



## LANGUAGE AIDE POLICY

28 September 2020

TRIM 262530.2020



## LANGUAGE AIDE POLICY

### 1. PURPOSE

- 1.1 Establish and maintain a Language Aide Program to limit the barriers that Liverpool's NESB communities face when accessing information and services.
- 1.2 Demonstrate commitment of staff and management to meeting the needs of the community and to providing effective customer service.
- 1.3 Establish, implement and maintain a Language Aide Program in line with legislation.
- 1.4 Endeavour to have a range of accredited Language Aides in a range of community languages, which reflect the demographics of Liverpool.

### 2. LEGISLATIVE REQUIREMENTS

*Anti-Discrimination Act 1977*  
*Local Government Act 1993*  
*Racial Discrimination Act 1975 (CTH)*

### 3. DEFINITIONS

<b>CALD</b>	Culturally and Linguistically Diverse
<b>LAP</b>	Language Aide Program
<b>MPSP</b>	Multicultural Policies and Services Program
<b>NESB</b>	Non English Speaking Background
<b>TIS</b>	Translating and Interpreting Service

### 4. POLICY STATEMENT

Council adheres to the Principles of Multiculturalism, as required under Multicultural NSW and the Principles of Multicultural Act 2000, and assesses progress in implementation. The Multicultural Policies and Services Program (MPSP) is a whole of government program, overseen by the Community Relations Commission which outlines key activities that Council will oversee towards a culturally, linguistically and religiously diverse society.

- 4.1 Liverpool City Council is fully committed to implementing communication strategies as part of the Multicultural Policies and Services Program (MPSP) which is aimed at assisting CALD communities in their relations with Council. As part of this program, Liverpool City Council actively supports the implementation of a formal Language Aide Program (LAP).
  - 4.1.2 Liverpool City Council endeavours to offer an excellent standard of service to our community and the Council by actively establishing communication processes which are prepared and delivered in the acknowledgement that over a third of Liverpool's population do not have English as their first language.

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- 4.1.3 Council will endeavour to have approximately two staff members per popular community language (a 'popular community language' for this purpose is defined as a language which has more than 3,000 persons in our community speaking this language) and one staff member for languages which have between 2,000 and 3,000 speakers in Liverpool. There will be no Language Aide for any language with a population of less than 1,000, unless there is sufficient demand for this language. In the instance where no Language Aide is assigned, interpreter services will be accessed.
- 4.1.4 People and Organisational Development (POD), and City Community and Culture will monitor changes in the community language demographics through the use of ABS Census data and will accordingly amend the range of Language Aides.
- 4.1.5 The cost of testing will be incurred by Council.
- 4.2 Council will endeavour to recognise the bilingual skills of staff in the LAP by way of a weekly allowance for National Association of Accredited Translators and Interpreters (NAATI) Level 1 accreditation or Community Language Allowance Scheme (CLAS) equivalent.
  - 4.2.1 Staff will be entitled to this allowance when recognised as a Language Aide by Liverpool City Council and registered as an Aide in the program. This allowance is in accordance with the Local Government (State) Award.
  - 4.2.2 The allowance is in addition to their normal salary. Part-time or job sharing employees will receive a pro-rata amount based on the number of hours worked. Staff will only be permitted accreditation in one community language. The allowance is valid once accreditation has occurred. The allowance shall be excluded from the composition of ordinary pay for all purposes of the Award.
- 4.3 Language Aides must agree to the roles and responsibilities set out by Liverpool City Council for Language Aides before being inducted into the program.
  - 4.3.1 Language Aides will have access to support/supervision through the Language Aide Committee where appropriate. This committee will deal with issues relating directly to their work as Language Aides.
- 4.4 Liverpool City Council will endeavour to use Language Aides for all 'on the spot' communications with persons not fluent in English but acknowledges that there will be situations where Language Aides are not appropriate for interpreting.
  - 4.4.1 In situations where the information requested is of a technical nature, has or could have legal ramifications for Council, the Language Aide must refer the client to the Translating and Interpreting Service (TIS).
  - 4.4.2 In situations where the customer feels uncomfortable speaking to a Language Aide because of cultural or religious reasons other alternatives such as TIS should be sought.

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- 4.4.3 In situations where the normal work duties of a Language Aide are deemed disrupted by their manager, alternatives such as TIS should be sought.
- 4.5 Liverpool City Council is committed to reviewing and evaluating the program annually.
  - 4.5.1 The program will be reviewed to ensure that:
    - a) The languages represented by the program are reflective of the linguistic needs of the community.
    - b) The program continues to be effective.
    - c) In the event that there is a significantly large turnover of Language Aides before the annual review then a six monthly review will be conducted. A review can be also conducted based on demand.
- 4.6 The Language Aide Program shall be managed through collaboration with various Council Units
  - 4.6.1 The Language Aide Committee, including representatives from People and Organisational Development (POD), and Community Development and Planning, is responsible for the coordination of the Language Aide Program.

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### **AUTHORISED BY**

Council (Chief Executive Officer)

### **EFFECTIVE FROM**

28 September 2020

### **DEPARTMENTS RESPONSIBLE**

City Community and Culture (Community Development)

City Corporate Services (Workforce Management)

### **REVIEW DATE**

28 September 2022

### **THIS POLICY HAS BEEN DEVELOPED AFTER CONSULTATION WITH**

Corporate (Governance and Legal Services)

Corporate (People and Organisational Development)

### **VERSIONS**

<b>Amended by</b>	<b>Changes made</b>	<b>Date</b>	<b>Trim number</b>
Community Development & Planning	No changes	28 September 2020	262530.2020
General Manager	Minor content changes	October 2011	192135.2010
Chief Executive Officer	Legislative changes, definitions	10 September 2010	190303.2014
Chief Executive Officer	Minor content changes/department name changes	October 2017	279220.2017

### **REFERENCES**

Liverpool City Council: Equal Employment Opportunity Policy

Liverpool City Council: Social Justice Policy

NSW Anti-Discrimination Board: Anti-Discrimination guidelines for local councils August 2011