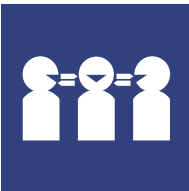


Guide for service providers

Victorian Interpreter Card



What should I do when a client presents the Victorian Interpreter Card?

You should:

1. **Check** the language/dialect on the front of the card.
2. **Inform** the client that you are arranging an interpreter.
3. **Arrange** an interpreter. Follow your organisation's policy or guidelines to arrange an interpreter.
4. **Make a note** in the client's file (if relevant) to assist with arranging an interpreter in any subsequent visit.

The Victorian Government funds agencies to provide language assistance free of charge to Victorians with limited English to help them access government information and services.

Please arrange an interpreter in a language shown on the front of this card.

For more information go to www.voma.vic.gov.au

A Victorian Government Initiative



Who should arrange an interpreter?

Government agencies and government-funded agencies are responsible for arranging an interpreter for clients.

Don't ask your clients to 'bring an interpreter'. In particular, never ask clients to bring friends, family or community members to act as interpreters.

Who pays for the interpreter?

The agency delivering the service should arrange to pay the interpreter – not the client.



How will I know which language or dialect the client speaks?

The language your client speaks will be written in English on the front of the card.

More than one language/dialect may be written on the card. This means the cardholder is proficient in these languages/dialects.

You should try to arrange an interpreter in the client's preferred language. If this is not possible you may be able to arrange an interpreter in one of the other languages listed.

Do clients need the card to access an interpreter?

No. Clients do not need a Victorian Interpreter Card to access an interpreter.

Where do I find an interpreter?

If your organisation has a policy on language services, you should arrange an interpreter in line with this policy. If not, professional interpreters can be found through:

- » The **National Accreditation Authority for Translators and Interpreters** (www.naati.com.au).
- » The **Australian Institute of Interpreters and Translators** (www.ausit.org).
- » Commercial interpreting agencies – see the **Yellow Pages** (www.yellowpages.com.au) under the category of 'Interpreters'.



What if I can't get a face-to-face interpreter in the language requested?

If a face-to-face interpreter is not available in any of the languages shown on the card, you should try to reschedule the appointment. If this isn't appropriate, consider using:

- » an interpreter via telephone or videoconference
- » a bilingual staff member who has received appropriate training.

What if a client wants an interpreter of a specific gender or background?

Your client may ask for an interpreter of a particular gender or background (e.g. ethnicity). This may be for cultural or personal reasons, or because the appointment is of a sensitive nature. As far as practicable, you should try and meet this request.

The Interpreter Card

The Victorian Government funds agencies to provide language assistance free of charge to Victorians with limited English to help them access government information and services.



Please arrange
an interpreter

My preferred language is

I also speak

The Victorian Interpreter Card aims to help Victorians with limited English access these services by:

- » helping them request interpreter assistance; and
- » making it easier for staff to arrange an interpreter who speaks the correct language.

The following information is to help you respond when a client presents an Interpreter Card. It is a guide only. You should **follow your organisation's policies** regarding interpreting and translating services. If your organisation does not have a policy you can refer to the Victorian Government's policy guidelines, *Improving the Use of Translating and Interpreting Services* available at: www.voma.vic.gov.au.

What if a client asks for a particular interpreter?

Your client may ask for a particular interpreter because they have used them in the past and were happy with the service they provided. Conversely, they may have been unhappy and request that a particular interpreter not be used. You should try to meet your client's request.

Can clients use a family member or friend to interpret?

Clients may ask to use a family member or friend to interpret for them. We strongly recommend you dissuade clients from using friends or family to interpret as they may lack the necessary skills; be emotionally involved; lack impartiality; and are not bound by the same standards of conduct as professional interpreters. You should **never** use anyone under 18 years of age to interpret.

What information do I need to give when booking an interpreter?

You should provide the following information:

- » name of your agency
- » language or dialect required
- » gender and/or ethnicity of the interpreter (if the client has specified)
- » client's name
- » date, time and anticipated duration of the assignment
- » name of the staff member the interpreter should report to
- » nature of the assignment (e.g. medical appointment)
- » correct address for the assignment (for face-to-face bookings)
- » your agency's reference/cost centre/UR/order or client number (if relevant).

Your organisation may have guidelines about booking procedures, a preferred interpreter provider or an in-house interpreter service – you should follow these guidelines when making a booking.

For more information on the Victorian Interpreter Card see www.voma.vic.gov.au or contact the Victorian Office of Multicultural Affairs by emailing interpretercard@dvc.vic.gov.au or phoning (03) 9208 3166.