

Interpreter Services

Access to Interpreter Services

The Department of Communities recognises the importance for funded non-government organisations (NGOs) to have access to interpreter services to meet the language and communication needs of clients from culturally and linguistically diverse (CALD) backgrounds.

For this reason, the department has implemented arrangements for funded NGOs to access services from Translating and Interpreting Services (TIS) National.

This will help to ensure people from CALD backgrounds who have difficulty communicating in English have equitable access to services. This means an interpreter will be provided without cost to your organisation to assist you with your client when your organisation requests and books an interpreter.

New System

The new administrative process will enable Department of Communities funded NGOs to access departmentally funded interpreting services from Translating and Interpreter Services (TIS) National.

The Department of Communities can generate TIS client codes for eligible department funded service providers. Eligible services will be able to quote their unique client code when accessing interpreter services through TIS. TIS will invoice the department directly for charges incurred for pre-approved services.

Currently, some NGOs separately invoice the department when they engage an interpreter for clients from CALD backgrounds. Under the new process, when a NGO uses a service from TIS using the departmentally provided TIS code a monthly invoice will be sent to the department for payment rather than to the organisation.

NGOs are encouraged to commence using the new process once they have received a TIS client code from the department. The TIS client code will supersede both the previous TIS client codes the department may have issued and the reimbursement system some service providers are currently accessing.

In the event that TIS National is unable to meet a client's language, gender or cultural request, reimbursement from the department may be sought for an alternative service. In this instance, a professional interpreter accredited by the National Accreditation Authority for Translators and Interpreters (NAATI) may be engaged to provide the service.

When should an interpreter be engaged?

An interpreter should be provided in situations where a non-English speaking client has difficulty communicating in English.

If unsure whether an interpreter is required, ask questions that require full sentence responses. Avoid questions that can be answered with a 'yes' or 'no'.

This will help you to assess the client's English skills and the need for an interpreter.

How do I access Interpreting services?

If an interpreter is required for a client(s) having difficulty communicating in English, please call the Translating and Interpreting Services (TIS) National on 131 450 and quote your TIS code, service provider name and program/funded activity. If you are unsure which program/activity to quote, please refer to the letter you received from the department containing the client code, list of approved services and associated program/funded activities.

For more details on how to access interpreting services please refer to the step by step guide in the fact sheet provided in your letter.

If your organisation does not have a departmentally issued TIS code and is funded by the Department of Communities you can find out more about eligibility and application for a unique TIS code invoiced directly to the department by emailing the department at interpreting.services@communities.qld.gov.au

For more information on interpreting services:

www.multicultural.qld.gov.au/services_and_resources/translating_and_interpreting_services/

For further information about Department of Communities funded NGO access to interpreter services contact:

Department of Communities
Phone: 3405 6450
Email:
interpreting.services@communities.qld.gov.au