

## Working with Interpreters

TIS National recommends that interpreters should be used:

- to ensure accurate communication between people who have different language needs
- because effective professional practice requires both parties to have a clear understanding of each other
- because in times of crisis or stress, a person's second language competency may decrease
- because all Australians have the right to access services freely available to English speaking Australians – irrespective of their ethnic background and first language preference.

*[www.immi.gov.au/living-in-australia](http://www.immi.gov.au/living-in-australia)*

### **On-site interpreting service**

On-site interpreting requires a minimum of 3 days notice.

Ask the family what language they speak and if they have a preferred interpreter that they use. Consider ethnicity and gender.

Complete a Translating and Interpreting Service (TIS) booking form (below) or download the form from [www.immi.gov.au/tis](http://www.immi.gov.au/tis) Use the Education Queensland client code (C142885) so that accounts are sent directly to Central Office for payment.

Fax the booking form to TIS (1300 654 151) who will advise about the availability of appropriate interpreters.

### **Telephone interpreting services**

Telephone interpreting should be used if an onsite interpreter is unavailable or if schools need to respond to an emergency situation.

Telephone TIS on 131 450 and quote the Education Queensland client code (C142885). TIS will send the accounts direct to Central Office for payment if this client code is used.

### **Other Interpreting and Translating Services**

You will need to contact each service for booking forms and when the job is completed, send the invoice to: Keith Clark, c/ Education Queensland, School & Commonwealth Resourcing, PO Box 15033, City East, 4002

For more information call Education Queensland on 3237 0778 .

**Multilink Interpreting Services**  
Woodridge

Ph: 1300 302 726  
Fax: (07) 3808 6337

Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT)

[language@multilink.org.au](mailto:language@multilink.org.au)

**On-Call Interpreting & Translators  
Agency**

Brisbane

Ph: (07) 3211 4499

Fax: (07) 3211 4566

[Brisbane@oncallinterpreters.com](mailto:Brisbane@oncallinterpreters.com)

### **Tips for using on-site interpreters**

1. Arrange seating to facilitate communication between yourself and the parent/guardian and student. The ideal seating arrangement is a triangle, with participants at equal distance from each other.
2. Introduce everyone and establish roles.
3. Avoid private discussions with the interpreter.
4. Speak directly to the parent or student on first-person terms.
5. Use short sentences.
6. Speak slowly and clearly but naturally. Avoid jargon if possible and do not raise your voice.
7. Allow the interpreter to translate in regular and short intervals.
8. Summarise your discussion periodically throughout the interview to ensure shared understanding of what is being said.

*For more information or training on 'Using Interpreters in Schools' please contact Queensland Program of Assistance for Survivors of Torture and Trauma (QPASTT) on (07) 3391 6677.*

*Or order a DVD copy of "Talking in Tune" - A guide to working with interpreters in schools (\$11) from:*

*The Languages and Multicultural Education Resource Centre  
(LMERC) ph (03) 9349 2400 or Download order form from:  
[www.sofweb.vic.edu.au/lem/lmerc/lpubs.htm](http://www.sofweb.vic.edu.au/lem/lmerc/lpubs.htm)*