



National Disability Coordination Officer Programme
AN AUSTRALIAN GOVERNMENT INITIATIVE

Rights & Responsibilities

Advocacy Services & Interpreter Services

The Australian Human Rights Commission

The Racial Discrimination Act 1975 gives effect to Australia's international human rights commitments and promotes equality between people of different backgrounds. The Act protects people across Australia from unfair treatment on the basis of their race, colour, descent, or national or ethnic origin in different areas of public life. It also makes racial vilification against the law. People who experience direct or indirect discrimination can complain to the Commission <https://www.humanrights.gov.au/our-work/race-discrimination/about-racial-discrimination>

Victorian Equal Opportunity and Human Rights Commission

In Victoria it is against the law for someone to discriminate against you because of your race, or what race they assume you are. Race discrimination is one of the most common types of discrimination reported to the Commission. Race includes colour, descent or ancestry, nationality or ethnic background, or any characteristics associated with a particular race. Indigenous rights are also protected under anti-discrimination laws. <http://www.humanrightscommission.vic.gov.au/index.php/types-of-discrimination/race>

Action on Disability within Ethnic Communities (ADEC)

ADEC is a state based organisation that provides support to people with a disability who come from diverse ethnic communities. They aim to support and empower the individual, their families and carers to live fulfilled and meaningful lives. As well as a host of other services they provide advocacy for the individual, the family and also empower self-advocacy to take place. www.adec.org.au/

Ethnic Communities' Council of Victoria (ECCV)

This organisation is a community based peak body working for multicultural Victorians, they provide advocacy and representation on issues to government and the wider community. www.eccv.org.au/

Foundation House

This organisation provides services for people who have a refugee background and have experienced torture and or trauma. They support this group through counselling, advocacy and other services, they conduct research and have input into government policy, they also provide professional training within the sector and have a vast array of resources online. www.foundationhouse.org.au/

Where to get assistance with an interpreter

There are a wide variety of languages and communication needs in our communities, here are some interpreting and translation services available.

The National Accreditation Authority for Translators and Interpreters Ltd (NAATI)

NAATI is the national standards and accreditation body for translators and interpreters in Australia.
<http://www.naati.com.au/>

Translating and Interpreting Services (TIS)

The Australian government provides some free interpreting services for Non English speaking people. Please see their website for further information about their services.
<https://www.tisnational.gov.au/>

The Victorian Interpreting and Translating Service (VITS)

VITS is a specialist language service provider. They provide language services to culturally and linguistically diverse (CALD) Victorians.
www.vits.com.au/

Centre for Culture, Ethnicity and Health (CEH)

The CEH offers a wide range of services that assist Australian organisations to meet the needs of refugee and migrant clients. CEH provides a host of resources and training to assist in understanding and build knowledge about cultural diversity in our community. They have a comprehensive range of information on Health Literacy, Cultural Competency and Language Services, including printable factsheets as well as many other relevant publications.
<http://www.ceh.org.au/>

Kimberley Interpreting Service (KIS)

KIS provides interpreters accredited by the National Accreditation Authority for Translators and Interpreters (NAATI) in more than 18 Kimberley and central desert Indigenous languages to clients anywhere in Australia.
www.kimberleyinterpreting.org.au/

The National Relay Service (NRS)

NRS is a Relay Service Provider and runs a call centre where relay officers relay calls to other people, as well as providing many other services. The NRS is available to everyone at no additional charge.

- You can make calls 24 hours a day, 7 days a week.
- You can contact anyone in the wider telephone network.
- Calls can be made by a TTY (a special phone with a small keyboard and screen), internet relay, video relay, mobile phone or ordinary telephone. See details on the various call options.
- Training in how to use a TTY or internet relay is free.
- All calls through the NRS are relayed through a relay officer, who is the central link in every call and stays on the line to make sure your calls go smoothly.
relayservice.gov.au/

Interpreter Card

The Victorian Interpreter Card is a wallet-sized card that aims to help Victorians with limited English access government services by:

- helping them request interpreter assistance
- making it easier for staff to arrange language assistance in the correct language.

The card features the national Interpreter Symbol. The Victorian Interpreter Card can be downloaded and printed out in a variety of languages
<http://www.multicultural.vic.gov.au/projects-and-initiatives/improving-language-services/victorian-interpreter-card>

