



Vandelay Home

LANGUAGE SERVICES POLICY

Policy

Introduction

Vandelay Home has developed this language services policy in line with the Queensland Government's Language Services Policy, to ensure clients who do not speak English well enough, or are not able to communicate adequately with our staff and service providers, are not disadvantaged in accessing quality products and services.

Policy statement

Under the policy we will:

- make interpreters available for clients who need assistance to communicate effectively with our staff and service providers
- produce and distribute information about our products and services in English and other languages
- plan for language services by including interpreting and multilingual information needs in our budgeting and human resources.

Legislation

This policy supports our legal requirements under the *Anti-Discrimination Act 1991 (Qld)* and the *Human Rights and Equal Opportunity Commission Act 1986 (Cth)*.

Guidelines for working with interpreters

Assessing the need for an interpreter – When a client asks for an interpreter, an interpreter should be provided. If a non-English speaking client has not asked for an interpreter and you are having difficulty communicating with, an interpreter should be provided.

Communicating with a client using an interpreter

- do not conduct side conversations with the interpreter that exclude the client
- keep your eye contact and communications directed at the client directly
- don't forget that you are always conveying nonverbal communication directly to the client, in how you look at them or don't look at them, smile at them directly, or not, etc.