

## Is your team planning to publish a public facing document?

The [Queensland Language Services Policy](#) reflects the Queensland Government's commitment to the development of whole-of-government communication strategies that address language barriers. To make Queensland Government services and information accessible for people who may not communicate well in English, it is expected that agencies put the interpreter symbol and an accompanying statement on their documents. A template has been provided below.

### Example interpreting statement to go inside the public facing document:



The [Name of Department] is committed to providing accessible information and services to Queenslanders from all cultural and linguistic backgrounds. To talk to someone about this [Name of document] in your preferred language call [phone number] and ask to speak with the [Name of Department].

**Note** – the **highlighted sections** are what you need to **update**. The National Interpreter Symbol can be downloaded in various formats at: [National interpreter symbol | vic.gov.au \(www.vic.gov.au\)](http://www.vic.gov.au)

### Which phone number to use?

If you are **not** expecting a lot\* of enquiries about your document from people requiring language services:

You may refer people to call Smart Services Queensland (SSQ) on the **1800 512 451** number listed on the [Other languages | Queensland Government \(www.qld.gov.au\)](http://www.qld.gov.au) page.

The 1800 512 451 number belongs to the Language Service Provider (LSP), Language Loop, which is contracted by SSQ.

If you are referring callers to this number in your interpreter statement, you must notify the SSQ Performance and Engagement Team by emailing [crm@smartservice.qld.gov.au](mailto:crm@smartservice.qld.gov.au). A template email is provided below.

If your publication **is** likely to generate a lot of enquiries from people who require language services:

- Your agency should have its own contract with a LSP.
- If it does not, Queensland Health as lead for the whole-of-government [Language Services Standing Offer Arrangement \(SOA\)](#) can assist to set up a contract with their panel of preferred providers.

\* A lot might be more than 5 enquiries.

[Template email to SSQ on the following page.](#)



**Example email to SSQ if referring callers requiring language services to 1800 512 451:**

Dear Performance and Engagement Team

The [name of department] is releasing a [name and brief description of the publication]. The [name of document] will be released [date or approx. timeframe of release].

The [name of department] are committed to providing accessible information and services to Queenslanders from all cultural and linguistic backgrounds and have included the 1800 512 451 in the [name of document] for any members of the public who may require it in their language.

The SSQ contact centre may transfer calls about the [name of document] to [name of the team, department, contact officer, phone and email].

Kind regards

Signature

**Note** – the *highlighted sections* are what you need to **update**.

If you require further clarification, you may email [MAQ.Secretariat@maq.qld.gov.au](mailto:MAQ.Secretariat@maq.qld.gov.au)