

Improving Delivery: Doing Language Services Better

Changes to the provision of language services for
DHS programs and funded organisations

Changes take effect from: Friday 1 September 2006

What happens if I have a complaint with the new service?

A requirement of the new contract is to provide an effective complaints process. If you have a complaint you should contact the ONCALL Operations Manager. The Operations Manager is required to provide a formal response within 5 days of the original complaint. Telephone complaints will be dealt with immediately. The department will receive a log of all complaints quarterly. If you are not satisfied with the response speak to your DHS contact or email language.services@dhs.vic.gov.au

Are there other changes to the provision of language services?

Yes. The changes to the credit line are part of a reform process aimed at improving language services more broadly.

The department, together with the Victorian Office of Multicultural Affairs, has developed a number of resources to assist funded agencies work better with interpreters and translators. These include:

- The DHS Language Services Policy
- Multimedia Training Resource
- Interpreter Symbol & Card
- Health Translations Directory
- Find Your Language

These and other resources can be accessed on
www.dhs.vic.gov.au/multicultural

Where can I find out more about language services?

For more information about DHS language services visit:

www.dhs.vic.gov.au/multicultural

For more information about the Victorian Government policy and language services strategy visit: www.voma.gov.au

New Phone Number for the DHS Language services credit line is: 9867 3788

New PINs for the DHS Language services credit line

Email: language.services@dhs.vic.gov.au



Frequently asked questions

The Department of Human Services is changing the way it delivers language services to funded agencies and program areas in an effort to develop a more efficient and simple language services system.

The most significant components of the reform process are the tendering of the department's language services credit line and direct funding for language services to organisations that are large-scale users.

The information provided here will explain the changes to the credit line and answer some important questions. For more information visit www.dhs.vic.gov.au/multicultural

What is the Change?

ONCALL will provide services for the DHS Language Services Credit Line from Sunday 1 October 2006.

September will be a changeover month.

- Bookings and services for September will continue to be managed and provided by VITS LanguageLink.
- Bookings for October can be taken up to 30 days in advance and can be made from 1 September by calling ONCALL on 9867 3788.

Will the change affect me?

Yes. This change will affect every organisation eligible to access the credit line. There will be two significant changes:

- New phone number
- New PINs

Eligible organisations will receive a letter detailing the changes, including their new PIN.

Will my old PIN work after 1 October?

No. Many of the old PINs are out of date. The new PINs are aligned with each organisation's service provider number. This will enable easy identification and better monitoring of service delivery.

Will the changes improve services?

Yes. The contract requires a number of important improvements including:

- Quality standards
- Electronic bookings
- Emphasis on rural coverage
- Emphasis on new and emerging languages
- Systems to match skills and experience of the interpreter with the requirements of the job
- Training for interpreters and translators
- Three way interpreting facilities

Will the guidelines for accessing the language services credit line change?

No. The guidelines will remain the same. To learn about the guidelines visit www.dhs.vic.gov.au/multicultural

Have there been any changes to funding of the credit line?

Yes. While overall language services funding is maintained, there are other reforms that will impact the credit line. Large-scale users will receive direct funding and will no longer have access to the credit line.

The relevant organisations have been notified separately. If you are unsure if your organisation still has access to the credit line speak to your departmental contact.

What happens if I do not know my new PIN?

There are many ways to receive your PIN.

- There is a pamphlet that explains the PIN system in details. To receive a copy email language.services@dhs.vic.gov.au
- Your PIN is available on the Funded Agency Channel and can be found at www.fac.dhs.vic.gov.au
- Telephone ONCALL on 9867 3788
- Place a query through email at language.services@dhs.vic.gov.au