TITLE: WESTERN AUSTRALIAN LANGUAGE SERVICES POLICY 2008

POLICY

The Language Services Policy (LSP) 2008 supports State Government agencies in developing effective communication between staff and clients to improve service delivery to all Western Australians.

Government Agencies are required to have policies for funding and delivering translation and interpreting services that take account of relevant government policy, legal circumstances and the needs of current and potential clients.

BACKGROUND

The Government of Western Australia is committed to achieving substantive equality for all Western Australians. Indigenous people, migrants and people who are deaf or hearing impaired are entitled to equitable access to services and programs.

The revised LSP 2008 will facilitate minimising the disadvantages faced by people who have difficulty with English due to language barriers. In particular it will better protect their rights and health and safety by decreasing problems arising from miscommunication.

The policy includes underlying principles, minimum standards, a broader definition of “interpreters and translators” to increase the number of people who can provide these services, and implementation guidelines as to how to assess the need for an interpreter or translator and how to use their services.


M C Wauchope
PUBLIC SECTOR COMMISSIONER

Other relevant Public Sector Commissioner’s Circulars: n/a