

FACT SHEET

Language Services

CATEGORY: Equity and Diversity
OWNER: People and Culture – Business Support Services
REFERENCE: D18/83835

INTRODUCTION

VenuesWest supports the implementation of the Western Australian Language Services Policy 2020. Our organisation seeks to ensure equitable access to our venues and services, through the provision of language services.

We are committed to ensuring that all Western Australians are provided with equitable access to services that are responsive and of high quality. This includes those who are not able to communicate effectively in written and/or spoken Standard Australian English.

This fact sheet provides information regarding the use of the Western Australian Language Services Policy at VenuesWest. The policy provides guidance relating to language barriers and effective communication between employees and customers.

The minimum standards required by government agencies in order to identify, address and eliminate barriers to accessing information and services include:

- committing to the appropriate use of professional and competent interpreters and translators in the delivery of programs and services
- determining when interpreters ‘must’, ‘should’ or ‘may’ be used based on legislative requirements, the particular service provided and the level of risk to customers’ rights
- ensuring that all staff members who deal directly with customers have readily accessible information in relation to:
 - determining the need for an interpreter
 - accessing and using interpreting and translating services.

OBJECTIVES

VenuesWest is committed to meeting the minimum standards for equitable communication detailed in the state government guidelines by ensuring:

- individuals who need assistance with English or who are deaf or hearing impaired are provided with appropriate interpreting and translating assistance when requested or required
- employees who deal with customers have access to information to assist them to identify the need and appropriately provide interpreting and translating services
- appropriate efforts are made, based on an assessment of the circumstances, to provide information in an accessible manner. This may result in information being provided either in an alternative format or a language other than English.
- costs associated with seeking and providing relevant translation and interpreting services will be met by the organisation when required based on the established criteria detailed for access.

ACCESS

Customers requiring language services should contact a VenuesWest employee.

Arrangements will then be made with the Customer Service Team for access to certified/accredited providers as required.

Interpreter or translator services will be at the customer's expense where the service is required by an organisation that books/hires VenuesWest facilities.

VenuesWest will determine the need to engage a translator/interpreter at its expense to assist individual customers when:

- attempts to assist the customer have been unsuccessful and failure to act may impose a risk to the organisation or the customer
- providing a 'specific service' tailored to customers who have difficulty communicating in English, or who are deaf or hard of hearing
- the level of risk to customer's rights, health or safety is a factor.

STATE POLICY TERMS

Term	Meaning
Language Services	Actions taken by agencies to help people who have difficulty communicating in English including: <ul style="list-style-type: none">• engagement of interpreters and translators and use of planned multilingual information strategies.
Interpreter	A person engaged to convey a statement verbally or by signing one language into another with accuracy and objectivity to enable effective communication between two parties who use different languages.
Translator	A person who makes a written transfer of a message or statement from one language into another with accuracy and objectivity to enable effective communication between two parties who use different languages.
Competent Interpreters and Translators	Competent interpreters and translators: <ul style="list-style-type: none">• adhere to the Australian Institute of Interpreters and Translators Code of Ethics• observe impartiality and confidentiality principles and perform interpreting and translating tasks accurately and faithfully.
Customers	This term is intended to be as broad and inclusive as possible and includes individuals or groups who may also be known as clients, patrons or customers of services provided by VenuesWest.

AUTHORITY AND RELATED DOCUMENTS

STATE GOVERNMENT

- [Western Australian Language Services Policy and Guidelines](#)
- [Western Australian Language Services - FAQs](#)
- The Western Australian Office of Multicultural Interests <http://www.omi.wa.gov.au>
- [State Government Policy Framework – Substantive Equality – Addressing systemic discrimination in service delivery](#)
- The Western Australian Equal Opportunity Commission <http://www.eoc.wa.gov.au>
- [Equal Opportunity Act 1984](#)
- [Carers Recognition Act 2004](#)

COMMONWEALTH GOVERNMENT

- Multicultural Australia: United in Diversity (Commonwealth of Australia 2003)
- Department of Immigration and Border Protection <http://www.immi.gov.au>
- The Charter of Public Service in a Culturally Diverse Society (Department of Immigration and Multicultural Affairs 1998) <http://www.immi.gov.au>
- *Racial Discrimination Act 1975, Human Rights and Equal Opportunity Act 1986 and Disability Discrimination Act 1992* located at: <http://www.humanrights.gov.au>.

FURTHER INFORMATION

If you require further information please contact a Customer Service team member at our venues.

The information contained in this document is intended as a 'guide' only. Reference should be made to the relevant legislation, Commissioner's Instructions and policies for more detail.