

INTERPRETER SERVICE

Community Connection Policy

Community Connection will pay reasonable fees for an accredited interpreting service when an individual needs an interpreter for:

- a meeting with Community Connection Staff
- a telephone conference with Community Connection Staff

Use of this Service

Community Connection will make the Interpreter Service available to Families/Individuals when:

- a non-English-speaking individual has difficulty communicating in English
- a hearing or speech-impaired individual asks for an interpreter

The Department of Immigration and Citizenship (DIAC) provides the TIS National interpreting service for people who do not speak English and for the English speakers who need to communicate with them. TIS National has more than 30 years of experience in the interpreting industry, and has access to over 1300 contracted interpreters across Australia, speaking more than 120 languages and dialects. TIS National is available 24 hours a day, seven days a week for any person or organisation in Australia requiring interpreting services.

Access and Equity strategy

Community Connection aims to achieve a fairer and a more accessible service to families/individuals who receive support through Community Connection. This strategy seeks to promote fairness and responsiveness in the design, delivery, monitoring and evaluation of its service in a culturally diverse society. Anyone requiring the use of an Interpreter is encouraged to notify Community Connection prior to any proposed meeting so that this service can be made available.

To use an interpreter over the telephone

Telephone: 131 450

To book the use of a Sign Language Interpreter

Telephone/ Send SMS to: 04 0302 7654