



## Use of Interpreters

### Principles:

1. During contact with staff, all consumers have the right to an interpreter, if they desire.

### Guidelines:

2. All staff and volunteers are to be made aware of the availability of interpreter services.
3. Information on the availability of interpreters should be displayed in the reception area, noting that costs for these services will be met by the Tasmanian Council on AIDS, Hepatitis and Related Diseases (TasCAHRD). Where possible, information should be displayed in appropriate community languages - English, Spanish, Vietnamese, Hmong, Croatian and Polish.
4. The responsibility to arrange an interpreter lies with staff members, but this does not exclude the consumer from requesting an interpreter.
5. All consumers of non-English speaking background should be informed of their right to ask for an interpreter.
6. Consumers have the right to use an advocate in their dealings with TasCAHRD and the Translating and Interpreter Service (TIS).
7. Staff and volunteers should record consumer information on language spoken at home, country of birth and the need for an interpreter during the initial contact with consumers.
8. Staff and volunteers who have regular contact with consumers should be provided with opportunities to access cross-cultural training.
9. If staff are unsure of the language or cultural needs of consumers, they should consult the Chief Executive Officer or the Migrant Resource Centre (Ph: Hobart 6234 9411 or Launceston 6331 2300).
10. TasCAHRD, as a not for profit organisation, is entitled to receive free interpreting services from TIS.
11. Current fees for interpreter services for people not entitled to free services (TIS, 08/06/04) are:
  - Telephone services during office hours is \$21.70 for 15 minutes.

- Telephone services out of hours is \$34.70 for 15 minutes.
- On site is \$141.05 per hour and a half, \$46.65 for every extra half an hour.
- On site outside working hours is \$225.70 per hour and a half, \$74.85 for each additional half hour)

Translating and Interpreter Service: Phone 131450 24 hours a day, seven days a week

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