

# Office for Children Language Services Credit Line

June 2009

## Office for Children Language Services Credit Line – Guidelines for Use

The Office for Children and Portfolio Coordination (OCPC) provides funding to enable eligible agencies to access language services through the **OCPC Language Services Credit Line**.

From 1 July 2009, **All Graduates** will deliver the OCPC Language Services Credit Line. They will provide two types of services to OCPC funded agencies:

- On-site interpreting (both spoken and sign languages)
- Telephone interpreting.

### Operating hours:

Monday to Friday 8.00am – 9.00pm  
Saturday: 8.00am – 1.00pm.

Interpreting services provided under these Guidelines are for use in *direct service delivery* situations such as: interviews; consultations with clients and their families; and group situations that are focussed on specific health or well-being outcomes for children. Interpreting services do not include: translations of written material, management meetings; staff meetings or social meetings.

### Eligible services

All agencies that deliver services funded by the Office for Children and Portfolio Coordination and who do not receive direct funding for language services from DEECD may access the Credit Line. All Graduates have been provided with details of all funded agencies.

### Making a booking

Where possible, please book all language services, including telephone interpreting, ahead of time. Please allow five working days notice for an onsite interpreter and ten days for an Auslan interpreter. In emergency situations, All Graduates can provide out-of-hours services.

To book an interpreter:

- Call All Graduates on **9605 3000** or log onto [www.allgraduates.com.au](http://www.allgraduates.com.au)
- Quote your Agency's Username and Password
- Provide information about the services required including: Languages/dialects needed; address; starting and finishing times for the session; the name of the Early Years Professional who will be using the service; and any other specific information related to the booking (e.g. gender of the interpreter).

### Confirming your details

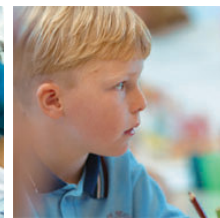
When you contact All Graduates for the first time to access the OCPC Language Services Credit Line, you will be asked to confirm your registration. The following information will be requested:

- Details of contact persons: name, position, telephone and email
- Locations where services are normally required – e.g. MCH Offices throughout a Municipality.

### Agency Usernames and Passwords

Each funded agency has a unique Username and Password, and all eligible agencies have been provided with their Username and Password.

If you have any queries about your Username and Password, please contact All Graduates (9605 3000) or your DEECD Regional Liaison Officer.



Every  
child,  
every  
opportunity



### How the Credit Line works

The OCPC Language Services Credit Line has an annual budget that is broken down into monthly allocations. Bookings can be made for the current month and the following month until the monthly limit is reached.

If the monthly limit for the Credit Line has been reached, agencies may need to consider other options such as using their own operational budgets.

### Interpreter availability

Availability of interpreter services is dependent on the availability of interpreters as well as on budgetary considerations. Interpreter availability is more of an issue in some languages (e.g. the languages of newly arrived immigrants) where the pool of trained interpreters is shallow.

All Graduates contracts over 1300 independent interpreters in more than 100 languages for its clients' needs.

### Tips for good service use

- Book your service as far ahead as possible (up to 30 days). You are more likely to find that there are funds available in the credit line and that an interpreter is available.
- Cancel bookings as soon as you find that you no longer need the service. Last minute cancellations are charged to the credit line.
- Provide All Graduates with all relevant details when making a booking.
- Consider grouping appointments for people from similar language backgrounds to provide these families with some social support.
- Always use trained professional interpreters rather than family members and friends. Children under the age of 18 years should not be asked to interpret.

### Further Information

Please contact your DEECD Regional Office.

### Conditions of Use

Use of the OCPC Language Services Credit Line by staff from your agency constitutes agreement with the following Conditions of Use:

- Credit Line access is restricted to eligible OCPC funded agencies.
- Usernames and Passwords should only be used for the relevant programs. For example, Maternal and Child Health Programs should only use their OCPC Usernames and Passwords for Maternal and Child Health Clients.
- Usernames and Passwords must not be disclosed to third parties. DEECD will receive reports on usage of the Credit Line and on the use of Usernames and Passwords and will question inappropriate usage.
- Please advise All Graduates of any cancellations as soon as possible. Late cancellations are charged to the credit line and waste resources.
- Complaints about the quality of services provided by All Graduates should be raised directly with All Graduates in the first instance. If you do not feel comfortable dealing directly with All Graduates, please contact your DEECD Regional Office.
- Please notify your DEECD Regional Liaison Officer about any changes in address/contact details as soon as possible.
- DEECD reserves the right to withdraw credit line access.

