

**Senate Community Affairs Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILIES, HOUSING, COMMUNITY SERVICES AND**  
**INDIGENOUS AFFAIRS PORTFOLIO**  
**2011-12 Additional Estimates Hearings**

**Outcome Number:** 7

**Question No:** 285

**Topic:** Remote Service Delivery

**Hansard Page:** Written

**Senator Siewert** asked:

How much of the \$38.6m has been expended on translation services and have these services been evaluated to see if they are fit for purpose or represent value for money?

Who provided the services and in what circumstances and specific locations, relevant to RSD, have they been used?

**Answer:**

Expenditure against this element is included in the 2010-11 statements of expenditure currently being finalised through the COAG process. Interpreters have been sourced from the Aboriginal Interpreter Service of the Northern Territory, the Kimberley Interpreter Service, the South Australian Interpreting and Translating Service and by contracting with interpreters working independently.

On-going evaluation of interpreter services is undertaken as part of the management of these activities. Client feedback after the job is an important part of the booking process, and three are formal processes for handling complaints. The role of the NT Aboriginal Interpreter Service was also considered as part of the November 2011 evaluation of the Northern Territory Emergency Response (NTER), which found evidence that the use of interpreters increased over the course of the NTER.