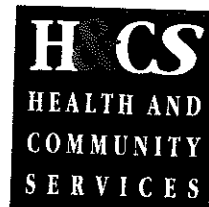


Our reference
Your reference



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SUBJECT: INTERPRETER SERVICES

NO: 14/93

CIRCULATION: PUBLIC HOSPITALS, COMMUNITY
HEALTH CENTRES, WOMENS HEALTH
SERVICES, SEXUAL ASSAULT SERVICES,
ALCOHOL AND DRUG SERVICES

DATE: 14 APRIL 1993

CONTACT OFFICER: NIKI DOLLIS
616 8339

Following on a previous Circular (18 November 1992 No. 33/1992), this Circular provides further details on the payment of accounts for the use of telephone interpreting services of the Commonwealth's Translating and Interpreting Service (TIS) by the Department of Health and Community Services.

TIS SERVICES AND COST RECOVERY

TIS provides two important back up services to state funded language services. These services are the telephone interpreter service and an on-site interpreter service and are now provided on a fee for service basis.

It should be noted that Commonwealth charges for these services only apply to those agencies with Ministerially appointed Boards of Management and other health services directly administered by the Department of Health and Community Services. Agencies with community elected management committees, such as Community Health Centres, are not liable for these charges in accordance with the Commonwealth's policy in this area.

PAYMENT OF TIS CHARGES

As indicated in the previous Circular, the Department will continue to meet charges for use of the telephone interpreting service of TIS until 30 June, 1994, after which time this arrangement will be reviewed. The Department will meet charges to a total of \$100,000 for the collective costs of all liable health agencies for each financial year (1992/1993 and 1993/1994).

In respect of on-site interpreting costs the Department has previously agreed to meet costs incurred for the use of such services up until 31 December, 1992. **Agencies are responsible for costs incurred in the use of TIS on-site interpreting from 1 January 1993.**

In all cases, agencies need to ensure that the interpreter has accreditation as a professional interpreter at NAATI Level III.

STATE FUNDED HEALTH INTERPRETING SERVICES

Agencies are reminded that the State funds two specialist health interpreting services; Central Health Interpreting Service (CHIS) and the Mental Health Interpreting Service (MHIS). These services currently provide free on-site interpreting to public health agencies within the limitations of their resources. Fee-for-service on-site interpreting is also available from these agencies.

ADMINISTRATIVE ARRANGEMENTS FOR PAYMENT OF CHARGES FOR TELEPHONE INTERPRETING SERVICES OF TIS PROVIDED TO 30 JUNE 1994

Monthly accounts for telephone interpreting services of TIS will continue to be received by individual health agencies. Agency accounts should be signed by a designated officer certifying that the services charged were provided by the Translating and Interpreting Services (TIS) and all details are correct. Certified accounts for payment by the Department are to be sent by the end of the month following the date of service to:

**Ms Niki Dollis
Ethnic Health Policy Advisor
Department of Health and Community Services
20/555 Collins Street - MELBOURNE VIC 3000**

ETHNIC/LANGUAGE SERVICES COORDINATOR

Consistent with the former Health Department Victoria "Guidelines for Health Agencies on Working with People of non-English Speaking Backgrounds", agencies are encouraged to nominate a suitable staff member to act as a contact person for language service issues.

Regional Offices should be advised of the Language Service Coordinator name and contact number.



BRIAN JOYCE
Director, Finance and Major Capital Projects