

# CALD Service Info Sheet: Using Interpreting and Translation Services: JULY 2008

Diversity in language has been identified as one of the most significant barriers to clients and their families accessing disability respite services. Families often don't understand what is on offer and how their family member will be cared for. The client or family's preferred language may be indicated by the referral source. If you do not have this information, use a **Language Map** (available from Oncall PH: 9867 3788) to help the family identify their preferred language.

## Funded Interpreter & Translation Services

All Disability & HACC funded services can access the DHS Languages Credit Line for interpreter services through Oncall; telephone and onsite interpreters are available. Each agency has a Personal Identification Number (PIN) in two parts. The first part is an agency specific number, followed by **DSG** for disability services. If you do not have this number recorded at your office, either ask your administration or your DHS PASA. You will need to quote your agency PIN when you contact [Oncall, PH: 9867 3788](tel:98673788), to book an interpreter.

The DHS Credit Line funding is often quickly utilized each month. If there are no funds remaining when you call, either book ahead for the next month or agency funding will be required. DHS program staff can access the department's internal interpreting service.

**Translating** is the action of transferring the **written** word from one language to another.

**Interpreting** is the action of transferring the **spoken** word from one language to another.

Another option may be to utilise bilingual staff within your own agency and it is useful to have information on languages spoken by staff recorded at a central location within the agency and available to program co-ordinators.

The pros and cons of various interpreting options are outlined in the table over the page.

It is important that consideration is given to documents that clients and their families complete during the intake process, such as service agreements and the client's respite or care plan. Where the client or family's preferred written language is other than English, every effort should be made to have those documents translated. This is reflected in the 2007 Quality Framework for Disability Services, and can save considerable confusion throughout the service relationship. Client documents can be translated via the DHS credit line by contacting Oncall.

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# Advantages and Disadvantages of Various Interpreting Options

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Language Aides	Advantages	Disadvantages
Using untrained bilingual staff.	Available	May not be fully bilingual May not be impartial May lack accuracy
Using trained bilingual Staff.	Available Will know the service terminology and processes.	May find it difficult to be neutral
Using telephone interpreter services	Available Will be fluent in two languages. Will be trained and abide by a code of conduct.	Impersonal Difficult to use without a phone with dual handset May be difficult to organise for uncommon languages.
Using a professional interpreter.	Will be fluent in two languages Need to abide by a code of conduct, that is, confidentiality, accuracy, and impartiality.	Needs to be booked in advance. Can be costly. Can be difficult to organise for uncommon languages.
Using an adult relative of the client. <b>This is not recommended practice.</b>	Will provide support to the service user. Unlikely to cost anything	May not be fluent in both languages Lack of confidentiality, may embarrass parents of family or undermine their authority. May not be impartial.

Source: ADEC Cultural Awareness Training for Yooralla Handbook, 2007.

Please note: There are different levels of NAATI accreditation for professional interpreters.

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