

PURPOSE

This document defines Evolve Housing Vic Limited's (EHVL) approach to communicating with EHVL Clients who are culturally and linguistically diverse.

This policy aims to explain how we will assist our Clients to understand the information supplied by EHVL to support the delivery of our services.

POLICY REFERENCE	VHS248.1
POLICY OWNER	General Manager, Resident Services
APPROVED BY	Evolve Housing Ltd CEO
APPROVAL DATE	1 Mar 2022
REVIEW DATE	1 Mar 2025

TRANSLATION POLICY

1. SCOPE

This Policy applies to all Clients of EHVL.

2. POLICY STATEMENT

EHVL understands that for many of our Clients, English may not be their preferred language.

We are committed to working with culturally and linguistically diverse communities, providing understanding and equal opportunity to our Clients, with equal access to community housing services and programs.

2.1 Our Approach

At EHVL, we are committed to treating all Clients with courtesy and respect. To ensure we are able to deliver on this commitment, translation services are readily available to assist our Clients where needed.

2.2 Assessing The Need For An Interpreter

Engaging an interpreter may be necessary when:

- A Client has specifically requested an interpreter
- A Client indicates that English is not their first or preferred language
- A Client's responses to queries are very limited and/or they are unable to clearly describe their needs The need for an interpreter should be made ahead of any appointment where possible.

2.3 Over The Phone Translation

EHVL is committed to being visible and accessible to the culturally and linguistically diverse communities we serve. Over the phone translating services are readily available for Clients through our relationship with the Translating and Interpreting Service (TIS National).

2.4 How To Call EHVL Using The TIS National Interpreter Service

TIS National (TIS) provides phone-interpreting services for over 160 languages, 24 hours a day, every day of the year.

To call EHVL using TIS a Client should dial 131 450. A voice prompt will ask the Client for their preferred language and a TIS operator will connect the Client to an interpreter.

In their preferred language, the Client will need to provide their full name, the name of the organisation they are trying to contact (in this circumstance, EHVL) and the phone number they need to contact (1800 693 865).

The Client is then able to utilise the services of the phone interpreter to communicate with a representative from EHVL.

2.5 EHVL Housing Events

From time to time, EHVL holds informal events or meetings for groups of Clients. In these situations a Client often prefers to receive assistance with translation from a family member or friend. EHVL has a number of bilingual Employees who may also be able to assist.

However if the matter being discussed is a complex and/or legal matter, or involves critical information that the Client needs to receive or provide regarding services which EHVL will provide to them, a qualified interpreter will be contacted.

2.6 Translation Of Documents

EHVL will arrange for a document to be translated at no cost to our Clients. Generally, documents that are translated include:

- Important postal communications to Clients relating to any legislative changes/ important updates about their tenancy or service, or messaging around key changes that may influence the way we conduct business.
- Information relating to a Client's tenancy agreement with EHVL – this includes:
 - Factsheets
 - Policies and
 - Forms

Our records indicate that in addition to English, Vietnamese and Arabic are the most common languages amongst EHVL Clients. Based on this information, a selection of key EHVL policies will also be made available in Vietnamese and Arabic on our website.

2.7 Website Translations

The EHVL website also offers an automated language translation service powered by Google Translate.

Please be aware that machine translation tools such as Google Translate, may give different or inaccurate meanings to text. For this reason, EHVL cannot guarantee the accuracy, reliability, or correctness of any translations made.

The official text of the EHVL website, and of each of the documents and other information available on the website, is the English version. Any discrepancies or differences created by the automated translation of the original text are not binding on EHVL.

If you are unsure about whether a translation is correct, please contact us and we will organise for a qualified translator to discuss the matter at hand.

3. DEFINITIONS

- Client: Any individual who is receiving one or more services provided by or through EHVL. Clients include Tenants, Residents and Applicants.
- Interpreter/ translator: a qualified professional who assists in the communication between people who speak different languages.
- Translation: the process of changing words or text from one language to another.

4. RELATED RESOURCES

- EHVL Privacy Policy

This policy is subject to change from time to time at the discretion of EHVL. Any approvals required under this policy will be granted in accordance with the Evolve Housing group Delegations of Authority Policy. If you have any specific questions regarding this Policy, please contact EHVL on 1800 693 865 or email your enquiry to myevolve@evolvehousing.com.au.

5. VERSION CONTROL

VERSION	Date Approved	Author	Key Changes
1.0	1/03/2022	GAL	Policy adopted