

DHHS Language Services Credit Line – Health Programs

Guidelines

Introduction

This document has five parts:

1. An explanation of the Language Services Credit Line system.
2. Eligibility requirements for agencies to determine their access to the credit lines.
3. Guidelines for each of the credit lines.
4. The process for accessing the credit lines.
5. Conditions of use.

Part One – The Credit Line System Explained

The Department of Health and Human Services (DHHS) provides funding for language services through a variety of mechanisms. The subject of this document is the Language Services Credit Line – Health Programs (“the Credit Line”).

What is the Credit Line system?

The Credit Line system is a centrally funded and administered contract for language services.

Health program areas allocate an annual budget to the Credit Line/s and this budget is used to provide language services to their funded services. Program areas also determine what Department of Health and Human Services funded organisations will be eligible to access the Credit Lines. (See Part 2 for eligibility information and Part 3 for a list of the Credit Lines.)

As of 1 December 2013, the provider of the Language Services Credit Line - Health Programs is Language Loop (formerly VITS). For information about Language Loop visit the [Language Loop website](#). (See Part 4 for information on how to book services with Language Loop).

What services are provided through the credit line system?

The funds in the Credit Line can only be used for language services provided by Language Loop. Three types of language services are available:

- Telephone interpreting
- On-site interpreting (spoken languages and Auslan)
- Translation (only available through some credit lines - check part 3 for program specific conditions)

What is the availability of these services?

Hours of availability

Services are available 24 hours a day, 7 days a week.

Where possible, please book all onsite language services ahead of time and arrange these services within normal business hours. It is understood that this is not always possible and Language Loop is contracted to provide out-of-hours services.

If you need an immediate, urgent service, please consider whether a telephone interpreter will meet your needs.

Funding Limitations

Each Credit Line has an annual budget that is broken down into monthly allocations, or monthly limits. Bookings can be made up to 30 days in advance and up until the monthly limit is reached. Once the available funds for the month have been used for a particular credit line, no more bookings can be made against that Credit Line. Language Loop will let you know whether funds remain when you make a booking.

Interpreter and Translator Availability

Availability of language services under the Credit Line is also dependent on the availability of interpreters and translators. This is more of an issue for some languages than others. Language Loop will tell you at the time of booking whether the service requested is available and will suggest alternative ways of meeting the service requirement.

What happens if the Credit Line monthly limit has been reached?

If the monthly limit for the Credit Line for your program has been reached, you will not be able to make a booking using Credit Line funds. However you will be given two options. They are:

- to make a booking for the following month
- to go ahead with the booking but your organisation will need to pay for the service.

It is departmental policy that clients are provided with language services at critical points. (See the Department of Health and Human Services [Language Services Policy](#)).

It is expected that organisations may need to utilise their operational budgets for this purpose. Where this places an organisation's resources under pressure, this should be communicated in the first instance to your Department of Health and Human Services liaison officer and, if required, be included in discussions on annual budgets, performance targets, or unit costs.

Part Two – Who is Eligible?

To be eligible to access the Language Services Credit Line – Health Programs you must:

- Not receive direct funding for language services from DHHS; and
- Use the language services for one of the eligible programs in the following table:

Alcohol & Other Drugs	All organisations in receipt of AOD funding except those services delivered in Community Health Centres that receive direct funding for language services.
Mental Health	Mental Health Community Support Services (MHCSS)
Community Health	<p>All organisations in receipt of Community and Women's Health Program funding, including:</p> <ul style="list-style-type: none"> • Standalone and integrated community health and women's health; • Community health funded statewide services; Community health funded multi-purpose services; and • Community health funded aboriginal organisations. <p>Large Community Health Services (over \$10,000 per annum) may allocate use of the Credit Line as the first priority for alcohol and drug clients and may utilise direct agency funding provided for language services, as a secondary source of support. It is recognised that direct agency funding is also provided for access to language</p>

	<p>services by clients other than alcohol and drug.</p> <p>A number of agencies also receive direct agency funding for language services that is tied to clients of the <i>Refugee Health Program</i> and the <i>Healthy Mothers Healthy Babies</i> programs – receipt of funding for these programs does not affect eligibility of the agency to use the Credit Line.</p> <p>Eligible agencies in receipt of Refugee Health Program funding are also able to access language services support from the Refugee Health Program credit line. Eligible agencies should first use any direct Refugee Health Program funding for language services before accessing the Refugee Health Program credit line.</p>
Community Care	Organisations in receipt of Commonwealth Home Support Programme (CHSP), Victorian government HACC Program for Younger People (HACC-PYP) and Regional Assessment Service (RAS) funding are eligible to access the Community Care (CC) credit lines for program specific needs.
Optometry	The Victorian Eyecare Service funded by DHHS and administered by the Australian College of Optometry.
Rural Health Services	All rural health services (acute, sub-acute and small rural health services) except those in receipt of direct DHHS funding for language services.

Part Three - Guidelines for Each of the Credit Lines

Program areas are responsible for setting funding limits and conditions for credit lines related to their programs. For example, the community health program sets the guidelines for the community health credit line. If you wish to discuss the program specific guidelines or funding levels, call or email the contacts listed in the table below.

Program Credit Lines

Alcohol & Other Drugs (AOD)	Contact Person: Derek Chilton, 9096 5956 derek.chilton@dhhs.vic.gov.au
Eligible Programs: Metropolitan AOD services	
Conditions: Available for on-site and telephone interpreting only. The credit line cannot be used for translations. Interpreter bookings cannot be made for periods longer than half a day.	
Mental Health (MH)	Contact Person: Lorraine Langley , 9096 7003 dhlanguageservices@dhhs.vic.gov.au
Eligible Programs: Mental Health Community Support Services (MHCSS)	
Conditions: Available for on-site, telephone interpreting and translations costing under \$500. Translations costing in excess of \$500 require approval from the contact person.	
Community Health (CH)	Contact Person: Abbey Howe, 9096 0543 abbey.howe@dhhs.vic.gov.au
Eligible Programs: Eligible community health programs	
Conditions: Available for on-site, telephone interpreting and translations costing under \$500. Translations costing in excess of \$500 require approval from the contact person. Services may only book for a maximum of three hours per day per language group.	

Refugee Health Program	Contact Person: Alistair Sandison, 9096 8620 Alistair.sandison@dhhs.vic.gov.au
Eligible Programs: Refugee Health Program - to be accessed after direct Refugee Health Program funding for language services has been utilised.	
Conditions: Available for on-site, telephone interpreting and translations costing under \$500 required during the provision of any Refugee Health Program funded service. Translation of documents that facilitate direct client care only will be considered. Translations costing in excess of \$500 require approval from the contact person.	
Community Care Eastern (CCER)	Contact Person: Sara Lacey, 9096 5605 sectordevelopmentplanning@dhhs.vic.gov.au
Eligible Programs: Eligible Commonwealth Home Support Program (CHSP) and the HACC Program for Younger People(HACC-PYP) providers in the Eastern Aged Care Planning region	
Conditions: Available for on-site and telephone interpreting. Translation of documents that facilitate direct client care only will be considered. Translations costing in excess of \$500 require approval from the contact person.	
Community Care North & West (CCNWR)	Contact Person: Sara Lacey, 9096 5605 sectordevelopmentplanning@dhhs.vic.gov.au
Eligible Programs: Eligible Commonwealth Home Support Program (CHSP)and the HACC Program for Younger People(HACC-PYP) providers in the North & West Aged Care Planning Regions	
Conditions: Available for on-site and telephone interpreting. Translation of documents that facilitate direct client care only will be considered. Translations costing in excess of \$500 require approval from the contact person.	
Community Care Southern (CCSMR)	Contact Person: Sara Lacey, 9096 5605 sectordevelopmentplanning@dhhs.vic.gov.au
Eligible Programs: Eligible Commonwealth Home Support Program (CHSP) and the HACC Program for Younger People(HACC-PYP) providers in the Southern Aged Care Planning Region	
Conditions: Available for on-site and telephone interpreting. Translation of documents that facilitate direct client care only will be considered. Translations costing in excess of \$500 require approval from the contact person.	
Community Care Rural (CCRURAL)	Contact Person: Sara Lacey, 9096 5605 sectordevelopmentplanning@dhhs.vic.gov.au
Eligible Programs: Eligible Commonwealth Home Support Program (CHSP)and the HACC Program for Younger People(HACC-PYP) providers in the rural regions (Barwon South West, Gippsland, Loddon Mallee, Grampians and Hume Aged Care Planning Regions)	
Conditions: Available for on-site and telephone interpreting. Translation of documents that facilitate direct client care only will be considered. Translations costing in excess of \$500 require approval from the contact person.	
Regional Assessment Service (RAS)	Contact Person: Sara Lacey, 9096 5605 sectordevelopmentplanning@dhhs.vic.gov.au
Eligible Programs: Eligible Regional Assessment Services in metropolitan and rural regions (East, North, South, West Barwon South West, Gippsland, Loddon Mallee, Grampians and Hume Aged Care Planning Regions)	

Conditions: Available for on-site and telephone interpreting. Translation of documents that facilitate direct client care only will be considered. Translations costing in excess of \$500 require approval from the contact person.

Optometry (ACO)	Contact Person: Elisha Lim, 9096 1045 Elisha.lim@dhhs.vic.gov.au
Eligible Programs: Victorian Eyecare Service (Australian College of Optometry)	
Conditions: Available for on-site, telephone interpreting and translations costing under \$500. Translations costing in excess of \$500 require approval from the contact person.	

Royal District Nursing Service (RDNS)	Contact Person: Sara Lacey, 9096 5605 sectordevelopmentplanning@dhhs.vic.gov.au
Eligible Programs: All Department of Health and Human Services and Commonwealth Home Support Programme funded Royal District Nursing Service services.	
Conditions: Available for on-site, telephone interpreting and translations costing under \$500. Translations costing in excess of \$500 require approval from the contact person.	

Rural Health Line	Contact Person: Cath Harmer, 9096 7160 catherine.hamer@health.vic.gov.au
Eligible Programs: Rural acute, sub-acute and small rural health services except those in receipt of direct DHHS funding for language services.	
Conditions: Available for on-site, telephone interpreting and translations costing under \$500. Translations costing in excess of \$500 require approval from the contact person.	

Other Credit Lines

Public Health	Contact Person: Meredith Cameron, 9096 5629 meredith.cameron@health.vic.gov.au
Eligible Programs: DHHS funded public health services in need of <u>translation services</u> (ie. written documents) must seek approval from the DHHS contact person.	
Conditions: The Public Health credit line can be used for translations of written documents, all requests must go through the DHHS contact person.	

Part Four – Accessing the Credit Lines

How do I get a PIN to access the credit lines?

If your organisation is eligible to access the language services credit line (check part 2 for eligibility), you will have been provided with a PIN or PINs. Organisations that are funded for a range of program types may have multiple PINs.

Organisations with access to the Funded Agency Channel can access their PIN details on the My Agency site . For any queries, or to check eligibility for a PIN email dhlanguageservices@health.vic.gov.au

How do I book language services with Language Loop?

For Onsite Interpreter Bookings

Bookings can be made via the Online Booking System, by telephone and by email. **The most efficient service is provided through the online booking system, and agencies are encouraged to book using the Language Loop Client Portal.** Instructions for booking are as follows:

Online Booking System:

To access the Language Loop online booking system visit <http://client.languageloop.com.au/>

- Enter your username **which is your five digit client PIN number**
- Enter your password **which is your Organisation ID number**

Follow the prompts to make new interpreter bookings; to view, manage, edit or cancel your interpreter bookings; and to view any past interpreter bookings.

Organisations accessing the community care credit lines are required to select an assignment type code when booking an onsite interpreter, either through the online booking system or by phone, as this assists with identification of the correct program funding sources. The assignment type code for these credit lines are:

DH01-Onsite - Commonwealth Home Support Programme (CHSP clients aged 65 and over)

DH03-Onsite - Home and Community Care Program for Younger People (HACC-PYP clients aged under 65)

To book an onsite interpreter by email:

To book by email:

For urgent enquiries regarding a pre-existing booking:

bookings@languageloop.com.au
(03) 9280 1900

Telephone interpreters

The credit line has two different telephone numbers for organisations to call to connect immediately with a telephone interpreter. One number is for organisations accessing community care credit lines and the other is to access all other lines.

Please note that as of 1 June 2018 bookings for RAS will not be accepted through the community care telephone number. All bookings for RAS will only be accepted using the general telephone number.

General Telephone Interpreter bookings –

For use by Regional Assessment Services-eligible organisations and agencies other than Community Care organisations.

For an immediate connection, call the number specific to the language you require and **enter your five digit client PIN number** when required to do so.

For connection to a Telephone Interpreter

Vietnamese, Bosnian, Amharic		(03) 9280 1901
Greek, Somali, Korean		(03) 9280 1902
Turkish, Polish, Cambodian		(03) 9280 1903
Arabic, Serbian, Mandarin	Please call the number specific to the language you require and enter your client pin when required to do so.	(03) 9280 1904
Italian, Macedonian, Cantonese		(03) 9280 1905
Spanish, Croatian, Russian		(03) 9280 1906
Dari, Dinka, Sudanese		(03) 9280 1908
Persian, Burmese, Thai		(03) 9280 1909
All other languages		(03) 9280 1907

Community Care Telephone Interpreter bookings

For connection to a telephone interpreter dial (03) 9679 9861, enter your five digit client PIN when prompted.

You will also need to identify which program the interpreter is required for.

For a CHSP client that is 65 and over press 1

For HACC-PYP clients under 65 press 3

Note: as of 1 June 2018 the RAS option number 2 is no longer available in the Community Care Telephone Interpreter phone line. Organisations wishing to book an interpreter for a Regional Assessment Service should ensure they book through the new RAS-specific credit line using the new PIN issued to their organisation in May 2018.

To pre-book a telephone interpreter

While immediate connection to a telephone interpreter is the preferred option agencies can, if required, pre-book a telephone interpreter for assignments expected to go for a longer duration (i.e. over 60 minutes).

A telephone interpreter can be pre-booked through the Client Portal (<http://client.languageloop.com.au>), by calling (03) 9280 1955 or by email: bookings@languageloop.com.au.

Community Care organisations also need to advise the required assignment type code when pre-booking an interpreter.

Translation Requests

For ALL Translation Requests

To access the Language Loop online booking system visit <http://client.languageloop.com.au>

- Enter your username **which is your five digit client PIN number**
- Enter your password **which is your ORG ID number**

To email a translation request:

translations@languageloop.com.au

Telephone enquires about written Translations:

(03) 9280 1941

The credit lines generally have a monthly spending cap, and are accessed on a 'first-come, first served' basis by eligible organisations.

If there are funds remaining in the credit line for their program at the time of booking, Language Loop will try to arrange the appropriate language service.

Bookings can be made up to 30 days in advance.

Feedback to Language Loop

For ALL your Feedback

To email your compliments and complaints

feedback@languageloop.com.au

Information to include when making a complaint:

When lodging a complaint it is important to include as much information such as the date and time of the booking, the booking number, the name of interpreter or Language Loop booking staff member, invoice numbers, reason for the complaint and any other relevant information that may assist an investigation into the problem.

Tips for Ensuring a Good Service

Interpreting

1. 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 will be available.
2. Cancel bookings as soon as you find that you do not need the service – **Last minute cancellations are charged to the credit line meaning that there will be less funds available and less interpreters available for other services and for your service.**

Translating

1. Check that the translation you want is not already available on the [Health Translations Directory](#).
2. Simplify your language and, where possible, shorten the document.
3. For further information refer to the [DHHS Language Services Policy](#) and its accompanying guidelines [How to work with interpreting and translating services](#).

Part Five – Conditions of Use

Use of the credit line by staff from your agency will constitute agreement to the following Conditions of Use:

- Credit Line access is restricted to eligible DHHS health programs, Regional Assessment Services or eligible Victorian organisations in receipt of Commonwealth Home Support Programme funding.
- PIN numbers should only be used for the appropriate programs. For example, community health services should only use their community health PIN for community health clients.
- PINs must not be disclosed to third parties. DHHS will receive reporting on the use of PINs and will question inappropriate use.
- Please advise Language Loop of any cancellations as soon as possible. Late cancellations are charged to the credit line and waste the available resources.
- Bookings can only be made up to 30 days in advance.
- Complaints about the quality of services provided by Language Loop should be raised directly with Language Loop in the first instance. If you do not feel comfortable communicating this directly to Language Loop please contact DHHS at dhlanguageservices@health.vic.gov.au or speak to your Health Programs liaison officer. For further information see the *Information to include when making a complaint* section at the top of this page.
- You must notify your Health Programs liaison officer of any changes in funding, which are likely to affect your organisation's eligibility to access DH funded language services, as well as of changes in contact details.
- DHHS reserves the right to withdraw credit line access.

Interpreting

- Credit line interpreting services should only be used for direct service delivery situations, such as interviews, consultations with clients and their families, or group situations that are either focused on specific health or well-being outcomes directly related to the core business of the agency or are agreed integral practices of the approved service.
- Interpreting services provided under these guidelines are not intended to include:
 - Management meetings
 - Staff meetings
 - Social meetings

Translating

- In providing translations under these guidelines, **priority will be given to the translation of documents that facilitate direct client-care or support.** This generally will not include:
 - Minutes of meetings
 - Annual reports
 - Corporate or business plans
 - Mission statements or organisational goals
 - Advertising and agency publicity
 - Medical procedure brochures

Should you have a query regarding the suitability of your document for translation through the credit line please email dhlanguageservices@dhhs.vic.gov.au to discuss prior to lodging the document with Language Loop. Translations found not to meet the guidelines may result in invoices being re-booked to your organisation.

- Organisations should check whether relevant translated information already exists on the [Health Translations Directory](#) before requesting translations. The Health Translations Directory is an online portal for health professionals and the wider community to access multilingual health resources. The Directory aims to support the needs of culturally and linguistically diverse communities by providing the high-quality translated health information needed to make informed health and lifestyle choices with more than 10,000 resources in 90 languages.