

**Senate Committee: Education and Employment**

**QUESTION ON NOTICE  
Additional Estimates 2015 - 2016**

**Outcome: Agency: ASQA**

**Department of Education and Training Question No. SQ16-000013**

Senator Simms, Robert asked on 10 February 2016, Proof Hansard page 78

***ASQA: complaints (information available to people from culturally and linguistically diverse backgrounds)***

**Question**

Senator SIMMS: What about if you are somebody from a culturally and linguistically diverse background? Do you have any mechanisms in place to make students from those backgrounds aware of the potential to complain?

Mr Robinson: I think we are in the process of enhancing the information available from the information line, the hotline, for people with other languages. So we will get back to you on where that is up to.

Senator SIMMS: If you could

**Answer**

The Australian Skills Quality Authority (ASQA) has provided the following response.

ASQA Senior Management Group approved a Multicultural Language Action Plan in July 2015. Under the plan, targeted information (including on how to make a complaint) on the ASQA website will be translated into a range of different languages. This work is ongoing as part of a broader refresh of the ASQA website.

Additionally, ASQA has an account with the Australian Government's Translating and Interpreting Service. This allows students to call 131 450 and get the assistance of an interpreter at no cost to themselves. The interpreter will then speak with an ASQA Advisor and relay advice and assistance back to the student in their native language in real time.