

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2015-16 Additional Estimates Hearings

Outcome Number: 2.1 Families and Communities

Question No: SQ16-000265

Topic: Interpreters Financial counselling services

Hansard page: 91

Senator Claire Moore asked:

Can you tell me whether, in the frequently asked questions and information provided during the grant process, the particular issue of TIS is mentioned? Was it part of the consultation process, Ms Bennett, at the time when you went into Victoria to talk with providers?

Answer:

Telephone Interpreting Services was not specifically included in the Frequently Asked Questions provided during the grant process. It was not raised as an issue or question by providers as part of consultations during the 2014 grants process, including in Victoria.

The Financial Wellbeing and Capability Programme Guidelines Overview, under section 2.8 - Specialist requirements, stated:

“Grant applicants should consider whether services, projects, activities or events may require the use of professional translating or interpreting services in order to communicate with non-English speakers. If required, based on an assessment of the target group, costs for translating and interpreting services should be factored into grant applications. For further information on the Multicultural Access and Equity Policy please refer to the DSS website”.

The Financial Wellbeing and Capability Programme Guidelines Overview, under section 2.6.1 – Eligible use of funding- all Activity services, stated:

“The grant may be used for...interpreting services to assist clients to access Activities”.