

Senate Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Human Services Portfolio

Child Support Agency

Budget Estimates 26 May 2005

**QUESTION NUMBER:** HS38  
**DATE ASKED:** 26/05/2005  
**DATE DUE TABLING:** 08/07/2005

**SENATOR LUDWIG** asked the Minister representing the Minister for Human Services, upon notice, on 26 May 2005:

A follow-up to a question Senator Ludwig asked in December...

Regarding the employees that your department or agency has identified as having:

- (a) fluency
- (b) accredited translator
- (c) accredited interpreter

Of these employees, please indicate what the department is doing in order to make full use of its employees skills in this regard, and please provide a breakdown of this between employees whose accreditation was paid for by the department and those whose were not?

**Answer:**

The Child Support Agency uses an external provider, the *Telephone Interpreting Service*, for clients requiring assistance. This service is free to clients.

In addition, the CSA records those employees who self identify as being an accredited translator or interpreter in a language that the CSA could have a need for in delivering its service to the community.

Four CSA employees are accredited interpreters and a further four are recorded as language aids.

All of these employees are paid an allowance for this skill. However, the accreditation process is funded by the employee.