How to work with a Telephone Interpreter

> Introduce yourself to the interpreter, explaining where you are and the nature of your call.

> Clearly indicate the expected duration of the call, and limit conversation to the essentials to allow interpreter to assist clearly.

> Try to make yourself clear as an interpreter can’t rely on body language to understand and convey information to a Non-English speaking client.

> Clearly indicate when the session has ended to everyone involved in the call.

Please note that Telephone Interpreting may not be appropriate if:

> The client is under emotional, mental or physical stress

> The client is deaf or hard of hearing

> The interview will be greater than 45 minutes

> Visual aids or documents need to be referred to

> There may be legal or medical risks, such as in situations involving law enforcement or emergency services.

If you require an on-site interpreter, please call 03 9280 1955