spanish, Native American Indian languages
Vietnam	Vietnamese, Cantonese, Teo Chiew, Mandarin
Yemen	Arabic
Yugoslavia	See Former Yugoslavia
Zambia	English, Tonga, Nyanja and other African dialects
Zimbabwe	English, Shone and other African languages and dialects