

QUESTION TAKEN ON NOTICE

SUPPLEMENTARY BUDGET ESTIMATES HEARING: 1 November 2005

IMMIGRATION AND MULTICULTURAL AND INDIGENOUS AFFAIRS PORTFOLIO

(224) Output 2.2: Translating and Interpreting Services

Senator Hurley asked:

What is the level of customer satisfaction in the document translation service provided by the Victorian Interpreting and Translating service (VITS) LanguageLink?

Answer:

TIS National operates a Complaints Handling mechanism as part of its quality assurance processes. There have been no formal complaints about the quality of the VITS document translation services received in 2005-06 as at 30 November 2005.