



COMMONWEALTH PROTOCOL FACT SHEET 3

Policy and Programme Design

THE POLICY AND PROGRAMME DESIGN PROCESS - CABINET SUBMISSIONS

New programs and policies are approved through the Cabinet process, via a Cabinet Submission. The Cabinet Manual provides guidance to public servants about the type of information that is to be provided as part of the Cabinet Submission. An Indigenous Impact Statement is required to outline the impacts on Indigenous Australians and how the policy or program has been tailored to maximise Indigenous outcomes and close the gap in Indigenous disadvantage. Departments should consult the Indigenous Affairs Group, Department the Prime Minister and Cabinet at an early stage in the development of proposals so that it can assist in the development of an Indigenous Impact Statement.

Costs of using Indigenous interpreters in any consultations and engagement and service delivery should be factored into New Policy Proposals and identified in Indigenous Impact Statements.

Drafters also need to consider and outline the implementation arrangements of all proposals being developed for the Cabinet's consideration. The arrangements should outline those activities critical to the successful implementation of the policy or program, including any need for Indigenous language interpreting or translation services or costs (even for those of contracted service providers).

Further information and guidance on preparing an implementation plan is available from the Cabinet Implementation Unit's [website](#).

PROGRAMME EVALUATION OR REVIEW

Conducting program evaluations and reviews is considered good practice in program management. They provide an opportunity to determine what works, what has not worked and how the program could be improved. Evaluations and reviews can include the collection of client or customer feedback. Agencies should give consideration to engaging Indigenous interpreting or translation services as required to help facilitate stronger evaluation and review findings.

COMMUNITY CONSULTATION AND ENGAGEMENT

Consultation and engagement in remote Indigenous communities will be enhanced with the engagement of an appropriately supported and trained interpreter, enabling rich information and feedback to be sought. Interpreting for a group at a meeting is very different to interpreting for a one on one interview.

Factors to consider include:

- Allowing time for the interpreter to be briefed on all concepts and content of the meeting. This may involve an earlier session to go through Power Points/notes etc;
- ensure plenty of time is allocated for the session, as all communication may need to go through the interpreter; and
- at the time of booking the interpreter, discuss the length of the engagement or consultation meeting, the frequency of breaks needed by the interpreter and the potential content of the session (remembering the interpreter may live in the community or has friends and family in the region). In some situations it might be more appropriate to book two interpreters to work in tandem to help avoid fatigue.

The number of accredited interpreters for Indigenous languages is not large, and can be further reduced by the need to avoid conflicts of interest, and take into account issues around kinship and extended family relations that might make an interpreter unsuitable.

Agencies should not assume interpreters will be available when needed and should consider implications for timeframes, and the need for flexibility and contingency planning. Agencies should also cooperate, where possible, with other agencies and non-government organisations to share resources and coordinate their use of and support for interpreter services. This is especially the case in remote areas, for example when an Indigenous language interpreter is commissioned to travel to a remote community for one job.

Some Offices may consider booking the use of interpreters on regular days and making appointments or community visits to suit. Communities, clients and customers will be able to plan with the knowledge that they will have access to an interpreter when needed.

CALCULATING THE COST OF THE USE OF INTERPRETERS

The cost of purchasing interpreting and translation services is usually based on an hourly rate. For example, the Kimberley Interpreting Service applies a minimum two hour charge and all assignments away from base include a daily rate. It is recommended that agencies contact the interpreting service to discuss their estimated need to help determine costings for engaging interpreters for policy work. Australian Bureau of Statistics (ABS) data can help agencies determine the level of interpreting need. ABS data has been used for the maps outlining indigenous language use at home in the *Protocol on Indigenous Language Interpreting for Commonwealth Government Agencies*.

Fact Sheet 3 Attachment A provides contact details for the Indigenous interpreting and translation services.

CONTACT DETAILS FOR INDIGENOUS INTERPRETING SERVICES

Northern Territory

Northern Territory Aboriginal Interpreter Service

Website www.nt.gov.au/community/interpreting-and-translating-services/aboriginal-interpreter-service

Email ais@nt.gov.au

Darwin

Floor 1, RCG House
83-85 Smith Street,
Darwin NT 0800
GPO Box 4450, DARWIN NT 0801

Ph: 1800 334 944

Fax: 08 8923 7621

Alice Springs

Mezzanine Floor, Alice Plaza Todd Mall,
Alice Springs NT 0870
PO Box 1596,
ALICE SPRINGS NT 0871

Ph: 1800 334 944

Fax: 08 8923 7621

Western Australia

Kimberley Interpreting Service

Website www.kimberleyinterpreting.org.au

Email ceo@kis.org.au

Broome

Unit 10 Broome Lotteries House,
Cable Beach Road,
BROOME WA 6725
PO Box 3599, Broome WA 6725

Ph: 08 9192 3981

Fax: 08 9192 3982

Mobile: 0418 217 366

Perth

Fremantle Office
Suite 2
Gallery Suites
185 High St
FREMANTLE WA 6160

Ph: 0439 943 612

Ph: 0447 958 417

Accreditation Authority

National Accreditation Authority for Translators and Interpreters (NAATI)

Website www.naati.com.au/

Email info@naati.com.au