



## LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY

STANDING COMMITTEE ON HEALTH, AGEING AND COMMUNITY SERVICES  
BEC CODY MLA (CHAIR), VICKI DUNNE MLA (DEPUTY CHAIR), CAROLINE LE COUTEUR MLA

### Inquiry into referred 2017–18 Annual and Financial Reports ANSWER TO QUESTION ON NOTICE

Caroline Le Couteur: To ask the Minister for Multicultural Affairs

[Ref: CSD Portfolio – Community Participation – p.101]

in relation to: Interpreters

Noting Recommendation 9 in the Implementation of Government Response to the Standing Committee on Health, Ageing, Community and Social Service Report no 7 –on Annual and Financial Reports 2014–15: that the Community Services Directorate should develop a strategy to attract more interpreters, particularly in languages such as Dinka and Urdu,

1. How is this strategy progressing?
2. Are you undertaking specific activities to engage people in those languages groups?
3. Are there any hold ups or barriers?

Minister Steel: The answer to the Member's question is as follows:–

1. This recommendation was progressed as an outcome and action in the First Action Plan under the ACT Multicultural Framework (2015-2020).

Community Services Directorate is working closely with the National Accreditation Authority for Translators and Interpreters (NAATI) to support the implementation of a new certification standard and process for translators and interpreters, including promoting training opportunities for people interested in becoming interpreters and/or translators. In addition, the new ACT Language Services Policy aims to ensure the appropriate use of certified interpreters and translators in the delivery of all services for people who communicate in a language other than English.

2. NAATI and the ACT Government are working together to identify where there is unmet demand in order to support training opportunities and where necessary, adding languages to the credentialing system.

Currently there are only 14 Dinka interpreters across Australia. There are currently no Dinka interpreters in the ACT. There are two Urdu interpreters in the ACT and 36 Urdu interpreters across Australia.

This information can be accessed from the on line directory on the NAATI website <https://www.naati.com.au/> by clicking on the "find a certified translator or interpreter" button.

3. CSD has identified a specific barrier in the use of interpreters specifically to access health and justice services. Some community members in the ACT from small language groups, especially women, are unwilling to use face-to-face interpreter services due to the small number of interpreters available and the likelihood the interpreter is a known member of the community, including on some occasions extended family members.

CSD is working with NAATI to increase the number of certified translators available in the ACT and with ACT Government Directorates to ensure they are aware of other interpreter services that can be used including phone services.

Approved for circulation to the Standing Committee on Health, Ageing and Community Services

Signature:



Date:

29/11/18

By the Minister for Multicultural Affairs, Mr Chris Steel