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| DecorativeLanguage services 28048 |
| Outcome objective: Victorians are healthy and well Output group: Primary and Dental HealthOutput: Community health services |

# 1. Service Objective

To provide interpreting services for clients attending Community Health Program funded services.

# 2. Description of the service

Provision of accredited interpreting and translation services by specialist agencies

# 3. Client group

The client group this activity is targeted at is clients requiring interpreting assistance when attending Community Health Program funded services, including on the telephone. This includes verbal language, non-verbal language and languages other than English. This includes sign language.

# 4. Obligations specific to this activity

In addition to the obligations listed in the Service Agreement, organisations funded to deliver this activity must comply with the following:

## 4a. Registration and Accreditation

N/A

## 4b. Program requirements and other policy guidelines

* [Refugee health](https://www2.health.vic.gov.au/primary-and-community-health/community-health/population-groups/refugee-health-program)

<https://www2.health.vic.gov.au/primary-and-community-health/community-health/population-groups/refugee-health-program>

Includes:

Guide to asylum seeker access to health and community services in Victoria. These standards should be referenced until superseded.

* Guide for the Refugee Health Nurse Program
* Refugee health service coordination guide 2009
* [Refugee and asylum seeker health and wellbeing, includes the Refugee and Asylum Seekers Health Action Plan 2014–18](https://www2.health.vic.gov.au/about/populations/refugee-asylum-seeker-health)

<https://www2.health.vic.gov.au/about/populations/refugee-asylum-seeker-health>

* [Cultural Responsiveness Framework: guidelines for Victorian health services](https://www2.health.vic.gov.au/about/publications/policiesandguidelines/Cultural-responsiveness-framework---Guidelines-for-Victorian-health-services) outlines the government’s approach to cultural responsiveness in health services focusing on four key areas: organisational effectiveness, risk management, consumer participation and effective workforce <https://www2.health.vic.gov.au/about/publications/policiesandguidelines/Cultural-responsiveness-framework---Guidelines-for-Victorian-health-services>
* [Language services policy](https://www.dhhs.vic.gov.au/publications/language-services-policy-and-guidelines)

<https://www.dhhs.vic.gov.au/publications/language-services-policy-and-guidelines>

* [Health Translations Directory](http://healthtranslations.vic.gov.au/)

<<https://www.healthtranslations.vic.gov.au>

# 5. Performance

Funding is subject to achieving the performance targets specified in Schedule 2 of the Service Agreement. Performance is measured as follows:

Key performance measure 1: Number of occasions of service

|  |  |
| --- | --- |
| Aim/objective | The aim of this measure is to count the number of occasions of services |
| Target | The performance measure target is provided in the Service Agreement. |
| Type of count | [x]  Cumulative [ ]  Non-cumulative |
| Counting rule | As per data set |
| Data source(s) collection | Community Health Minimum Data Set |
| Definition of terms |  |

### 6. Data collection

The reporting requirements for this service are:

| Data collection name | Data system  | Data set  | Reporting cycle |
| --- | --- | --- | --- |
| Community Health minimum dataset | As determined by funded agency  | Community Health Minimum Data Set  | Quarterly  |

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