

INTERPRETING SERVICES POLICY

1.0 PURPOSE AND SCOPE

The purpose of this policy is to describe EACH Housing's (EHL's) approach to providing persons of non-English speaking backgrounds with access to translation services and accessible information.

This policy applies to all person's accessing EHL's housing services.

2.0 POLICY STATEMENT

EHL is committed to providing all person's access to all information and services that the organisation provides.

EHL will provide clear, simple English information as required and a translation service will be made available to any non-English speaking applicant or resident/renter.

3.0 DOCUMENT OWNER

The Operations Manager, EHL is the subject matter expert and person responsible for this document review.

4.0 DEFINITIONS

Interpreting Service - Interpreting services are relevant for individuals who struggle to communicate with each other for language differences. In this situation, an interpreter translates the information from the speaker to the listener in a comfortable language. These services are diverse and can either be executed face to face or as phone interpreter services.

5.0 REFERENCES AND RELATED DOCUMENTS

- Residential Tenancies Act 1997 (Vic)
- Housing Registrar (Vic) Performance Standards
- Interpreting Services Procedure