

Interchange Policy & Procedure Manual

Policy 2.13 Use of Interpreters

DATE OF BOARD ENDORSEMENT	JANUARY 2008
LAST REVIEW DATE	APRIL 2015
NEXT REVIEW DATE	OCTOBER 2016
CURRENT VERSION	V1.2

Reference Documents

- National Standards for Disability Services (Standards 3 & 5)
-

Policy Statement

Interchange recognises that there are challenges in providing a quality service to people whose first language is not English. We will endeavour to minimise those challenges through the use of interpreters in key communication exchanges with the customer and family, such as in the Initial Assessment, and the development and review of Individual Services Plans.

Procedures

- Potential customers from culturally and linguistically diverse backgrounds will be offered the opportunity to have an interpreter at the Assessment Interview, and in the development and review of Individual Service Plans.
- Telephone interpreters will be arranged through the Telephone Interpreter Service (TIS), which offers a free service (pre-booked) to non-government organisations.
- If it is not possible to access a Telephone Interpreter a specialist CALD organisation will be contacted for advice on how best to proceed.
- Other family members will not be used as interpreters where matters of a personal nature are being discussed with a customer and/or family members, unless it is an emergency and an independent interpreter cannot be found.

Equity and Access Considerations

Interchange is committed to ensuring fair and equal access to physical environments, information, communication and services. For the communication and implementation of this policy, this may include:

- Considering the suitability of physical environments
- The use of augmentative and alternative communication methods to supplement or replace speech or writing for those with impairments in the production or comprehension of spoken or written language. These methods include the display of text, large print, tactile communication, easy English, accessible multimedia and accessible information and communications technology.

Interchange Policy & Procedure Manual

Cultural Diversity

Employees are to ensure that services are provided with sensitivity to and an awareness of the cultural beliefs and practices of clients from culturally and linguistically diverse backgrounds. This includes an awareness of the needs of Aboriginal and Torres Strait Islander people, their families and communities.

Communication about this policy should be done in a way that suits each individual with regard to their cultural background e.g. if required, the use of an interpreter or easy English documents.

Interchange will develop connections with culturally appropriate organisations and groups to influence the meaningful participation of people with disability.

Where relevant, when attempting to strengthen relationships with people from Aboriginal and Torres Strait Islander backgrounds, Interchange will firstly utilise the advice and influence of key community members and organisations.