

Access to language services for Commonwealth Home Support Programme Providers

August 2018

Access to the Victorian Language Services Credit Line

In 2018-19 eligible Victorian Commonwealth Home Support Programme (CHSP) providers will continue to have access to interpreting and translation services through the Victorian Language Services Credit Line delivered by *LanguageLoop* (formerly VITS). Current access and usage guidelines remain in place and are accessible via <https://www2.health.vic.gov.au/about/populations/cald-health>.

In addition to the Victorian Language Services Credit Line, CHSP funded organisations also continue to have access to national translation and interpreting services delivered through the National Translating and Interpreting Service (TIS).

Those CHSP providers which have not previously utilised services through TIS are encouraged to register for access to TIS National services in order to facilitate transition to national arrangements. Further information over the coming year will be provided to CHSP providers regarding transitioning from Victorian Language Services Credit Line from 1 July 2019. There are no changes to access to LanguageLoop for providers delivering services under the Home and Community Care Program for Younger People (HACC-PYP).

TIS National services

TIS National has more than 50 years' experience in language services, has access to more than 3000 contracted interpreters across Australia and access to interpreters speaking more than 160 languages.

TIS National provides:

- Immediate phone interpreting
- ATIS automated voice-prompted immediate phone interpreting
- Pre-booked phone interpreting
- On-site interpreting (the Department encourages CHSP providers to use telephone interpreting services wherever possible, unless there is a genuine need for an on-site interpreter)

How to register for TIS National services

Access to TIS National services is available to CHSP providers and is not directly linked to individual clients. CHSP providers should prioritise accessing TIS National services for discussions about a client's preferences, for how their services are delivered when establishing and reviewing service delivery arrangements.

To register your organisation, CHSP providers will first need to set up a TIS National client code by completing the on-line registration form available on TIS Online. CHSP providers who plan to use TIS National services are advised to register for a client code in advance of needing to book a service.

To receive this publication in an accessible format phone 9096 8210, using the National Relay Service 13 36 77 if required, or email sectordevelopmentplanning@dhhs.vic.gov.au.

Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.

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