

Improving the Use of Translating and Interpreting Services:

A Guide to Victorian Government Policy and Procedures



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A Guide to Victorian Government
Policy and Procedures

Quick Reference Guide

Quick
Reference

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Victorian Government policy and procedures

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Language Services Provider:

Telephone Number: _____
Pin/Booking Number: _____
Notes: _____

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Statement from Ministers

Victoria has a remarkably diverse population and this diversity is central to Victoria's vibrant cultural life. The Government values Victoria's rich cultural mix and believes everyone should share the benefits of Victoria's economic, social and cultural strengths, including people from culturally and linguistically diverse backgrounds.

There are over 180 languages and dialects in Victoria, from established languages like Greek and Italian to newer languages like Somali and Dari. One in five Victorians uses a language other than English at home.

While the majority of Victorians who use other languages also speak English, at least four per cent may not be able to communicate effectively in English.

This proportion is expected to increase as the Victorian migrant population ages, since ageing and illness can often result in the loss of second language skills.

It is important that clients who are not proficient in English are able to access services and essential information available to all other Victorians. Professional interpreting and translating services delivered by qualified practitioners can overcome language barriers and help clients communicate with Victorian Government departments, local governments and funded agencies.

This guide to Victorian Government policy and procedures has been developed by the Victorian Office of

Multicultural Affairs with the assistance of the Department of Human Services, the Department of Education and Training, the Department of Justice, the Victorian Multicultural Commission and the Commonwealth Department of Immigration and Multicultural and Indigenous Affairs.

It is important that all Victorian Government departments and agencies use these policies and procedures to ensure their own services are responsive to the communities they serve.

Improving the way we use interpreting and translating services is an important step toward meeting the Government's commitment to diversity, and ensuring all Victorians are able to access the information and services they need to fully participate in the Victorian community.

Steve Bracks MP



Premier of Victoria
Minister for Multicultural Affairs

John Pandazopoulos MP



Minister Assisting the Premier on
Multicultural Affairs

April 2003

The Victorian Office of Multicultural Affairs (VOMA) would like to acknowledge the assistance of the following organisations in the development of this guide: the Australian Institute of Interpreters and Translators Inc., Central Health Interpreting Service Inc., Commonwealth Department of Immigration and Multicultural and Indigenous Affairs, Department of Education and Training, Department of Human Services, Department of Justice, the National Accreditation Authority for Translators and Interpreters Ltd. (Melbourne Office), RMIT (Faculty of Language, Education and Community Services), Victorian Multicultural Commission and VITS LanguageLink.

Further information about VOMA is outlined in Appendix A.

Comments

- **Do you have any comments about this guide?**
- **Do you think there is additional information that should be included?**

If so, please forward your comments in writing to:

The Victorian Office of Multicultural Affairs

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Melbourne Victoria 3002

Victorian Government Policy and Procedures

Introduction

Effective communication between service providers and clients is essential to delivering high quality services.

Interpreting and translating services can make Government more accessible to people who use Auslan or speak a language other than English, and is an important way to improve communication with our diverse clientele.

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Interpreters and translators play a critical role in helping people connect with Government, by:

- attending appointments with clients in schools, hospitals, courts, police stations and other agencies
- providing services over the phone and through video-conferencing
- translating important information.

Who is this section for?

This is a practical guide to translating and interpreting services in Victoria.

This section sets out the Government's principles and obligations and provides direction to Victorian Government departments and funded agencies on policy, legal obligations and how to plan and deliver successful interpreting and translating services.

It has two key aims:

- to guide Government departments on their client service delivery obligations
- to help funded agencies and direct care areas of Government improve their interactions with people who use other languages.

Interpreting and translating: what's the difference?

An interpreter is a professionally qualified person who takes information from an oral or sign language and converts it accurately and objectively into another language to enable communication between two parties who use different languages.

A translator does the same with written information.

What is Auslan?

Auslan is an indigenous Australian sign language used by an estimated 15 000 to 20 000 Deaf Australians. Further information on Auslan is outlined in Appendix C.

Working with Interpreters and Translators: What you need to know

This part provides important information on Government policies, legal considerations and your consequent obligations to provide qualified, professional interpreters and translators.

Government policy and commitment

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The Government is committed to providing accessible services to all Victorians.

As part of this commitment, clients 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
- where essential information needs to be communicated to inform decision making.

Departments should have policies for funding and delivering translating and interpreting services that take account of Government policy, legal circumstances and the needs of current and potential clients. This includes defining situations where professional interpreters and translators 'must', 'should' and 'may' be used, based on the services provided.

Relevant policy statements

Government policies that contain a statement of commitment to access to services include Growing Victoria Together (www.growingvictoria.vic.gov.au/report.html) and Valuing Cultural Diversity (www.voma.vic.gov.au).

The Code of Conduct for the Victorian Public Sector outlines the principles governing the behaviour of Victorian Public Sector (VPS) staff. These include requirements for impartiality and responsive service. In practice, this can mean using an interpreter or translated information as part of providing culturally appropriate services.

Departmental policies

Government departments may have specific requirements for interpreting and translating services, based on their client groups and the type of services provided.

These may include:

- preferred language services providers for sourcing interpreters and translators
- methods of funding and purchasing interpreting and translating services
- arrangements for face-to-face interpreting, telephone interpreting and videoconferencing
- processes for organising translations of written information
- defined situations where interpreters 'must', 'should' and 'may' be used
- standards of accreditation required of interpreters and translators used in the agency.

To find out more, contact the relevant multicultural or diversity area within your department. Contact details for departments are available from www.voma.vic.gov.au.

When does the Government have a legal responsibility to provide an interpreter?

There are many situations where the Government should provide an interpreter to:

- protect the state from legal liability arising from language difficulties or
- ensure that a prosecution is not compromised.

Police Investigation and Questioning

There are a number of circumstances in criminal investigations and prosecutions that require an interpreter.

A police officer or an investigating official must arrange for a 'competent interpreter' to be present if an arrested person does not understand English well enough to comprehend their rights or the questions put to them.

Following arrest, if a person is asked or compelled to give forensic samples (eg fingerprinting, taking cells), the person must be informed of police intentions, in a language likely to be understood by them. This would require an interpreter where someone did not understand spoken English.

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Section 1 Part 2

Where the Government is investigating an offence - such as a workplace offence or food safety offence - questioning may occur before an arrest is made. In this situation the investigating officer must inform a person that an offence may have been committed before asking questions. This implies that the person should understand the nature of the offence and that an interpreter should be used if the person cannot understand English. Workplace safety inspectors are specifically allowed to bring interpreters onto work sites for this purpose.

Under common law, evidence should be obtained in ways that are fair to the accused criminal, or it can be excluded from a trial. This provides an incentive to police to be certain that accused people are properly informed of all matters.

Criminal trials

The law on providing interpreters at criminal trials is not uniform, but in most cases an accused person has a right to an interpreter at their trial.

In the Magistrates' Court, if an offence is punishable by imprisonment, the court must allow the accused a competent interpreter, or the hearing cannot continue.

In other courts, a person is entitled to a 'fair trial', and convictions may be set aside where this has not occurred.

While it is up to each judge to determine whether a fair trial has occurred, this can be taken to mean that an interpreter must be available if the accused cannot understand spoken English. Judges may take account of external standards, such as international agreements, including Article 14 of the *International Covenant on Civil and Political Rights* which seeks to guarantee that all prisoners shall have things explained in a language they understand, and that they are entitled to the free assistance of an interpreter.

When a person is being sentenced, the judge's decision must also be explained in a language the guilty person is likely to understand. Courts have taken this to mean an interpreter should be provided where the defendant is not capable of communicating in English.

Children

The *Children and Young Persons Act 1989* requires that proceedings before the Children's Court be comprehensible to the child and his or her parents. An interpreter must be provided if the child or their parents cannot understand or participate in the proceedings because they do not understand English.

Mental health patients

The State is required to provide interpreters to people who cannot understand spoken English in reviewing psychiatric custody against a person's will (such as involuntary or forensic patients). Similarly, certain information must be supplied to intellectually disabled persons in the language, mode of communication or terms most likely to be understood by the person. This could mean using an interpreter where someone did not understand spoken English.

Legal proceedings - civil and administrative

Where a civil action is being conducted, the party calling a witness may decide to provide an interpreter but a witness does not have an automatic right to give evidence in their native language. However for the convenience of the Court and to make the trial fair it would be preferable for the witness to give evidence through an interpreter.

In situations where employees or agents of the State need to obtain the informed consent of citizens in sensitive matters, it would be prudent to ensure that the consenting person has had access to an interpreter if necessary for truly informed consent. Some examples are:

- where the person is consenting to the release of personal or commercial information concerning their affairs,

which may be detrimental to that person

- where consent to the removal of human tissue is sought
- where consent is given by a husband to the insemination of his wife with the sperm of another man (so that he takes paternity of the child).

Finally, when entering into a contract with a person who does not speak English an interpreter should be used to ensure that the person understands the nature and effect of the contact. If this is not understood, the contract could be unenforceable.

Medical

The importance of communication between medical practitioners and patients cannot be underestimated in legal matters. The *Victorian Health Services (Conciliation and Review) Act 1987* outlines a number of 'guiding principles' for health service providers, which include promoting the provision of adequate information in terms which are understandable and participation in decision-making affecting individual health care.

If an interpreter is not provided to someone who cannot communicate verbally in English, a medical practitioner risks:

Section 1 Part 2

- being liable for negligence if a practitioner fails to communicate the consequences of a procedure, or where the failure to communicate leads to a shortcoming in the reasonable standard of care
- being liable for other torts (eg assault or trespass) if a procedure is performed without the consent of the patient, or her or his family
- being criminally charged with assault or criminal negligence if the practitioner was recklessly in disregard of the language situation.

Although there are certain defences available – such as the medical necessity to preserve life – practitioners should ensure that patients are sufficiently informed in clear terms before they consent to a procedure.

In most cases, the medical facility will also be liable if the practitioner is acting within the course of their employment.

Standards and Qualifications

Although it is Victorian Government policy to use NAATI-accredited professional interpreters, the law generally does not define the standards and qualifications required of interpreters. Instead, standards and qualifications are usually defined by two questions:

- whether the interpreter is ‘competent’, and
- whether a fair trial had occurred.

The *Children and Young Persons Act 1989* defines the standard required for an interpreter as being ‘competent’ or having NAATI accreditation. Following this, it is likely that having a NAATI accreditation would be one way of showing a court that an interpreter is ‘competent’. In other states ‘competent’ has meant that the Court must be satisfied of the ability and impartiality of the interpreter proposed.

The common law requires similar standards in criminal matters, to ensure that a fair trial has occurred. Trial judges have the discretion to refuse to admit evidence collected unfairly, or to direct the proceedings of a trial. If an apparently incompetent or biased interpreter has been used at any stage of the investigation it may compromise the level of communication, and the accused person may therefore have been treated unfairly.

Section 1 Part 2

In Court, interpreters are required to swear an oath that they will well and truly interpret the evidence, to the best of their ability. If it is found that this is not done, the interpreter may be committing perjury. This may provide basic protection against an interpreter wilfully misleading the court or the accused.

Using qualified staff

It is Government policy that interpreters and translators be professionally accredited. This means:

- You should use NAATI-accredited professional interpreters and translators. When accredited interpreters and translators are not available at this level, a NAATI-accredited para-professional or NAATI-recognised practitioner can be used. Paraprofessional and recognised interpreters may be the only ones available for less common languages. The language services provider may ask if this is acceptable to your client and you may need to assess whether your client's needs will be adequately met.
- Clients should be aware of your interpreting policy, and know when and how to ask for an interpreter.
- It is not acceptable to use children under 18 as interpreters.

A client may ask to use a family member or friend to interpret for them. Unaccredited friends or family members may not be competent, may be emotionally involved, may lack impartiality and are not bound by the same standards of conduct as qualified interpreters and translators. However, if the client understands the consequences of this choice and this action does not put the Government at risk, a family member or friend may be used.

For more information, read
Working with interpreters and
Organising translations.

Your obligations

Government departments that fund or provide direct care services should establish clear policies for funding and delivering translating and interpreting services.

These policies should:

- be consistent with wider Government policy
- be consistent with other relevant departmental policies
- take into account relevant legal issues
- acknowledge the need to use NAATI-accredited practitioners where interpreters and translators are required

- define when interpreters 'must', 'should' and 'may' be used
- address the needs of current and potential clients.

Direct care areas of Government and funded agencies should:

- provide services that are responsive to cultural differences
- develop policies and practices appropriate to their agency and its role
- ensure staff respond appropriately to cultural difference.

Parts 3 and 4 can help you to develop and implement successful translating and interpreting policies.

Getting the most from Interpreting and Translating Services

Effective communication between you and your clients is essential to delivering high quality services. This part provides valuable information on how to use the translating and interpreting system to maximise effective communication.

How to find a qualified interpreter or translator

- What should I look for in an interpreter or translator?
- Where can I find interpreters and translators?

Qualifications: what to look for

NAATI sets and monitors standards in Australia by accrediting translators and interpreters at different levels of competence.

While accreditation is not a guarantee of performance, it shows that the holder is

capable of working as a translator or interpreter in the languages and at the levels shown on their accreditation certificate:

- *NAATI paraprofessional interpreters* interpret general conversations of non-specialist dialogue (formerly level 2).
- *NAATI paraprofessional translators* produce translated versions of non-specialist information (formerly level 2).
- *NAATI professional interpreters* interpret a wide range of subjects involving dialogues at specialist consultations. This is considered the minimum professional standard (formerly level 3).
- *NAATI professional translators* work across a wide range of subjects with sound conceptual understanding of the material being translated. This is considered the minimum professional standard (formerly level 3).
- *NAATI conference interpreters* handle complex, technical or sophisticated interpreting. Conference interpreters practice both consecutive and simultaneous interpreting in diverse situations including conferences, high-level negotiations, and court proceedings (formerly level 4).

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- *NAATI advanced translators* handle complex, technical or sophisticated translations (formerly level 4)
- *Conference interpreter (senior)* hold the highest level of accreditation, reflecting both competence and experience. This represents an international standard together with demonstrated extensive experience and leadership (formerly level 5).
- *NAATI advanced translators (senior)* hold the highest level of accreditation. Practitioners work at a level of excellence in their field, recognised through demonstrated extensive experience and leadership (formerly level 5).

NAATI also awards two qualifications that are not formal accreditations, but recognise particular language skills:

- NAATI language aides can converse in another language at an elementary level for the purpose of simple communications (formerly level 1).
- NAATI recognised practitioners are people with experience in interpreting and translating in a rare or emerging language for which there is no accreditation testing available.

Finding an interpreter or translators

Agencies can access accredited interpreters and translators in a number of ways.

Language services providers

Language services providers arrange the supply of accredited or recognised interpreters or translators.

Professional interpreting and translating agencies are listed in the Yellow Pages. Accredited interpreters and translators can be found using the NAATI Directory of Accredited and Recognised Practitioners of Interpreting and Translating, which is available at www.naati.com.au, or from the Australian Institute of Interpreters and Translators Inc. (AUSIT) website, which is available at www.ausit.org.

You should always ask for details of the NAATI credentials of interpreters and translators and ensure that professionally accredited practitioners are used wherever possible.

Section 1 Part 3

Direct employment

Some organisations directly employ full-time or part-time interpreters where:

- there is stable and significant demand in a given language, and/or
- interpreters using particular languages are often needed in emergency situations, such as in hospitals.

This approach is not suited to agencies with low levels of demand or where there are changing levels of demand in different languages.

Victorian Public Service Language Allowance

A salary allowance is available to bilingual Victorian Public Service (VPS) staff who use another language in their everyday work. Currently, VPS staff qualified as language aides or accredited as interpreters can be paid an allowance of \$800 to \$1 500 per annum, based on their level of NAATI accreditation or qualification.

Staff who apply for this allowance are also eligible for assistance with accreditation testing. Information on this program is available from www.voma.vic.gov.au/languageservices or from the Human Resources Branch in your department.

Where interpreter and translator services are required, it is Victorian Government policy to use NAATI-accredited professional interpreters and translators. Paraprofessional interpreters and translators should only be used where professional practitioners are not available.

Where NAATI does not accredit practitioners in a particular language, recognised interpreters may be used.

Working with interpreters

- Are staff identifying when clients need interpreters?
- Are staff working successfully with interpreters?

Identifying client need

Successful delivery of interpreting and translating services requires more than staff awareness of government policy and agency obligations. Staff must be able to put policy and obligations into practice.

Section 1 Part 3

They should know how to:

- identify when a client needs an interpreter, and in what situations
- communicate effectively through an interpreter and avoid communication problems
- identify and deal with sensitive gender, ethno-specific and religious issues
- determine the form of interpreting – face-to-face, telephone, video – best suited to particular situations
- deal with complaints about interpreting and translating services.

These issues are covered in Section 2 - Working with interpreters.

Working successfully with interpreters - staff awareness training

Agencies that regularly use interpreters should provide interpreter awareness training, preferably as part of staff induction.

Training should occur at all levels, from front-counter staff to senior managers.

Face-to-face training can be highly successful at overcoming initial staff resistance to interpreters, by helping staff understand the importance of addressing language barriers and how to organise interpreting services.

Most language service providers deliver low-cost, comprehensive training on working with interpreters. For information on training, contact a language services provider directly to discuss your needs.

Organising translations

- Why bother with translations?

Why bother with translations?

Translations can reduce the need for interpreters, provide more information than can be given verbally and can be used to reinforce important messages. They can be used to communicate:

- the availability of services
- details about rights and obligations
- information on medical, legal or other issues.

You are responsible for sourcing translated information prepared by professionally qualified translators in the key community languages of your client group.

Remember that if written information is necessary for people who can read English it is likely to be needed by people who cannot read English.

Section 3 - Organising translations has been written to help agencies produce written multilingual information.

Planning and Evaluation

How to assess your interpreting and translating needs

- How do I know if there's a demand for interpreting and translating?
- How can I find out which languages my clients speak and read?
- How can I plan for my interpreting and translating costs?

Understanding demand

Demand for interpreting and translating services is determined by your clients' written and spoken English proficiency and their preferred language.

Of the 20 per cent of Victorians who use a language other than English at home, many are also proficient in English and will not need an interpreter or translated information.

Approximately one in five people who use another language at home are likely to need an interpreter or translated information. English proficiency varies with language spoken, age and gender.

The need for an interpreter or translated information also depends on the nature, complexity and implications of the information to be conveyed. A client who has sufficient English to organise a parking permit may not have sufficient English to understand the implications of a complex medical procedure. Other people may not need an interpreter but may prefer written information to be translated or need assistance with writing in English. In the case of Auslan users, the majority will be comfortable reading and writing in English but may need an interpreter for face-to-face communication.

When preparing translated information it is also important to know that not all people are literate in their first language and not all languages have an established written form. In these cases, oral communication may be more effective.

Hidden demand

While statistics provide a guide to demand for translating and interpreting services, not all of those who need such services will come forward.

Hidden demand refers to:

- existing clients of a service who need an interpreter but are not asking for one, and/or
- potential clients not seeking services because they are not confident the agency will be receptive to their needs.

Section 1 Part 4

To assist with assessing demand, staff should be trained to identify clients who need assistance.

Sources of information

Sources of information which can be used to approximate potential demand, include:

- *ABS Census of Population and Housing*

This includes country of birth; preferred language and English proficiency data by collection districts, postcodes and local government areas; age and gender. (See www.abs.gov.au)

- *Department of Immigration and Multicultural and Indigenous Affairs (DIMIA) Settlement Database*

This includes country of birth, immigration category, preferred language, English proficiency, year of arrival of entrants to Australia and local government area of intended residence. It is one of the few indicators of population change between censuses other than data from births, deaths and marriages. (See www.immigration.gov.au)

- *Existing client files*

Your own files may include preferred language and English proficiency by age and gender

- *Language services providers*

These services may hold data on requests for interpreting and translating services by language and region

- *Client surveys or community consultation*

These approaches allow you to collect your own data on preferred language, use of interpreters and responsiveness of current service.

ABS Census and DIMIA settlement data for Victoria can be found at www.voma.vic.gov.au or by contacting VOMA.

Planning for interpreting and translating costs

Translating and interpreting services cost money, whether they are provided through a language services provider or by in-house employees.

It is vital that you plan for this cost in advance, to ensure services are available when the need arises.

After estimating demand, you therefore need to:

- identify available funding sources and
- determine appropriate purchasing methods to maximise available resources.

Section 1 Part 4

Funding sources

Sources of funding for interpreting services vary between departments and include:

- centralised budgets for interpreting and translating services
- integration of resources into overall funding formulas based on client characteristics
- agencies funding their own interpreting and translating services within overall operating budgets.

Funded agencies and direct service areas of Government need to identify which system applies by contacting the relevant multicultural or diversity area in their department.

Fee-free services

Fee-free services may be available from the Commonwealth Translating and Interpreting Service (TIS) in limited situations, detailed in Appendix B.

Determining appropriate purchasing methods

Agencies managing their own resources should choose a method of purchasing that:

- is based on likely demand patterns and expenditure
- maximises value for money
- includes regular reporting on expenditure and unmet demand.

Whichever method you choose, it is important that frontline staff know who to contact when an interpreter or translator is needed.

Ad-hoc buying

Where demand and expenditure are low or unpredictable, you may wish to buy services on an ad-hoc basis from a recognised language services provider.

Contracts with language services providers

Where there is significant expenditure on interpreting services, you should assess the benefits of establishing a formal contract with a language services provider.

A formal contract or agreement enables you to:

- negotiate service standards and value for money, and
- incorporate features such as regular reporting on service levels and standards, staff training delivered as part of the unit price, and complaints procedures.

Contracts entered into by Government departments must comply with the policies and procedures of the Victorian Government Purchasing Board which are available at www.vgpb.vic.gov.au.

A model to help you assess your translating and interpreting needs is available at <http://www.immi.gov.au/tis/model.pdf>

How to monitor and evaluate interpreting and translating policy and procedures

- How will I monitor changing demand?
- How will I know if my policies and procedures have been successfully implemented?

Monitoring demand and measuring success

It is important to regularly assess whether interpreting and translating services are being successfully delivered.

To help with this assessment, you should:

- note clients' preferred language and interpreting needs on client records
- record expenditure on translating and interpreting services
- measure client satisfaction and client complaints
- keep appropriate data on bilingual workers and in-house interpreters.

This will enable you to compare your client group with the demographic profile of your wider catchment area or target demographic.

This has two advantages. First, it provides a broad understanding of access to your service by people from culturally and linguistically diverse backgrounds. Second, it means you can monitor changes in demand over time. You can then assess whether current service delivery arrangements provide value for money and are effective in meeting your clients' needs.

To help you monitor all elements of translating and interpreting services, the Victorian Office of Multicultural Affairs has developed recommended Victorian Government Standards for Data Collection. These are available from www.voma.vic.gov.au

Section 2:

Working with Interpreters

Introduction

Effective communication between service providers and their clients is essential to delivering high quality services. Victoria's remarkably diverse population makes it vital for service providers to make effective use of interpreting services.

Interpreting services requires time, money and organisation. This guide will assist agencies to work more effectively with interpreters. It also provides practical information on how to arrange interpreting services.

This guide covers:

- interpreting services available in Victoria

- assessing the need for interpreting services
- arranging interpreting services
- why professional interpreters are your best option
- working with interpreters
- accountability and professional standards of Australian interpreters.

Appendix F lists over 200 countries and their main languages.

Information on translating services is available in Section 3 - Organising Translations.

Available Interpreting Services

There are three types of interpreting services available in Victoria:

- on-site interpreting
- telephone interpreting
- videoconference interpreting.

On-site interpreting

An on-site interpreter attends a meeting in person and should generally be used in situations where complex or lengthy matters need to be discussed.

On-site interpreters offer a personal service by facilitating both non-verbal and verbal communication. This may result in a broader understanding of the information than occurs with telephone interpreting, where the interpreter cannot see either the client or staff member.

On-site interpreting is generally more expensive than other interpreting options and requires advance notice, particularly where interpreters are required to travel long distances. The availability of on-site interpreters may also be limited in some rural and regional areas as interpreters may need to be sourced from Melbourne.

Most interpreting agencies have a minimum fee for on-site interpreting, based on 90 minute or two hour sessions. If a session with an interpreter only takes 30 minutes, you will still be charged for 90 minutes or two hours of interpreting. Increased value for money can be obtained by scheduling consecutive interviews with clients with the same preferred language.

Telephone interpreting

A telephone interpreter delivers a service over the telephone.

Telephone interpreting is particularly useful in emergency situations when you need immediate assistance. It is less expensive and more anonymous than on-site interpreting. It is also more widely used in remote or regional areas.

Telephone interpreters can also be used to establish the language spoken and the nature of an enquiry before an on-site interpreter is called for.

Telephone interpreting may not be suitable for interviews of a complex nature.

Section 2 Part 2

Telephone interpreters cannot take account of non-verbal signals and some clients, such as the elderly, may not be comfortable using the telephone. In some instances, a face-to-face meeting with an interpreter may be better.

Telephone interpreting is not suitable for Auslan users or other people with hearing impairment or where forms need to be filled in. For more information on Auslan see Appendix C.

Telephone interpreting can be pre-booked and is generally charged per 15 minutes.

Videoconference interpreting

Videoconference interpreting uses an interpreter to deliver a service through video.

This type of interpreting service enables large groups of people to take part in a discussion and can be organised at short notice.

Videoconference interpreting may appeal to organisations in rural and regional locations that find it difficult to access, or meet the travel costs associated with, on-site interpreting services. Using videoconferencing may save organisations time and money. It

is an ideal alternative to on-site interpreting.

Videoconferencing technology is available through many government offices, hospitals, TAFE institutions, local councils and courts.

One disadvantage is that some people may lack the knowledge or confidence to use the required technology. Not all agencies can offer videoconferencing.

Charges for videoconference interpreting are similar to those for on-site interpreting but there may be additional telecommunications costs.

Where do I find accredited interpreters?

Quick Reference

Professional translating and interpreting agencies are listed in the Yellow Pages.

Accredited interpreters, including Auslan interpreters, can be found using the National Accreditation Authority for Translators and Interpreters Ltd. (NAATI) Directory of Accredited and Recognised Practitioners of Interpreting and Translating, available at www.naati.com.au, or from the Australian Institute of Interpreters and Translators Inc. (AUSIT) website (www.ausit.org).

Section 2 Part 2

As interpreting agencies may not always use accredited interpreters, you should ask agencies for the NAATI credentials of their interpreters and ensure any service agreements made reflect the level and quality of services required.

Departments and agencies often have arrangements in place for obtaining interpreting services, including authorisation procedures, funding responsibilities and preferred agencies. Some areas within departments may also have binding contracts with preferred providers.

Before contacting an interpreting agency, make sure you are aware of any such arrangements by contacting the relevant multicultural, diversity or communications area within your department.

How do I know if an interpreter is accredited?

People who work as interpreters may not always have accreditation. To verify that an interpreter is NAATI-accredited or recognised, you can ask to see the interpreter's NAATI identification card or accreditation certificate.

Victorian Government policy is that interpreters used by government departments and funded agencies be NAATI-accredited to a professional level or above. Paraprofessional interpreters should only be used where NAATI accreditation is not available at the professional level or where no professional interpreter can be sourced. Where NAATI does not accredit practitioners in a particular language, a recognised interpreter may be used.

Interpreters are also expected to observe the national Code of Ethics and Code of Practice for Interpreters and Translators developed by AUSIT. This is summarised in Appendix D.

Funding arrangements

Interpreting services are provided on a fee-for-service basis.

Some organisations receive funding from Government specifically to provide interpreting services; others are required to meet these costs within their overall budget. Some departments directly pay interpreting agencies to provide services to clients of funded agencies. The Commonwealth Translating and Interpreting Service provides some fee-free services, which are outlined in Appendix B.

Section 2 Part 2

Organisations should refer to policies and guidelines relevant to their agency for information about funding and access arrangements before booking an interpreter.

Fees for interpreting services generally vary according to the:

- accreditation level of the interpreter, and
- length of the assignment.

The Victorian Settlement Planning Committee has produced a model to

assist agencies in assessing their translating and interpreting needs. This is available at <http://www.immi.gov.au/tis/model.pdf>.

See Section 1 - Policy and procedures for more information.

How to assess your clients' interpreting needs

Effective communication between service providers and clients ensures that individual needs can be recognised and addressed.

Your clients should be confident that their specific needs are understood. Likewise, service providers need to feel confident that their clients understand the information they convey. In this way, there is a direct link between good communication and high quality service. A qualified interpreter assists both parties to communicate.

In some cases, it will be obvious that you need an interpreter to communicate with your client. In other cases, the need may be more difficult to assess.

The ability to use conversational English does not always mean that complex conversations or technical terms such as those used by doctors, nurses or lawyers are understood. A person may have sufficient English to

respond to basic questions but may not be able to manage a formal interview or complex discussion without an interpreter.

One way to gauge whether an interpreter is needed is to ask your client to summarise what you have said. If there is an obvious lack of understanding, you may need to consider engaging an interpreter, even where a client considers this unnecessary.

A client's ability to communicate in English is one factor to consider when deciding whether an interpreter is needed. Other factors include:

- whether important decisions need to be made
- whether important information needs to be conveyed
- deafness or other communication difficulties
- your client's ability to effectively communicate in a stressful or unfamiliar environment
- whether your client prefers to communicate in their own language, even though they can communicate in English
- departmental or agency policies on when interpreters must be used.

How to arrange interpreters

Checklists to follow before you contact your service provider

For on-site interpreting:

You need to say:

- the client's name
- the language you need
- the date and time you need an interpreter
- the type of interview, e.g. medical consultation, court hearing
- the contact staff member and telephone number of the person the interpreter should report to on arrival
- the address of the agency and the location of the interview, including floor and room number
- the nature of the matter to be discussed, e.g. specialist legal, medical, educational
- approximately how long the interview will take
- the interpreter's name, if you or the client wish for a specific interpreter, for continuity of care reasons.

Quick Reference

You need to ask:

- the interpreter's name (although this may not be available at the time of booking)
- whether a female or male interpreter is available, if your client has expressed a preference or this is likely to be important due to the subject matter being interpreted or cultural issues
- for an interpreter from the same religious background as your client, if this is pertinent to the client's issue or concern
- whether it is possible to meet with the interpreter for a briefing interview, if required.

If you are unable to meet the interpreter before the interview or hearing, we recommend that you offer the interpreter a telephone number and ask them to contact you before the interview date if they have any questions. De-briefing after the interview also helps you to evaluate the quality of the communication. Charges may apply.

For telephone interpreting:

You need to say:

- the client's name
- the language you need
- the direct telephone number, if possible, and name of contact staff member
- whether a speaker telephone will be available
- the date and time you need the service, if the service is not needed immediately
- the nature of the matter to be discussed, e.g. specialist legal, medical, educational

You need to ask:

- the interpreter's name (although this may not be available at the time of booking)
- whether it is possible to brief the interpreter beforehand, if the session has been booked for a later date.

De-briefing after the interview also helps you to evaluate the quality of the communication.

Whether you are arranging on-site, telephone or videoconference interpreting you should stipulate that you expect an accredited professional interpreter for those languages tested by NAATI.

Identifying languages

Guessing a client's language by their country of birth can be unreliable. For example, a person from China may speak Mandarin, Cantonese, Hakka or any of a number of other Chinese dialects. If a client is unaccompanied by an English-speaking person, you may need to use a telephone interpreter or visual aids to identify their spoken language.

In situations where a client speaks a particularly rare dialect, it may be useful to ask whether they also speak another language, and how well. For example, someone born in Malaysia may have Hakka as their first language and Malay as their second. If there are no interpreters who speak the client's preferred language, you may be able to arrange an interpreter who speaks their second language.

Appendix F lists over 200 countries and their main languages.

Why professional interpreters should be used

Using qualified interpreters

Use of accredited professional interpreters maximises accuracy and professionalism and shows your commitment to providing quality services for your clients.

A professionally accredited interpreter:

- will ensure that messages are received and conveyed accurately
- will provide confidential and impartial interpretation
- is bound by the AUSIT Code of Ethics
- can significantly reduce the time it takes to work through an issue with a client.

NAATI accredits interpreters at four levels: paraprofessional interpreter; professional interpreters; conference interpreters and conference interpreter (senior). NAATI also awards qualifications to language aide and recognised interpreters, which are not formal accreditations, but recognise particular language skills.

For further information on NAATI accreditation see Section 1- Policy and procedures.

You or your agency should make it clear to clients that professional interpreters are engaged to serve the interests of both clients and agencies.

A client may feel more comfortable working with an interpreter if a family member or friend is present. In these cases it should be understood that the professional interpreter is responsible for interpreting between you and the client.

Can clients use family or friends to interpret?

Clients may ask to use a family member or friend to interpret for them. Unaccredited friends or family members may not be competent, may be emotionally involved, may lack impartiality and are not bound by the same standards of conduct as qualified interpreters. However, if the client understands the consequences of this choice and this action does not put Government at risk, a family member or friend may be used.

To better understand the risk in using unaccredited friends, family members or staff as interpreters see Section 1- Policy and procedures.

Working with interpreters

Understanding the interpreter's role

Interpreting is a highly skilled job, requiring concentration, linguistic ability and contextual knowledge.

It is not simply a mechanical task of matching the non-English word or expression with its English equivalent (if indeed such an equivalent exists). Different sentence constructions for different languages and meanings of words or phrases cannot always be conveyed literally. For example, a literal interpretation of a term like Meals on Wheels would have no meaning in another language to someone unfamiliar with the concept. Instead the interpreter would have to explain that Meals on Wheels is a program that delivers pre-cooked meals to the homes of those who have difficulty cooking for themselves.

To assist in their task interpreters may occasionally need to take notes, consult a dictionary or ask for terms or concepts to be clarified. They may ask you to give information in shorter segments so they can comprehend and convey that

information more accurately. It can be helpful to talk to the interpreter in advance of the meeting about what you will be discussing.

Some interpreters have particular training and expertise in the legal and health systems. You may wish to check the availability of interpreters with skills relevant to the interpreting task when making a booking.

Tips for working effectively with interpreters

All agencies should provide appropriate training to staff likely to work with interpreters, to ensure staff make the most effective use of an interpreter's services. Most language services providers deliver this form of training.

In addition to training, the following tips and recommendations can help staff to work more effectively with interpreters:

Before the interview

- Ensure you know which language your client speaks and arrange an appropriately qualified interpreter.
- If possible, establish whether your client knows the assigned interpreter. If this is the case, you may need to book another interpreter to maintain confidentiality.

Quick Reference

- Immediately before the interview you may want to arrange a short briefing session with the interpreter to provide general background information, such as specific terms used in the agency and what you want to achieve from the interview.

At the beginning of the interview

- For on-site interpreting, position yourself in a way that allows you to speak directly to the client with maximum eye contact.
- Begin by introducing yourself to the interpreter and then introduce yourself and the interpreter to the client.
- Explain your role and the interpreter's role. Stress that the interpreter's role is not to add to the communication but only to interpret what has been said. Communication problems can occur when clients expect the interpreter to act as an advocate.
- Explain what the interview is about and what you hope to achieve. You should not assume that your client knows what the interview is about. Allow the client to raise any questions or issues of concern.

During the interview

- Talk directly to your client and maintain eye contact.
- Use the first person when speaking to your client (for example, say 'Do you' instead of 'Ask him/her'). This encourages both of you to communicate directly with each other and to use eye contact and positive body language.
- Use clear language (plain English), avoiding slang, colloquialisms and proverbs.
- Make one point at a time. Keep your questions, statements and comments short and deliver them in segments. This gives the interpreter time to understand what you've said and to pass information to the client in stages. The interpreter will signal if your comments or questions are too long.
- Allow the interpreter to clarify information with you, if the meaning is unclear. Similarly, allow your client to raise questions or issues of concern. If there is a need to clarify or discuss something with the interpreter, ask that this be explained to the client first. This way you involve the client at all times.

- For reasons of accuracy and impartiality, never ask the interpreter to express an opinion on the client or what they have said. Do not ask the interpreter to edit your information to suit the client's background, or to tell you about the client's cultural background. Ask the client directly for such information.

Summarise the discussion occasionally to ensure your client understands the information.

At the end of the interview

- Summarise key points for your client. Make sure they understand the information you've given and any follow-up action, such as completing and returning forms.

After the interview

- You may want to debrief the interpreter and obtain feedback on any interpreting or personal difficulties experienced during the interview. It may also be helpful to give the interpreter the opportunity to explain any issues that may have come up in the interview.

What professional standards can you expect from interpreters?

Accountability

You, as well as your staff and clients, need to be confident that interpreting services are of the highest quality. Maintaining and promoting the professionalism of interpreting services is therefore extremely important.

You should expect accredited interpreters to be responsible and accountable and to comply with the Code of Ethics developed by AUSIT. The general principles outlined in this Code include confidentiality, impartiality and accuracy. For more information see Appendix D.

What to do if your interpreting service is unsatisfactory

If an interpreter fails to comply with the principles outlined in the AUSIT Code of Ethics, you have the right to take action, and should do so in the interests of maintaining professional standards of interpreting in Australia.

Issues with individuals

Raise any unprofessional or unsatisfactory practices directly with the interpreter at the end of the interview, to see if a resolution can be reached. Complaints may relate to the interpreter being late, not interpreting everything that is said, carrying on a side conversation, answering the phone during the interview or speaking on behalf of the client. Also discuss with the interpreter why you thought it was unacceptable.

You may also want to raise these matters directly with the interpreting agency, especially if the problem persists or more serious issues arise. Most agencies have a complaints mechanism to resolve issues.

Issues with interpreting agencies

If you have a complaint regarding the services provided by an interpreting agency, such as losing bookings, charging incorrect fees or providing interpreters with inappropriate levels of accreditation, it is advisable to discuss the matter with the person responsible for dealing with complaints, to see if a solution can be arranged.

If problems persist you may wish to consider lodging a formal, written complaint. Written complaints should be addressed to the head of the agency.

If your organisation has a service contract or funding agreement with a

particular interpreting services agency, you should make sure that the contract or agreement includes provisions for making complaints and reporting on complaints made. Such provisions would include nominated persons to receive complaints, timelines for resolving complaints, processes for dealing with complaints and regular reporting on the nature of complaints made by type and outcome.

The adequacy of complaints-handling mechanisms should be one of the factors taken into account when renewing or renegotiating service contracts or funding agreements.

Organising translations

Introduction

Translated information can be an effective way to increase community knowledge and awareness of Government services.

You can use translated materials to:

- deliver important information
- convey detailed information
- reinforce face-to-face information
- provide information that can be kept and referred to when needed
- provide information in places accessible to your clients.

Translated information should be considered as a supplement to interpreting, not as a replacement.

Providing translated information requires time, money and organisation. This booklet aims to assist Victorian Government departments and funded agencies to prepare and distribute translated information.

This booklet is a practical guide to:

- organising translations and choosing a translation agency
- choosing information and languages for translation
- preparing text for translation
- checking and finalising translations
- producing and distributing translations
- maximising translation resources through partnerships and sharing.

This booklet also covers translating personal documents from other languages into English.

Information on interpreting services is available in Section 2 - Working with Interpreters.

Organising translations

Departments and agencies often have arrangements in place for obtaining translating and interpreting services, including authorisation procedures, funding responsibilities and preferred translating agencies. Some areas within departments may also have binding contracts with preferred providers.

Before commencing any translation project, make sure you are aware of any such arrangements by contacting the relevant multicultural, diversity or communications area within your department or agency.

Where do I find an accredited translator?

Quick Reference

Working with accredited translators maximises accuracy and professionalism and shows your commitment to a quality service for your clients.

The National Accreditation Authority for Translators and Interpreters Ltd (NAATI) accredits translators at four levels: paraprofessional translator, professional translator, advanced translator and advanced translator

(senior). For rare languages, accreditation through NAATI may be unavailable. To address this situation, NAATI accords 'recognition' which does not specify a level of proficiency, but acknowledges that the candidate has had recent and regular experience as a translator.

For further information on NAATI accreditation see Section 1- Policy and procedures.

Language 'Directions'

Accreditation of translators is also divided into 'language directions'.

Translators may be accredited to:

- translate work from English into another language
- from another language into English or
- in both language directions.

Professional translating and interpreting agencies are listed in the Yellow Pages. Accredited translators can be found using the NAATI Directory of Accredited and Recognised Practitioners of Interpreting and Translating, which is available at www.naati.com.au, or from the Australian Institute of Interpreters and Translators Inc (AUSIT) website, available at www.ausit.org.

Section 3 Part 2

How do I know if a translator is accredited?

People who work as translators may not always have accreditation. To verify that a translator is accredited or recognised, you should ask to see their NAATI accreditation certificate, identification card or translator's stamp.

You can also ask that translations be stamped with a NAATI translator's stamp. This stamp shows:

- the translator's accreditation level
- the language/s they are accredited to translate
- the direction in which the accreditation is valid
- the translator's NAATI number.

Victorian Government policy is that translators used by government departments and funded agencies be NAATI accredited to a Professional level or above. Paraprofessional translators should only be used where NAATI accreditation is not available at the professional level or where no professional translator can be sourced. Where NAATI does not accredit practitioners in a particular language, a recognised translator may be used. Translators are also expected to observe the national Code of Ethics and Code of Practice for Interpreters and Translators developed by AUSIT, which is reproduced in Appendix D.

What types of translating service are available?

Most translating agencies offer a range of services including:

- basic translations
- checking of text
- multilingual desktop publishing and design and e-translations
- preparation of bromide-quality hardcopies suitable for printing.

Translating agencies should be able to provide the final translation in hardcopy (printed on paper) and/or electronically (on computer disk, CD-ROM or by email).

If you receive the final translation electronically make sure to specify the type of file you need. Unless your computer system has special multilingual software, you may have difficulty with electronic files containing foreign language characters, such as Chinese or Arabic scripts. This problem can be avoided by asking for documents in PDF format. Scripts of the main languages used in Victoria are reproduced in Appendix E.

You may also need to configure your computer or check the computer and printer memory is sufficient to download and print documents in other language scripts or fonts.

Audio and videotape translations

Audiotapes or videotapes of important information can be played in the office or at home and are an alternative to written translations. These are worth considering if your clients include children, people whose schooling has been disrupted by war or famine, or people from countries with poor literacy rates.

Getting a quote

How are translations costed?

Fees for translating services will generally vary according to:

- the complexity of the translation and layout required
- whether checking by another accredited translator is needed
- the urgency of the assignment
- the format in which information is provided: bromides, electronic or hardcopy.

Quotes for work may be based on:

- a rate per 100 English words
- a rate per page
- a flat fee for the project.

What should I ask?

When obtaining and comparing quotes from different agencies, it is important to get as much information as possible. The following questions are essential:

- Who are some of the agency's clients? Do they offer similar services to your organisation?
- Does the quote include independent checking, editing and proofreading by another accredited translator?
- How will any difference of opinion between the original translator and checker/s be resolved?
- Does the quote include layout and/or desktop publishing and does the agency have the necessary skills to complete this work to the required standard?
- What fees apply if you need to make major changes to the English text or the project is cancelled?
- How long will it take to complete the translations and what additional fees apply to urgent requests?
- What levels of translator/s will be used? Will the agency provide a statement or NAATI stamp certifying these levels?
- Does the agency use glossaries of specialised terms that are relevant to your organisation?
- In what format will the finished product be delivered?
- Does the agency or translator have professional indemnity insurance cover (in case your organisation becomes implicated in a legal case in relation to the translation)?

For major work, you may also wish to include quotes for cultural testing of translated information using focus groups.

Choosing information and languages for translations

If information is important for clients who read and write English then it is probably also important for clients with a preferred language other than English.

The need for translated information should therefore be considered as part of your general client communication needs.

When deciding what information to translate and what languages to choose consider:

- the languages your current and potential clients read and write
- the level of literacy among clients not proficient in English
- other sources of information already available to the client
- your available budget.

The Victorian Settlement Planning Committee has produced a model to assist agencies in assessing their translating and interpreting needs. This is available at www.immi.gov.au/tis/model.pdf.

Which languages should I translate?

The most common languages used in Victoria or Australia are not necessarily the languages used by your clients.

Quick Reference

The need for information in particular languages will vary depending on the age and gender of clients and the type of services you provide. For example, Greek and Italian are widely spoken in Victoria, but most young people who speak these languages also speak English very well. So there would be very little demand for information on pregnancy and childbirth in Greek or Italian. However, health information for older people would probably need to include these languages.

Languages you choose will also depend on the region your agency services. For example, some local government areas may have more Vietnamese, Cantonese or Arabic speakers than others.

To maximise the use of resources, your choice of languages should be based on data and consultation.

Section 3 Part 3

Sources of Information

The following departments, agencies and guides provide data to help you assess which languages you may need to translate:

- *ABS Census*

This includes country of birth, language spoken at home, English proficiency, country of birth of parents, year of arrival in Australia. (See www.abs.gov.au)

- *Department of Immigration and Multicultural and Indigenous Affairs (DIMIA) Settlement Database*

This includes country of birth, immigration category, preferred language, English proficiency, year of arrival of entrants to Australia and local government area of intended residence. It is one of the few indicators of population change between censuses other than data from births, deaths and marriages. (See www.immi.gov.au).

- *Translating agencies*

These agencies may keep records of requests for translating and/or interpreting services by language and region.

- *Local government authorities*

May have information on country of birth, preferred language and language spoken at home.

- *World Bank or SBS World Guide*

These include information on major languages used and literacy rate by country and by gender. (See www.worldbank.org or www.sbs.com.au).

- *Client files or client data systems*

These may include country of birth, preferred language, language spoken at home, and/or need for an interpreter.

- *Victorian Office of Multicultural Affairs (VOMA) website*

This holds data on a range of multicultural indicators such as birthplace and languages spoken by local government area, based on 2001 ABS census data. (See www.voma.vic.gov.au).

Consultation: the key to producing effective information

The number of potential clients using a particular language is not the only relevant factor when choosing appropriate languages for translation.

To ensure that printed materials are useful and culturally appropriate, it is important to consult with ethnic community organisations, community workers (preferably those that work in the specific field covered by the information material) and/or potential clients.

Section 3 Part 3

These people will have additional insight into the following crucial factors:

- A client's preferred language or the language they speak at home is a better indicator of need than whether they need an interpreter for spoken English. Some clients who do not need an interpreter for verbal communication may still prefer written information to be translated. In the case of Auslan users, the majority will be comfortable reading and writing in English.
- Some people may not be literate in their preferred language.
- Workers in the field can advise about which language groups have a significant need for translated information.
- Smaller, newly arrived communities are likely to have fewer alternative information sources than established communities.
- Some groups may be accessing generic information from overseas via the Internet.

- Some language groups regard printed information as a more useful source of information than ethnic radio, ethnic community groups or community agencies.

- Some languages do not have a written form or have had a written language for a short period of time only. As a result they have no history of using written texts for information.

In some cases, the most effective communication strategy may be to combine translated material with other information distribution strategies.

The VOMA website has information about how CALD people prefer to receive information. (See the publication 'The CALD Report - Access to Information About Government Services Among Culturally and Linguistically Diverse Audiences' www.voma.vic.gov.au).

Use existing translations where possible

Quick Reference

After determining the need for information, you should also check to see whether existing translations may be suitable - or could be suitable with minor changes - particularly if you are translating non-specific information. This approach can save your agency time and money.

Places to check for existing translations include:

- multicultural or diversity areas within government departments
- peak bodies
- State Library of Victoria catalogue (<http://www.statelibrary.vic.gov.au/slv/govpub/>)
- interstate or overseas organisations performing similar functions to your own
- translation agencies who may have done similar work for other clients.

Many organisations have made existing translations available on the Internet and departments are increasingly developing electronic libraries of translated information that can be accessed by service providers.

Existing translated information should always be checked for quality before being used. Always seek formal approval from the author or authorising person before reproducing or amending their work.

Where there is no appropriate translated information, you may think about establishing networks to share the cost and responsibility of producing information, or investigate using up-to-date quality assessed translations from the Internet. For example, the NSW Multicultural Health Communication Service has translated health information on a range of topics and in a number of languages. (See <http://www.mhcs.nsw.gov.au/>).

Preparing text for translations

When preparing information for members of the public, text should be in clear, easily understood language. The same rule applies to translations. A translation will be far more effective if the original English is clear and the style is consistent.

Before you start writing

Your content should take account of the cultural and religious backgrounds of your clients, so you may want to consult on the material with ethnic community organisations before it is translated. The Victorian Multicultural Resources Directory contains descriptions and contact details for ethnic community organisations and multicultural services. The Directory is available online at www.voma.vic.gov.au or from the Victorian Office of Multicultural Affairs.

Focus groups can also be an effective way to ensure that the English version of written information is appropriate for a particular cultural group.

For example, you could:

- prepare a list of the major points you want to convey to readers
- arrange for an interpreter or bilingual person to discuss these points in the

community language with a focus group

- prepare the English version based on these consultations.

Your writing checklist

The following points will help you prepare clear and easily understood English texts for translation.

1. Put the main idea first.
2. Don't include too much information.
3. Use short, easily understood sentences (generally not over twenty words) and keep language simple. For example, the word *advantageous* could be replaced with *useful*, and the word *magnitude* with *size*.
4. Use the active rather than the passive voice. For example, 'Our staff can help you find work' is better than 'Help with finding work is provided by our staff'.
5. Repeat nouns if pronouns will create ambiguity. For example, 'There are also three nurses and three interpreters on duty. They speak Croatian, Serbian, Greek and Italian'. Who does 'they' refer to? This is better: 'There are also three nurses and three interpreters on duty. The interpreters speak Croatian, Serbian and Greek and all three nurses speak Italian'.

Section 3 Part 4

6. Avoid metaphors, colloquialisms, and culturally-specific humour. These are usually untranslatable.
7. Avoid 'officialese', 'bureaucratese', 'legalese' and professional jargon. If you must use highly specialised terminology, provide an explanation in brackets.
8. Spell out acronyms in full.
9. Avoid lengthy titles or try to break them up. For example: Mental Health Division Early Childhood Team is difficult to translate.
10. Use specific rather than general terms. For example, write hospitals, community health centres and infant welfare centres instead of health centres.
11. If something is difficult to explain, consider whether you really need to include it. Alternatively, difficult ideas may best be explained through examples or diagrams.
12. Explain concepts that may be unfamiliar or may lose their meaning in translation, such as Neighbourhood Watch or Meals on Wheels.
13. Provide translators with background material to help them understand the document, including a glossary of any specialist terms used, the purpose of the document and the target audience.
14. If basic information is likely to change, format the document so it can be altered in-house. For example, office hours or phone numbers can be put in a separate text box and updated when necessary.
15. Check to see if material is copyright and seek formal approval from the author or authorising person before organising a translation.

Working with translators

Translating is a complex process and you should ensure that you and the translator understand each other's requirements and expectations.

Always provide the name of a contact person within your agency so the translators can check the meaning of a term or sentence that may be unclear. Remember that more than one translator will probably be used if the text is translated into a number of languages.

Checking and finalising translations

Checking your translations

Poor quality translations will confuse or frustrate clients. Checking translations against the original version is therefore essential.

This vital stage of the translation process is a way of:

- maximising the effectiveness of your material
- ensuring it does not contain inaccurate or misleading information.

You can either request checking from the original agency, or arrange it independently.

Checking should always be carried out by a second independent and accredited translator. They should use the brief provided to the original translator.

Testing your material

Testing material following translation is another way of checking its appropriateness and making sure it does not provide inaccurate or misleading information.

Translations should be tested separately with each language/cultural group.

You may also use competent bilingual staff within your agency to:

- check the translation against the original
- read the translation and restate it in English, to check they have received the intended message.

If you arrange the checking or testing of a translation, you should ensure that comments are provided in English. Comments should be as specific as possible, explaining the reasons why any changes are suggested, and proposing an acceptable version. The original translator remains responsible for their translation and is normally provided with the opportunity to comment and make amendments where necessary.

Getting help to check your translations

You may wish to obtain professional support to check translated materials or to run focus groups. Several consultancies in Melbourne provide such assistance, and you may wish to advertise or tender for their services.

Finalising your material

When finalising translated materials, remember to:

- ensure the names of departments and services are provided in English
- date the publication
- ensure the name of the language into which the material has been translated is in English on the front of the publication
- ensure the topic is in English on the front of the publication.

Producing and distributing translated information

Getting your message across

The effectiveness of translated information depends on how well it reaches its target audience.

When determining the most suitable method for producing and distributing translated information consider:

- the nature of the message and its importance
- the expected life-span of the information (for example, the duration of any information campaign)
- the breadth and diversity of your client groups
- your budget.

Recent research shows:

- Ethno-specific organisations play a central role in disseminating information and may act as information gatekeepers, analysing and critically assessing the relevance of information before passing it on.

- Some ethnic communities are more trusting of information given by a person rather than an institution. Verbal information sessions, perhaps run at community centres, may be a more direct and effective method of communicating.
- When English language campaigns have a strong message or visual impact (such as the TAC or Workcover advertisements) and are complemented by translated information, they can be an effective way to reinforce a message to ethnic communities.

For more information on this research see 'The CALD Report - Access to Information About Government Services Among Culturally and Linguistically Diverse Audiences' on the VOMA website (www.voma.vic.gov.au).

Four ways to reach your clients

Keeping this research in mind, you may find the following ways of disseminating information to be effective:

- direct mailouts (if you know which languages your clients use and where they live)
- traditional ethnic media - such as print and radio (larger communities are more likely to have established networks - such as newspapers - than new and emerging communities)

- internal community networks and channels including:
 - religious avenues such as churches, temples or mosques
 - specific community groups such as older persons' clubs
 - professionals such as doctors, other health professionals, lawyers, or teachers.
- local English language papers, which are widely read by people who use another language particularly by those with proficient English language skills.

Depositing your publication

New Government publications, including brochures and pamphlets, must be deposited with the State Library of Victoria within two months of publication. Translated documents, along with the original text, should be forwarded to:

Government Publications
State Library of Victoria
328 Swanston Street
Melbourne Victoria 3000
Phone (03) 8664 7139
Fax (03) 9663 1480

Non-Government translated documents should also be deposited with the State Library of Victoria, but should be addressed to the Legal Deposit Officer.

Translations on the Internet

Research has shown that an over-reliance on electronic media and the Internet to reach culturally and linguistically diverse clients is inappropriate at this stage.

In general, clients in need of translations are less likely to own computers than other Victorians. And clients who are older, poorer, refugees, less literate or going through the process of resettlement are less likely than other Victorians to have access to the Internet.

However, many younger people from newly arrived communities have used the Internet before and are strong users of the Internet in Australia. They are comfortable accessing information through the web. Some newly arrived migrants also learn to use the web in adult English classes or learn through their children.

In addition, workers and other intermediaries who can print relevant information from a website in the appropriate language and provide it to clients during appointments find translated information on the Internet very useful. The Internet is also a cost-effective way of updating and distributing material.

Electronic libraries of translated information

Departments are increasingly developing electronic libraries of translated information that can be accessed by service providers.

These libraries also enable agencies to share translated texts and reduce the need for agencies to organise their own translations.

By adding your own translated documents to these libraries you are increasing the pool of translated information and, ultimately, increasing community knowledge and awareness of services.

The Internet is not the best way to give clients translated information. However, it is an effective way to make information available to teachers, health workers and other intermediaries who provide services to people who speak another language.

Translating personal documents

What does TIS provide?

DIMIA's Translating and Interpreting Service (TIS) funds a free document extract translation service for the purpose of settlement.

This is available to permanent residents within their first two years of arrival on a valid permanent residence visa or onshore grant of permanent residency, whichever occurs later.

The fee-free service provides an extract or summary translation of up to 100 words of one document from each of the following categories:

- birth, marriage, death and divorce papers – except when used in legal proceedings
 - certificate of change of name (issued before immigration)
 - baptismal certificate (only in lieu of a birth certificate and if required for the purpose of demonstrating their date of birth or for enrolment in a Catholic educational institution)
 - national identity document (in lieu of a birth certificate)
 - employment certificate/record/reference
 - educational certificates, either:
 - a primary school certificate, secondary education certificate or tertiary education certificate, or
 - a vocational certificate (professional and trade).Only educational certificates pertaining to the highest level of education held by the client are covered by this second category.
- NB University syllabus, course descriptions and similar documents do not fall into this free category. Nor do certificates that verify attendance at a short course, seminar or workshop but contain no assessment of the bearer's performance and/or does not confer any qualification
- driver's licence
 - police/penal certificate (if required for employment purpose)
 - medical reports issued before immigration to Australia and required for medical treatment here
 - vaccination certificate issued before immigration to Australia.

Section 3 Part 7

If eligible, the client can lodge a request for translation directly at a Document Collection Centre in their state (listed below). Any agency that requests translations of personal documents on behalf of a client will be charged.

Approval of longer documents

In certain cases, such as the translation of academic transcripts, the fee-free service covers documents over 100 words. However, longer documents need to be approved by TIS before being translated. In these cases, the first step is to lodge an application at a Document Collection Centre.

Clients should not forward documents directly to TIS.

TIS no longer provides document translations in any other circumstance and does not do commercial translations.

Phone: 131 450
Email: tispromo@immi.gov.au
Address: Casselden Place,
2 Lonsdale Street,
Melbourne VIC 3000

Internet: www.immi.gov.au/tis/index.htm

DOCUMENT COLLECTION CENTRES (ADULT MULTICULTURAL EDUCATION PROGRAM PROVIDERS)

ASCOT VALE Wingate Community Centre Wingate Avenue Ascot Vale 3032 Tel: 9376 5244 Fax: 9376 2676	BOX HILL 34-36 Prospect Street Box Hill 3128 Tel: 9890 0425 Fax: 9890 2078	BROADMEADOWS Cnr Blair & Belfast Streets Broadmeadows 3047 Tel: 9302 3700 Fax: 9309 9667	COBURG Level 1 362-366 Sydney Road Coburg 3058 Tel: 9386 3053 Fax: 9386 1867	COLLINGWOOD Collingwood Secondary College 1 Vere Street Collingwood 3066 Tel: 9417 6134 Fax: 9415 1257
DANDENONG 70a Kirkham Road Dandenong South 3175 Tel: 9794 5660 Fax: 9794 5065	DANDENONG Level 1 314-316 Thomas Street Dandenong 3175 Tel: 9769 2199 Fax: 9769 2766	FLAGSTAFF Level 3, 255 William Street Melbourne 3000 Tel: 9926 4717 Fax: 9926 4727	FOOTSCRAY 289 Barkly Street Footscray 3011 Tel: 9687 3494 Fax: 9689 9851	FRANKSTON Suite 1, Level 2, 54-58 Wells Street Frankston 3199 Tel: 9783 6123 Fax: 9783 6232
GEE LONG Geelong North High School Separation Street Geelong North 3215 Tel: 5272 1128 Fax: 5272 1047	LALOR Lalor Park Primary School Linoak Avenue Lalor 3075 Tel: 9464 4063 Fax: 9464 4064	MT WAVERLEY 45 Miller Crescent Mt Waverley 3149 Tel: 9809 5701 Fax: 9809 5703	NOBLE PARK Frank Street Noble Park 3174 Tel: 9547 0553 Fax: 9546 1117	OAKLEIGH 61 Warrigal Road Oakleigh 3166 Tel: 9563 4777 Fax: 9563 4711
PRESTON 505 High Street Preston 3072 Tel: 9478 4774 Fax: 9470 5338	ST ALBANS 16 Victoria Square St Albans 3021 Tel: 9366 0433 Fax: 9367 8769	SPRINGVALE Cnr Boulton Street & Springvale Rd Springvale 3171 Tel: 9546 0099 Fax: 9558 4704	WERRIBEE Suite 7 & 8, Level 1 75-79 Watton Street Werribee 3030 Tel: 9731 1599 Fax: 9731 1134	

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 МОБА

VIETNAMESE

VIỆT-NGŨ

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

British Virgin Islands
 Brunei
 Bulgaria
 Burkina Faso
 (Upper Volta)
 Burma
 Burundi
 Byelorussia
 Cambodia (Kampuchea)
 Cameroon
 Canada
 Cape Verde
 Cayman Islands
 Central African Republic
 Chad
 Channel Islands
 Chile
 China

 Christmas Island
 C.I.S.
 (Commonwealth of Independent States)

Languages Used

English
 Malay, Mandarin, English, Brunei, other Chinese dialects
 Bulgarian, Macedonian, Russian, Turkish, Romani, Greek

 French, West African languages
 Burmese, Kachin, Karen, Chin, Naga, Arkanese
 Kirundi, French, Swahili
 See Belarus
 Khmer, Mandarin, Teo Chiew, Vietnamese, French
 French, English, African languages
 English, French
 Portuguese, Creole (Criuolo)
 English
 French, Sangho, Arabic, Hausa, Swahili
 Arabic, French, African languages
 Norman French, English
 Spanish, Native American Indian languages
 Cantonese, Mandarin, Hakka, Hokkien, Teo Chiew, Tibetan, Mongolian and over 500 other languages
 Malay, English

 Russian, Ukrainian, Byelorussian, Moldavian, Georgian, Armenian, Azerbaijani (Azeri), Kazakh, Kyrgyz, Uzbek, 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

Cocos Islands
Colombia
Commonwealth of Independent States
Comoros
Congo
Congo (Democratic Republic of)
Cook Islands
Costa Rica
Cote d'Ivoire (Ivory Coast)
Croatia
Cuba
Cyprus
Czech Republic
Democratic Republic of Congo
Denmark
Djibouti
Dominica
Dominican Republic
East Timor
Ecuador
Egypt
El Salvador
Equatorial Guinea
Eritrea
Estonia
Ethiopia
Somali
Faroe Islands
Fiji
Finland
Former Yugoslav Republic of Macedonia (FYROM)

Languages Used

Malay, English
Spanish, Native American Indian languages

See C.I.S.
Shaffi Islam, Malagasy, French
French, Lingala, Kikongo
French, Swahili, Lingala, Ishiluba, Kikongo
Cook Islands Maori, English
Spanish, Creole, English
French, Diaula
Croatian, Serbian, Hungarian, Italian, Slovak
Spanish
Greek, Turkish
Czech, Slovak, German
See Congo (Democratic Republic of)
Danish
Arabic, French, Afar, Somali
English, French, Patois
Spanish
Tetum, Portuguese
Spanish, Quechua
Arabic (Egyptian), Armenian
Spanish
Spanish, Pidgin English, Fang, Bubi, Ibo
Arabic, Tigrinya, Tigre, Afar
Estonian, Russian
Amharic, Tigre, Tigrinya, Oromo (Galla), Guraghe,

Faroese, Danish
Fijian, Hindi, English
Finnish, Swedish

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	Papiamentu, 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

Papua New Guinea

Paraguay

Peru

Philippines

Pitcairn

Poland

Portugal

Puerto Rico

Qatar

Reunion

Romania

Rwanda

Samoa

San Marino

Sao Tome and Principe

Saudi Arabia

Senegal

Seychelles

Sierra Leone

Singapore

Slovakia

Slovenia

Solomon Islands

Somalia

South Africa

Spain

Sri Lanka

St Helena

St Kitts & Nevis

St Lucia

St Pierre & Miquelon

St Vincent & the Grenadines

Languages Used

English, Melanesian Pidgin, Hiri Motu

Spanish, Guarani

Spanish, Quechua, Ayamara

Tagalog, Cebuano

English, Pitcairn dialect

Polish

Portuguese

Spanish, English

Arabic

French, Creole

Romanian, Serbian, German, Hungarian

Kinyarwanda, French

Samoan

Italian

Portuguese

Arabic

French, Wolof, Serer

French, Creole, English

English, Mende, Temne, Krio

Mandarin, Cantonese, Malaysian, English, Tamil

Slovak, Czech, Hungarian

Slovene

English Pidgin

Somali, Arabic, English, Italian

Afrikaans, English, Xhosa, Zulu, Swahili

Spanish, Catalan, Basque, Galician

Sinhalese, Tamil

English

English

English, Patois

French

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, Uzbek
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



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