

Guidelines for the Department of Human Services

Language Services Credit Line

Department of Human Services Language Services Policy: can be found at www.dhs.vic.gov.au/multicultural and includes:

- A definition of language services;
- Minimum requirements for DHS programs and funded organisations;
- Critical points for language service provision;
- Information about using professional language services;
- Information about protecting children; and
- Further helpful references and resources.

Introduction

This document has five parts:

- 1) An explanation of the DHS Language Services Credit Line system.
- 2) Eligibility requirements for agencies to determine their access to the credit lines.
- 3) Guidelines for each of the credit lines.
- 4) The process for accessing the credit lines.
- 5) Conditions of use.

Part One – The DHS Credit Line System Explained

DHS provides funding for language services through a variety of mechanisms. The one that is the subject of this document is the Department of Human Services Language Services Credit Line ("the credit line").

DHS has contracted ONCALL Interpreter and Translator Agency ("ONCALL") to deliver these services for a three-year period starting on 1 October. ONCALL's phone number is **9867 3788**. The Diversity Unit within the Portfolio Services & Strategic Projects Division of DHS manages the contract on behalf of the DHS program areas that contribute funding.

For further information about the credit line, language services and the DHS multicultural programs, please refer to <http://www.dhs.vic.gov.au/multicultural>.

What is the credit line system?

The credit line system is a centrally funded and administered contract for language services. Particular DHS program areas allocate an annual budget for their credit line/s and this budget is used to provide language services to DHS funded services. DHS programs allocate an annual budget for their credit line/s. Program areas also determine what DHS funded agencies or DHS staff will be eligible to access the credit lines. (See Part 2 for eligibility information and Part 3 for a list of the credit lines.)

What services are provided through the credit line system?

The funds in the credit line can only be used for language services provided by ONCALL. Three types of language services are available:

- Telephone interpreting
- On-site interpreting (both spoken and sign languages)
- Translation (only available through some credit lines - check part 3 for program specific conditions)

What is the availability of these services?

Hours of availability

Services are available 24 hours a day, 7 days a week.

Where possible, please book all language services, including telephone interpreting, ahead of time and arrange these services within normal business hours. It is understood that this is not always possible and ONCALL is contracted to provide out-of-hours services.

If you need an immediate, urgent service, please consider whether a telephone interpreter will meet your needs.

Funding Limitations

Each credit line has an annual budget that is broken down into monthly allocations, or monthly limits. Bookings can be made up to 30 days in advance and up until the monthly limit is reached. Once the available funds for the month have been used for a particular credit line, no more bookings can be made against that credit line. ONCALL will let you know whether funds remain when you ring them to make a booking.

Interpreter and Translator Availability

Availability of language services under the credit line is also dependent on the availability of interpreters and translators. This is more of an issue for some languages than others. ONCALL will tell you at the time of booking whether the service requested is available and will suggest alternative ways of meeting the service requirement.

What happens if the credit line monthly limit has been reached?

If the monthly limit for the credit line for your program has been reached, you will not be able to make a booking using credit line funds.

It is Department of Human Services policy that clients are provided with language services at critical points (see the DHS Language Services Policy at www.dhs.vic.gov.au/multicultural). It is expected that agencies may need to utilise their operational budgets for this purpose. Where this places agencies' resources under pressure, this should be communicated in the first instance to your DHS liaison officer and, if required, be included in discussions on annual budgets, performance targets, or unit costs.

Part Two– Who is Eligible?

To be eligible to access the DHS credit line you must:

- Deliver DHS funded services
- Not receive direct funding for language services from DHS
- Use the language services for one of the following eligible programs:

Alcohol & Other Drugs	All organisations in receipt of AOD funding except those services delivered in Community Health Centres that receive direct funding for language services.
Mental Health	Psychiatric Disability Rehabilitation and Support Services (PDRSS) only
Community Health	All organisations in receipt of Community and Women's Health Program funding, including: <ul style="list-style-type: none">• Standalone and integrated community health centres and women's health services;• Community health funded statewide services;• Community health funded multi purpose services; and• Community health funded aboriginal organisations.

Aged Care	Organisations in receipt of HACC and Aged Care funding are eligible to access the Aged Care credit lines for program specific needs.
Children, Youth and Families	Organisations in receipt of funding from the Children, Youth and Families Division are eligible to access the Children, Youth and Families credit line for program specific needs. DHS funded agencies providing: <ul style="list-style-type: none"> • Family services and innovations; • Sexual assault and family violence services; • Family intervention services; • Youth services; • Placement and support services.
Office for Housing	Housing services from the following programs: <ul style="list-style-type: none"> • Supported Accommodation Assistance Program (SAAP) and other Social Housing activities; • Public Housing Infrastructure Program (PHIP) including Tenant Groups; • Social Housing Advocacy and Support Program (SHASP) • Other Homelessness Assistance programs.
Disability	All DHS funded disability services and DHS staff providing disability services
Optometry	All Victorian College of Optometry services
Quality and Safety	All rural health services (acute) except those in receipt of direct DHS funding for language services.
Palliative Care	All DHS funded palliative care services in the rural regions, and five services in the metropolitan area.

Part Three - Guidelines for Each of the Credit Lines

Program areas are responsible for setting funding limits and conditions for credit lines related to their programs. For example, the community health program sets the guidelines for the community health credit line. If you wish to discuss the program specific guidelines or funding levels, call or email the contacts listed in the table below.

Metropolitan Region Credit Lines

Alcohol & Other Drugs (AOD)	Contact Person: Eddy Byrne, 9096 5606 eddy.byrne@dhs.vic.gov.au
Eligible Programs: Metropolitan AOD services	
Conditions: Available for on-site and telephone interpreting only. The credit line cannot be used for translations. Interpreter bookings cannot be made for periods longer than half a day.	
Mental Health (MH)	Contact Person: Miriam Segon, 9096 8493 miriam.segon@dhs.vic.gov.au
Eligible Programs: Metropolitan PDRSS services	
Conditions: Available for on-site, telephone interpreting and translations costing under \$500. Translations costing in excess of \$500 require approval from the contact person.	

Community Health (CH)	Contact Person: Catherine James, 9096 8762 catherine.james@dhs.vic.gov.au
Eligible Programs: Eligible metropolitan community health programs	
Conditions: Available for on-site, telephone interpreting and translations costing under \$500. Translations costing in excess of \$500 require approval from the contact person. Services may only book for a maximum of three hours per day per language group.	

Aged Care Eastern (HACCER)	Contact Person: Calvin Graham, 9096 7664 calvin.graham@dhs.vic.gov.au
Eligible Programs: Aged Care and HACC services in the Eastern Metropolitan Region	
Conditions: Available for on-site and telephone interpreting. Translation of documents that facilitate direct client care only will be considered. Translations costing in excess of \$500 require approval from the contact person.	

Aged Care North & West (HACCNWR)	Contact Person: Calvin Graham, 9096 7664 calvin.graham@dhs.vic.gov.au
Eligible Programs: Aged Care and HACC services in the North & West Metropolitan Region	
Conditions: Available for on-site and telephone interpreting. Translation of documents that facilitate direct client care only will be considered. Translations costing in excess of \$500 require approval from the contact person.	

Aged Care Southern (HACCSR)	Contact Person: Calvin Graham, 9096 7664 calvin.graham@dhs.vic.gov.au
Eligible Programs: Aged Care and HACC services in the Southern Metropolitan Region	
Conditions: Available for on-site and telephone interpreting. Translation of documents that facilitate direct client care only will be considered. Translations costing in excess of \$500 require approval from the contact person.	

Children, Youth & Families (CYF)	Contact Person: Bernice Murphy, 9096 7842 bernice.murphy@dhs.vic.gov.au
Eligible Programs: Eligible metropolitan Children, Youth & Families programs	
Conditions: Available for on-site and telephone interpreting only. The credit line cannot be used for translations. Interpreter bookings cannot be made for periods longer than half a day.	

Homelessness Assistance (OHA)	Contact Person: Debbie Little, 9096 7360 debbie.little@dhs.vic.gov.au
Eligible Programs: Metropolitan Homelessness Assistance programs	
Conditions: Available for on-site and telephone interpreting only. The credit line cannot be used for translations.	

PHIP, SHASP & Social Housing (OHB) (TG)	Contact Person: Kay Hourigan, 9096 8826 kay.hourigan@dhs.vic.gov.au
Eligible Programs: Metropolitan PHIP, SHASP, Social Housing and Tenant Groups	
Conditions: Available for on-site, telephone interpreting and translations costing under \$500. Translations costing in excess of \$500 require approval from the contact person. Tenants groups funded under PHIP may also use the credit line for interpreters at management meetings and for the group's promotional material. Costs for these services in excess of \$500 require approval from DHS as above.	
Disability General (DSG)	Contact Person: Rebecca Petrony, 9096 0218 rebecca.petrony@dhs.vic.gov.au
Eligible Programs: Metropolitan disability services and disability staff	
Conditions: Available for on-site, telephone interpreting and translations costing under \$500. Translations costing in excess of \$500 require approval from the contact person.	
Auslan (DSA)	Contact Person: Rebecca Petrony, 9096 0218 rebecca.petrony@dhs.vic.gov.au
Eligible Programs: Disability services that have more than 80% of their clients requiring Auslan interpreting services	
Conditions: The Auslan credit line is to be used by organisations that require Auslan for 80-90% of their clientele. Eligibility is determined by DHS and can be discussed with the contact person. Bookings can be made 60 days in advance on this credit line.	
Optometry (VCOS)	Contact Person: Jen Cooke, 9349 7444 jcooke@mail.optometry.unimelb.edu.au
Eligible Programs: Metropolitan Victorian College of Optometry services	
Conditions: Available for on-site, telephone interpreting and translations costing under \$500. Translations costing in excess of \$500 require approval from the contact person.	
Palliative (PAL)	Contact Person: Ellen Sheridan 9096 5296 ellen.sheridan@dhs.vic.gov.au
Eligible Programs: All DHS funded palliative care services in the rural regions and five sites in the metropolitan area.	
Conditions: Available for on-site, telephone interpreting and translations costing under \$500. Translations costing in excess of \$500 require approval from the contact person.	
Royal District Nursing Service (RDNS)	Contact Person: Calvin Graham, 9096 7664 calvin.graham@dhs.vic.gov.au
Eligible Programs: All DHS funded Royal District Nursing Service services.	
Conditions: Available for on-site, telephone interpreting and translations costing under \$500. Translations costing in excess of \$500 require approval from the contact person.	

Rural Region Credit Lines

Barwon South West (BSW)	Contact Person: Bernice Murphy, 9096 7842 language.services@dhs.vic.gov.au
Eligible Programs: All eligible programs (as described in Part Two) in the Barwon South West Region.	
Conditions: Available for on-site, telephone interpreting and translations costing under \$500. Translations costing in excess of \$500 require approval from the contact person.	

Gippsland (GIPPS)	Contact Person: Bernice Murphy, 9096 7842 language.services@dhs.vic.gov.au
Eligible Programs: All eligible programs (as described in Part Two) in the Gippsland Region.	
Conditions: Available for on-site, telephone interpreting and translations costing under \$500. Translations costing in excess of \$500 require approval from the contact person.	

Grampians (GRAMPS)	Contact Person: Bernice Murphy, 9096 7842 language.services@dhs.vic.gov.au
Eligible Programs: All eligible programs (as described in Part Two) in the Grampians Region.	
Conditions: Available for on-site, telephone interpreting and translations costing under \$500. Translations costing in excess of \$500 require approval from the contact person.	

Hume (HUME)	Contact Person: Bernice Murphy, 9096 7842 language.services@dhs.vic.gov.au
Eligible Programs: All eligible programs (as described in Part Two) in the Hume Region.	
Conditions: Available for on-site, telephone interpreting and translations costing under \$500. Translations costing in excess of \$500 require approval from the contact person.	

Loddon Mallee (LMR)	Contact Person: Bernice Murphy, 9096 7842 language.services@dhs.vic.gov.au
Eligible Programs: All eligible programs (as described in Part Two) in the Loddon Mallee Region.	
Conditions: Available for on-site, telephone interpreting and translations costing under \$500. Translations costing in excess of \$500 require approval from the contact person.	

Other Credit Lines

Public Health Translations	Contact Person: Jo Donnelly, 9096 5629 joanne.donnelly@dhs.vic.gov.au
Eligible Programs: DHS funded public health services in need of <u>translation services</u> (ie. written documents) must speak with their DHS agency liaison person. This person can discuss the request with the contact person.	
Conditions: The Public Health Translations credit line can only be used for translations of written documents. All requests must go through the contact person.	

Part Four – Accessing the Credit Lines

How do I get a PIN to access the credit lines?

If your agency is eligible to access the language services credit line (check part 2 for eligibility) you will need to determine your PIN or PINs. Agencies that are funded for a range of program types may have multiple PINs. Agencies in rural regions will only have one PIN as there are dedicated rural credit lines.

PIN numbers are available on the Funded Agency Channel (www.fac.dhs.vic.gov.au), by ringing ONCALL (9867 3788), by emailing language.services@dhs.vic.gov.au or by asking your DHS liaison officer for assistance.

How do I request language services?

Eligible agencies can access the credit line system by following these steps:

1. Call ONCALL on **9867 3788**
2. Quote the relevant PIN
3. Provide information about the service required including:
 - Language/dialect needed
 - Address of service provision
 - Time interpreter is needed and duration of the appointment
 - Name of the client or client identification number
4. The credit lines generally have a monthly spending cap, and are accessed on a 'first-come, first served' basis by eligible agencies.

If there are funds remaining in the credit line for their program at the time of booking, ONCALL will try to arrange the appropriate language service.

Bookings can be made up to 30 days in advance (this rule does not apply to the Auslan Credit Line). An *Oncall booking process* flow chart is available at www.dhs.vic.gov.au/multicultural - select Language Services and then click on the document on the right hand side of page.

Tips for Ensuring a Good Service:

Interpreting

1. Book your service as far ahead as possible (up to 30 days) – you are more likely to find that there are funds available in the credit line and that an interpreter will be available.
2. Cancel bookings as soon as you find that you do not need the service – Last minute cancellations are charged to the credit line meaning that there will be less funds available and less interpreters available for other services and for your service.

Translating

1. Check that the translation you want is not already available on the Health Translations Directory (www.healthtranslations.vic.gov.au).
2. Simplify your language and, where possible, shorten the document.
3. Go through the 'Checklist for Organising Translations' which is available at www.dhs.vic.gov.au/multicultural and follow the links to language services.

Part Five – Conditions of Use

Use of the credit line by staff from your agency will constitute agreement to the following Conditions of Use:

- Credit Line access is restricted to eligible DHS-funded services.
- PIN numbers should only be used for the appropriate programs. For example, metropolitan community health services should only use their community health PIN for community health clients.
- PINs must not be disclosed to third parties. DHS will receive reporting on the use of PINs and will question inappropriate use.
- Please advise ONCALL of any cancellations as soon as possible. Late cancellations are charged to the credit line and waste the available resources.
- Bookings can only be made up to 30 days in advance (this rule does not apply to the Auslan Credit Line which can be made up to 60 days in advance).
- Complaints about the quality of services provided by ONCALL should be raised directly with ONCALL in the first instance. Please refer to the information about the complaints process at www.dhs.vic.gov.au/multicultural. If you do not feel comfortable communicating this directly to ONCALL, please contact DHS at language.services@dhs.vic.gov.au or speak to your DHS liaison officer.
- You must notify your DHS liaison officer of any changes in funding, which are likely to affect your agency's eligibility to access DHS-funded language services, as well as of changes in contact details.
- DHS reserves the right to withdraw credit line access.

Interpreting

- Credit line interpreting services should only be used for *direct service delivery* situations, such as interviews, consultations with clients and their families, or group situations that are either focused on specific health or well-being outcomes directly related to the core business of the agency or are agreed integral practices of the approved service.
- Interpreting services provided under these guidelines are not intended to include:
 - ✘ Management meetings
 - ✘ Staff meetings
 - ✘ Social meetings

Translating

- In providing **translations** under these guidelines, priority will be given to the translation of documents that facilitate direct client-care or support. This generally will not include:
 - ✘ Minutes of meetings
 - ✘ Annual reports
 - ✘ Corporate or business plans
 - ✘ Mission statements or organisational goals
 - ✘ Advertising and agency publicity
- Agencies should check whether relevant translated information already exists on the *Health Translations Directory* (www.healthtranslations.vic.gov.au) before requesting translations.

Conditions of use specific to each credit line are outlined above.