



Critical Success Factor 6: Efficiency and excellence in language services delivery

Strategic corporate objectives

- Increase use of interpreter and translation services
- Improve customer service delivery
- Retain and increase client base

As the principal provider of interpreting for State Government agencies and legal interpreting services, the Commission continued interpreting and translating services in over 75 community languages and recruited 38 translators.

Increase use of interpreter and translation services

The Commission continued to provide a wide range of interpreting and translating services in over 75 community languages, including Auslan. As the principal provider of interpreting for State Government agencies and legal interpreting services in NSW, interpreting services were provided to agencies such as courts, the Legal Aid Commission, community legal centres, the Office of the Director of Public Prosecutions and legal practitioners and individuals. The broad range of translation services includes personal documents, transcription of tapes, technical and complex materials, and multilingual documents.

Services were provided primarily on a user-pays basis, with exemptions granted on a needs basis, in accordance with the Commission's *Guidelines on Exemptions from Payment for Language Services*. The Commission's main client, the NSW court system, is exempt from the user-pays policy.

Improve customer service delivery

The Language Services Division relocated to Castlereagh Street, Sydney, in January 2002. Accessibility was maintained 24 hours a day, seven days a week during the transition. The call centre is accessible by telephone from anywhere in NSW for the cost of a local call on 1300 651 500. Implementation of efficiency measures halved the waiting time in the customer centre that operates between 8:00 am and 5:00 pm, Monday to Friday.

Following a recruitment drive in 38 languages, 23 casual interpreter/translators were recruited and undertook a full-day orientation and induction course developed in consultation with the Independent Commission Against Corruption, the Roads and Traffic Authority and the University of Western Sydney.

To improve customer service delivery, a small monitoring pilot project was established involving Burwood local court. To review and evaluate service delivery, the Commission continued to network and communicate closely with its major clients - the Department of Housing, the Roads and Traffic Authority, and the office of the Director of Public Prosecutions in order to review and evaluate service delivery.



*Tongan language interpreter Mrs Sulieti Oldfield is congratulated by Mr Laurie Glanfield at the *Interpreters and the Law* presentation ceremony.*

The Chairperson of the Commission, Mr Stepan Kerkyasharian, presented an address to graduates of the Commission's course *Interpreters and the Law*. The event was held as part of Law Week 2002, when the Director General of the Attorney General's Department, Mr Laurie Glanfield, hosted the *Interpreters and the Law Presentation Ceremony and Launch* on behalf of the Hon. Bob Debus, Attorney General.

The event formally recognised the graduation of over 170 specialist Commission interpreters, and increased the awareness of, and confidence in, using accredited interpreters in the legal system. The ceremony included a panel discussion on working with interpreters in the legal system.

Retain and increase client base

The Commission is a member of the Cross Justice Agencies Video Conferencing Consortium that is piloting the use of video conferencing technology. Other members of this consortium include the Attorney General's Department, the Department of Corrective Services, the Department of Juvenile Justice, the Police Service, the Legal Aid Commission and the Office of the Director of Public Prosecutions. Video conferencing is expected to result in improved accessibility and speed of delivery of interpreting services, particularly to regional and rural New South Wales. Due to the fire at Ashfield in January 2002, progress on piloting the video conferencing facilities was delayed.