

LEGISLATIVE ASSEMBLY OF THE NORTHERN TERRITORY

WRITTEN QUESTION

Ms Anderson to the Minister for Housing:

Language Services Policy

1. For the purposes of the *Northern Territory's Language Services Policy* has the Department of Housing:

- a. Developed its own systematic approach to language services when delivering services to clients with a first language other than English?
- b. Ensured that its documents are translated into languages appropriate to client groups' needs; and
- c. Provided its staff with guidelines to assist them in determining the appropriate language service for clients, ensuring that all staff are aware of how to access and use interpreters and translators.

2. If so, where can these policies and documents be accessed?
