![All Graduates Interpreting & Translating logo]
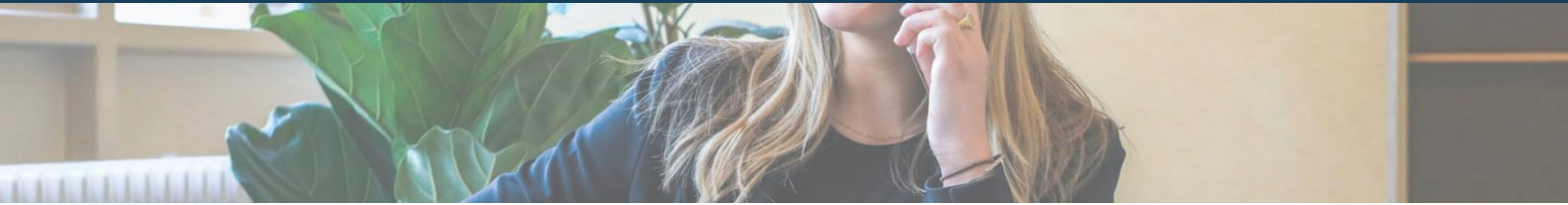
ALL GRADUATES
KINDERGARTEN SERVICES WELCOME PACK

WORKING WITH INTERPRETERS & TRANSLATORS

DEPARTMENT OF EDUCATION: LANGUAGE SERVICES GUIDANCE
USE AN INTERPRETER IN EARLY CHILDHOOD EDUCATION SERVICES

All Graduates
INTERPRETING & TRANSLATING

ALL GRADUATES CONTACT DIRECTORY

Manage and Book Interpreters

The most efficient method to make any onsite, telephone and video interpreter bookings is via the All Graduates Client Booking Portal. To access the client portal, you must log in with your registered user name and password.

If you're unsure how to access the Client Portal or for all enquires on onsite and pre-booked telephone and video interpreter bookings, contact de.enquiries@allgraduates.com.au.

Request an On-Demand Telephone Interpreter as a Professional

Call the dial-in IVR phone number: 03 8104 9006. Enter your dedicated All Graduates PIN number. If you don't have your PIN, please contact us at de.enquiries@allgraduates.com.au.

Submit your Translation Requests

Submit your translation requests via the All Graduates Client Booking Portal.
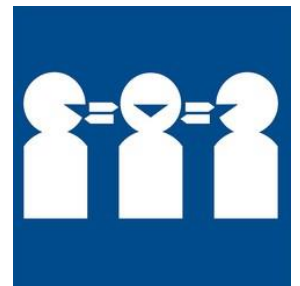For enquires on translation related matters, including how to access the client portal contact de.translations@allgraduates.com.au.

Submit your Feedback

For compliments, complaints and surveys, contact feedback@allgraduates.com.au

General Enquiries

For all other enquiries, please contact (03) 9605 3051.

Learn more about the National Interpreter Symbol

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ON-DEMAND INTERPRETING SYSTEM

AUTOMATED TELEPHONE SYSTEM

Quick and easy access to an on-demand phone interpreter in **over 150 languages** using your organisation's dedicated phone number and access code.

NEED AN INTERPRETER ☽ **AVAILABLE MONDAY-FRIDAY 8:30AM-6:00PM**

DIAL IN NUMBER: 03 8104 9006

Please have your dedicated All Graduates PIN number ready. If you don't have a PIN, please contact us at de.enquiries@allgraduates.com.au.

How to use the On-Demand Telephone Interpreting System?

Step 1. Call the dial-in IVR phone number

Step 2. Enter your dedicated PIN using the dial pad or by speaking it out loud

Step 3. The IVR system will list the Top 15 languages requested via the quick dial system

 e.g. Press 1 for Chinese Mandarin, Press 2 for Spanish, etc

Step 4. Advise how long you may need the interpreter for

 Up to 15 mins, Up to 30 mins, Up to 45 mins, Up to 1 hour, More than 1 hour

Step 5. If the language you need is <u>not</u> one of the quick dial languages, **press 0** to exit the quick dial system

Step 6. Speak the name of the language or spell the language on the dial pad followed by #

 e.g. To select Korean, type the first 3 letters K-O-R on the dial pad as 5-6-7 followed by #.

Step 7. You call will connect to an interpreter.

Step 8. If your client is not physically with you, use your phone to call them and conference them into the call.

Step 9. Once your call is complete, simply hang up.

Do you need help with something else?
We offer on-demand and pre-booked onsite, phone and video interpreters as well as translation services. Contact us to learn more.

Learn more about the National Interpreter Symbol

QUESTIONS?

If you have questions, feedback or compliments please contact us at de.enquiries@allgraduates.com.au or call us on 9605 3051

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FREQUENTLY ASKED QUESTIONS
WORKING WITH **INTERPRETERS**

PART 1

What is the role of an interpreter?

The role of an interpreter is to facilitate clear and accurate communication between individuals who speak different languages. Interpreters play a critical role in ensuring equitable access to services and information.

Is everything you share with an interpreter confidential?

Yes, interpreters are bound by strict codes of confidentiality including the AUSIT Code of Ethics, ASLIA Code of Ethics and All Graduates Policies. Interpreters must not disclose any information from the session.

What information do I need to provide the interpreter?

When booking an interpreter, please provide as much information as possible to the booking team. Where appropriate, we will pass this information to the interpreter that is allocated to your booking. Before starting the session, you should take a few minutes to provide the interpreter with a **briefing** that includes the context, purpose, specific terms and desired outcomes. If applicable, share any relevant documents in advance.

What should I do if I book an interpreter but discover my client speaks English?

If you discover your client can speak English after booking an interpreter, it might still be helpful to have the interpreter stay in case any language barriers arise during the discussion. The interpreter will remain until you decide they are no longer needed. Keep in mind that charges will still apply, even if their services are not used.

What if I have feedback about the interpreter?

If you have any feedback about your interpreter or booking, please submit this via the Feedback form provided or email us at feedback@allgraduates.com.au. Please provide your name and Booking ID.

QUESTIONS?

If you have questions, feedback or compliments please contact us at de.enquiries@allgraduates.com.au
or call us on 9605 3051

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FREQUENTLY ASKED QUESTIONS
WORKING WITH **INTERPRETERS**
PART 2

What should I do before an interview with an interpreter?

- **Brief the Interpreter:** Provide context about the session, including its purpose, specific terms, and desired outcomes. Share relevant documents in advance if appropriate.
- **Arrange the Setting:** For onsite interpreting, set up the room so that seats form a triangle, with you facing the client. For Auslan interpreting, position the interpreter next to you and opposite the client.
- **Ensure Privacy:** Avoid leaving the interpreter alone with the client before or after the session.

How do I start an interview with an interpreter?

- **Introductions:** Introduce yourself and the interpreter to the client. Explain that the interpreter's role is to facilitate communication without adding or omitting information.
- **Assure Confidentiality:** Inform the client that the interpreter is bound by a professional code of conduct to maintain confidentiality.
- **Outline the Session:** Describe the session's purpose and objectives.
- **Encourage Questions**: Let the client know they can ask questions or express concerns at any time.

What should I do during an interview with an interpreter?

- **Direct Communication:** Address the client directly (not the interpreter) during the discussion. For example, when speaking, ask the client 'how are you feeling today?' rather than saying to the interpreter 'ask her/ him how s/he is feeling today'.
- **Simplify Language:** Use clear language, avoiding slang, colloquialisms and metaphors as these may not translate well across cultures.
- **Be Concise:** Make a few points at a time, pausing after a few points or sentences to allow for interpretation.
- **Allow Clarifications & Repetitions:** The interpreter may ask the speakers to clarify and/or repeat when necessary. The interpreter may also pause the speakers to allow them to interpret.
- **Respect Boundaries:** Do not ask the interpreter to edit or omit information. Interpreters are trained to interpret ALL utterances for accurate and complete interpretation.
- **Cultural Enquiries:** Direct questions about the client's cultural background to the client, not the interpreter.

What should I do after the interview?

- **Debrief with the Interpreter**: Discuss any issues related to the interpreting process.
- **Avoid Personal Opinions:** Don't ask the interpreter for their opinion about the client or content discussed.
- **Provide Feedback**: Offer constructive feedback on the interpreting session.

FREQUENTLY ASKED QUESTIONS
WORKING WITH **INTERPRETERS**

PART 3

What interpreting modes are there?

1. Consecutive interpreting

Consecutive interpreting is where the speaker and the interpreter speak one after the other. The interpreter listens to a few sentences or messages, takes notes (if necessary) and then relays this in the other language while the speaker listens. The speaker will continue and the process repeats itself. This is the most common style of interpreting in the government, education, health and community sectors.

2. Simultaneous interpreting

Simultaneous interpreting involves the interpreter listening to the speaker's words and interpreting them in real-time with a slight delay, allowing both the speaker and the interpreter to speak almost simultaneously. This mode is often used in settings such court hearings, family meetings, or scenarios where multiple speakers share the same language. It ensures that all parties remain linguistically engaged and is particularly valuable in contexts like mental health assessments, where maintaining continuity and presence is crucial.

DID YOU KNOW?

Auslan interpreters generally work in the simultaneous mode. Due to the highly demanding cognitive nature of this task, they should be given short breaks after every 15-minute block to maintain accuracy and effectiveness.

3. Sight Translation

Sight translation is the oral or signed translation of a written text into another language, requiring exceptional focus and multitasking skills to quickly and accurately convey the content. It is commonly used when an interpreter needs to help someone understand a short written document.

Documents suitable for sight translation should typically be 200 to 300 words in length and not overly complex or technical. If a document exceeds 300 words or is highly technical, it should be translated in advance by a certified translator for accuracy.

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FREQUENTLY ASKED QUESTIONS

PRE-BOOKED TELEPHONE/VIDEO INTERPRETER

How do I book a pre-booked telephone/video interpreter?

To make a pre-booked telephone or video interpreter booking, please go to the All Graduates Client Booking Portal. You must login with your username and password provided on sign up. You can easily request an appointment for a select date, time and language as well as manage all of your bookings through the portal.

How do I connect when I have a pre-booked telephone interpreting appointment?

Once an interpreter has been allocated, you will be emailed instructions on 'How to Join'.

DID YOU KNOW?

Telephone interpreting is ideal for short, straightforward sessions where physical presence is not essential and visual cues are not critical to communication. It may not be appropriate for complex or sensitive discussions, where face-to-face or video interpreting would provide better support.

How do I connect when I have a pre-booked video interpreting appointment?

Depending on your preferred method, once an interpreter has been allocated you will be emailed with instructions on 'How to Join'. You can choose to utilise your preferred Video Conferencing Platform (i.e. Zoom, Microsoft Teams) and send us a meeting link or we can create the meeting link for you.

What happens if the call gets disconnected?

If the phone call is disconnected, please call the number on your 'How to Join' instructions, state your Booking ID and let the operator know you have been disconnected.

What if I need to change the appointment details?

If you need to cancel or change the booking, please go to the Client Booking Portal or email de.enquiries@allgraduates.com.au. Please provide as much notice as possible so we can notify the interpreter and accommodate any changes.

QUESTIONS?

If you have questions, feedback or compliments please contact us at de.enquiries@allgraduates.com.au or call us on 9605 3051

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FREQUENTLY ASKED QUESTIONS

WORKING WITH **AUSLAN INTERPRETERS**

What is the role of an Auslan interpreter?

Auslan is Australian Sign Language, the language of the Australian Deaf Community. It is a distinct language, with its own grammar and syntax. An Auslan interpreter is someone who interprets in both directions between English and Auslan facilitating communication between two parties. They are impartial professionals who serve both parties equally and are bound by a strict Code of Ethics.

How can I prepare for a session with an Auslan interpreter?

- Brief the interpreter beforehand by sharing relevant materials, jargon, and any specialised language they may encounter
- Allow time for interpreters to familiarise themselves with the content before the session starts

What should I keep in mind during the session?

- Allow extra time for the deaf person to respond, as interpreting involves a slight delay.
- Ensure only one person speaks at a time, as interpreters cannot interpret multiple speakers simultaneously.
- Remember that Auslan is a distinct language with its own grammar and idioms; the interpreter will convey meaning rather than translating word-for-word.
- Be aware that humour often does not translate well due to cultural and linguistic differences.
- Avoid making side comments, as the interpreter is ethically required to interpret everything the deaf person would have understood if they could hear.

Special Considerations

Auslan interpreters generally work in the simultaneous mode. Due to the highly demanding cognitive nature of this task, they should be given short breaks after every 15-minute block to maintain accuracy and effectiveness. Multiple Auslan interpreters may be required in tandem when an appointment is longer than one hour.

How should I interact with the interpreter and the deaf person?

- Speak clearly at your normal pace and volume. The interpreter will let you know if adjustments are needed.
- Address the deaf person directly and maintain eye contact with them, not the interpreter.
- Allow interpreters to position themselves appropriately, typically next to the English speaker for visibility.

QUESTIONS?

If you have questions, feedback or compliments please contact us at
de.enquiries@allgraduates.com.au
or call us on 9605 3051

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HOW TO SUBMIT A TRANSLATION REQUEST FOR YOUR KINDERGARTEN

For funded kindergartens:

Follow these steps to ensure the translation process runs smoothly and meets the Department of Education's Use an interpreter in early childhood education services guidance.

Step 1. Identify the Document Type and Word Limit:
Determine the category of your document and ensure it adheres to the specified word limits:
- **Key item for newsletter**: 500 words maximum
- **Notice:** 750 words maximum
- **Information on the program:** 750 words maximum
- **Assessments of learning and development** 750 words maximum
- **Individual child goals/learning & development goals** - 500 words maximum

Step 2. Use Plain English:
Write the document in clear, straightforward language to facilitate accurate translation.

Step 3. Format the Document Appropriately:
Prepare the document in A4 size using Microsoft Word, ensuring it is in running text format without complex layouts or special formatting.

Step 4. Complete the Translation Request Form:
Fill out the Translation Request Form, providing all necessary details about the document and the translation requirements.

Step 5. Submit the Document and Request Form:
Submit your translation requests via the All Graduates Client Booking Portal.

Step 6. Allow Sufficient Time for Processing:
Submit your request at least 10 business days before the translation is needed to ensure timely completion.

Step 7. Maintain Records:
Keep a record of all translation requests, including copies of the original and translated documents, as well as correspondence related to the translation process.

Questions? For enquires on translation related matters, contact us on 9605 3051 or email de.translations@allgraduates.com.au

Department of Education
Kindergarten Translation Request Form

Email: de.translations@allgraduates.com.au
Phone: 03 9605 3051

PLEASE COMPLETE ALL RELEVANT SECTIONS	
Sender's Name:	
Kindergarten Name:	
Email Address for Delivery:	
Name of Contact Staff Member: (if different from sender)	
Contact Phone Number:	

PLEASE TICK ONE OF THE CATEGORIES	Maximum words per language (under credit line funding)	TICK ONE ONLY
1. Key item for newsletter - Key items for newsletters should provide important information which is relevant to the whole kindergarten service.	500	
2. Notice - Notices might include details regarding the kindergarten service, parent information meetings and consent forms.	750	
3. Information on the program - This might include details about kindergarten programs, experiences, excursions/incursions or communication about individual children on areas such as learning and wellbeing.	750	
4. Assessment of learning and development	750	
5. Individual child goals/learning and development goals	500	

Please allow a minimum of 5-7 working days for any translation request	
Date of service required by:	
Title of text to be translated:	

Language(s) Required:			
1		6	
2		7	
3		8	
4		9	
5		10	

Submit your translation requests via the All Graduates Client Booking Portal. For enquires on translation related matters, including how to access the client portal contact de.translations@allgraduates.com.au.

Funded kindergarten services are not able to access translation services to translate lengthy documents such as parent handbooks and Transition Learning and Development Statements. Funded kindergarten services will need to meet translation costs where services fall outside the translation guidelines. The department does not provide for requests to translate family/child documentation and documents regarding policies or services for other government departments.

For more information about translations for funded kindergarten services, please visit the Department of Education Language Services Guidance.