Implementation Status Report:
Recommendations of the Language Aide and Multilingual Line Review

Item	Recommendation	Status	Comments
1.01	Implement pre-certification training identified by NAATI for as an opt-in option for existing Language Aides and as mandatory for new Language Aides.	Complete	January 2018 - A number of Language Aides have attended Monash University's 'Entry to Community Interpreting' courses and have provided positive feedback. March 2018 - We are working with Monash University to develop a training package for Language Aides that will help in achieving NAATI accreditation and further study. Work on this will commence in the 2018/19 financial year. May 2018 - Monash University are undertaking a programmed assessment of our Language Aide Support Group that includes assessment of Language Use and Training Needs of our Language Aides.
1.02	Implement the testing system being developed by NAATI which is based on the Common European Framework of Reference for Languages as optional for existing Language Aides and as mandatory for new Language Aides.	Complete	July 2018 - NAATI have confirmed that they are trialling a new Language Aide Testing model. NAATI have proposed that we offer some of our Language Aides to participate in the new testing model. August 2018 - NAATI have identified testing opportunities to commence in October 2018 for Language Aides. Language Aides have begun registering.
2.01	Investigate changes to data collection that allow simple, request-linked and easy reporting of support instances in Pathway (or any customer request system).	Complete	We have made improvements to existing data collection systems in order to streamline the information gathered for easy comparison.
2.02	Develop a performance measure for the MTL to continuously monitor service performance and usage.	Complete	We have made improvements to existing data reporting systems in order to streamline the way we measure the performance of the MTL.
2.03	Implement suggested changes to the routing of MTL calls and usage of prime agents and skills based routing.	Complete	July 2018 - Suggested changes have been implemented as per the Marketing Plan. Since employing a dedicated agent, the service level has improved by an average of 20% per month. Prior to the Prime Agent's employment, the average service level was 52%, post officer employment the service level has averaged over 75%.
2.04	Ensure that the internal and external communications and training plan is refined and implemented. This should include communication via the intranet, website and updates in the knowledge management system.	Complete	June 2018 - The Marketing Plan is in the process of being finalised and is in it's first stage of implementation.

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2.05	Implement and communicate within the organisation all key Language Aide policy and guidelines changes including adoption of the training, recruitment and remuneration recommendations.	In Progress	June 2018 - The Marketing Plan is in the process of being finalised and is in it's first stage of implementation. Internal communications regarding changes and improvements to the Language Aide Program have been communicated to the organisation via internal communication mechanisms. Implementation of the policy has been delayed due to ongoing EBA negotiations, as these negotiations form a major part of the policy implementation.
2.06	Design & Implement processes to count CALD visitors to all Customer Service Centres.	Complete	We have introduced a new data collection mechanism for counting CALD customers, however this has proven difficult as Officers are hesitant to assume that customers want to be identified as coming from a CALD background if they haven't requested the support of a Language Aide or Professional Interpreter.
2.07	Measure the effectiveness of changes to the policy and guidelines quarterly	Ongoing	This is ongoing work via quantitative data collection and qualitative information gathering from participants of the Language Aide Program and Language Aide Support Officers
3.01	Work with Councils within the Northern Metropolitan Region to explore, develop and share resources and ideas for expansion and shared services.	Ongoing	Initial discussions have been planned.
4.01	Work towards creating a significant and inclusive plan to integrate indigenous language into the Language Aide program and include this as part of Council's Aboriginal Action Plan 2017-2019.	Ongoing	Initial discussions have been planned.
5.01	Increase the overall number of interpreting and translation request to internal Language Aides, especially for Arabic, Mandarin and Cantonese;	Ongoing	June 2018 - The Marketing Plan is in the process of being finalised and is in it's first stage of implementation. It includes strategies to increase the number of requests received from communities that are Arabic, Mandarin and Cantonese users.
5.02	b) Increase the speed of the service for LOTE users to improve satisfaction levels which are currently low;	Ongoing	A dedicated officer (Prime Agent) on the MTL has improved the Average Speed of Answer by an average of 50%. Prior to the Prime Agent's employment, the Average Speed of Answer was 40 seconds, post employment the Average Speed of Answer has reduced to an average of 20 seconds.

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5.03	c) Reduce the time taken to manage a call on the MTL queue as on average it is double of the Customer Service queue	Ongoing	There have been some difficulties in quantifying this recommendation as we have found that the majority of calls that require a Language Aide or Professional Interpreter will always generally take longer to manage than a call through to the Customer Service queue.

This is due to the work being undertaken by Language Aides and Customer Service Officers to provide a cultural bridge into Council bureaucracy, which can be the source of confusion and frustration for people from CALD and NESB backgrounds. It also requires extra time to explain services and processes. |
| 5.04 | d) Reduce the abandonment rate among calls to the multilingual queue | Ongoing | Abandoned calls have reduced by around 9 calls per month, with further improvements to the MTL Queue being implemented in July 2018 which should see this number reduce again. |
| 5.05 | e) Eliminate the nearly 60% of calls to the MTL that are conducted in English only which circumvent the Customer Service queue. | Complete | Amendments to the MTL Queue Design are in the process of being implemented. Amendments include:
The initial announcement has been shortened to under 15 seconds to reduce the incidence of abandonment e.g. "Welcome to the City of Darebin, you have called the Multilingual Telephone Line".

After the main announcement, officers answering this line will make the following statement: "Welcome to the Darebin Multilingual Line, which language do you require". This will ensure all English calls are directed to the main Customer Service (8888) queue and that those callers will not attempt to circumvent the Customer Service queue and any genuine callers' communication needs are immediately attended to. |
5.06	f) Increase the awareness of the MTL amongst residents, including a high profile campaign in Darebin Community News, other media outlets and with targeted direct mail.	Ongoing	The Marketing Plan is in the process of being finalised and is in it's first stage of implementation, it includes clearly defined strategies to promote the service to target user groups.
5.07	g) Review the set–up of the front counter customer service centres to facilitate better and more practical use of Language Aids or professional interpreters	Complete	See item 2.06
5.08	h) Provide greater prominence to Multicultural language services on the Council home page.	In Progress	The Marketing Plan is in the process of being finalised and is in it's first stage of implementation. it includes strategies to improve online information regarding Council's Language Aide Program with the support of Council's Communication Unit.

Item	Recommendation	Status	Comments
5.09	i) Improve data collection and monitoring for Council reporting purposes	Complete	We are making improvements to existing systems of data collection in order to streamline the information gathered for easy comparison and have produced a dashboard which provides an overall view of the service, including languages accessed, method of contact and volume of work covered by Language Aides vs. professional interpreting services.