

# **Improving the Use of Translating and Interpreting Services:**

A Guide to Victorian Government  
Policy and Procedures

# Quick Reference Guide

Quick  
Reference

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#### Language Services Provider:

Telephone Number: \_\_\_\_\_  
Pin/Booking Number: \_\_\_\_\_  
Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

#### 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

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*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:

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