

QUESTION TAKEN ON NOTICE

SUPPLEMENTARY BUDGET ESTIMATES HEARING: 1 November 2005

IMMIGRATION AND MULTICULTURAL AND INDIGENOUS AFFAIRS PORTFOLIO

(222) Output 2.2: Translating and Interpreting Services

Senator Hurley asked:

According to recommendation 52 of the report of the review of settlement services for migrants and humanitarian entrants 2003, p286, DIMIA has been asked to further promote interpreting services including the doctors priority line what progress has DIMIA made in that regard?

Answer:

TIS has an ongoing program to promote interpreting services, including:

- a program of visits to all states and territories to promote TIS services and products to government agencies, private sector organisations and community groups;
- the development and dissemination of a range of publicity materials for promotional purposes for clients;
- listing in every telephone book in Australia;
- listing on invoices of many utility companies;
- utilisation of the resources of other government and community agencies to promote TIS products and services using their communication channels.

The Doctors Priority Line (DPL) has been promoted through:

- directly negotiating with high users of fee-free on-site interpreting, including torture and trauma counselling service providers, to encourage them to replace on-site interpreting with unlimited telephone interpreting by accessing the DPL;
- publishing articles on the DPL in professional medical journals;
- promoting the DPL at relevant fora through presentations, displays and distribution of brochures;
- publishing articles on the DPL in Departmental publications including Talking TIS;
- promoting the advantages of using the DPL in departmental correspondence with individual doctors and the Australian Medical Association;
- dispatching information pamphlets on DPL to private health clinics, private doctors, Divisions of General Practice, Early Health Assessment and Intervention in States, Medical Educators, and National Prescribing Service Limited;
- using NAATI networks such as NAATI Regional Advisory Committees and NAATI Translating and Interpreting Awareness Days;
- placing information on the DIMIA web-site and Commonwealth Regional Information Service.

Usage of the Doctors Priority Line increased by 18% in 2003-04 and by 27% in 2004-05.