wanada

Western Australian Network of Alcohol & other Drug Agencies

Interpreter Access Project

Information Manual

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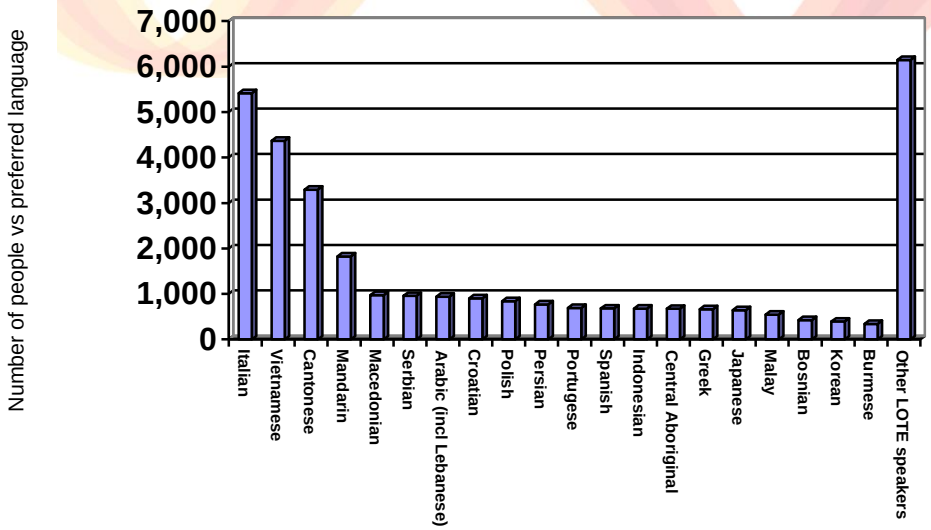
Government of **Western Australia**
Drug and Alcohol Office

Introduction

For many people engaging in alcohol and other drug (AOD) counselling can be a daunting process let alone if they experience cultural and/or linguistic barriers. The Interpreter Access Project aims to assist access to AOD agencies by culturally and linguistically diverse peoples, including people who are Deaf or hearing impaired, through the engagement of interpreter services.

According to the 2006 Census, Western Australia has over 34,996 inhabitants who cannot speak English or for whom English is a second language. This, along with cultural issues, presents a major communication barrier when people from diverse population groups need to engage in counselling or a therapeutic process, or access information, and where agencies do not have the staff and resources to cater for their needs. Similar issues arise for people who are Deaf or hearing impaired.

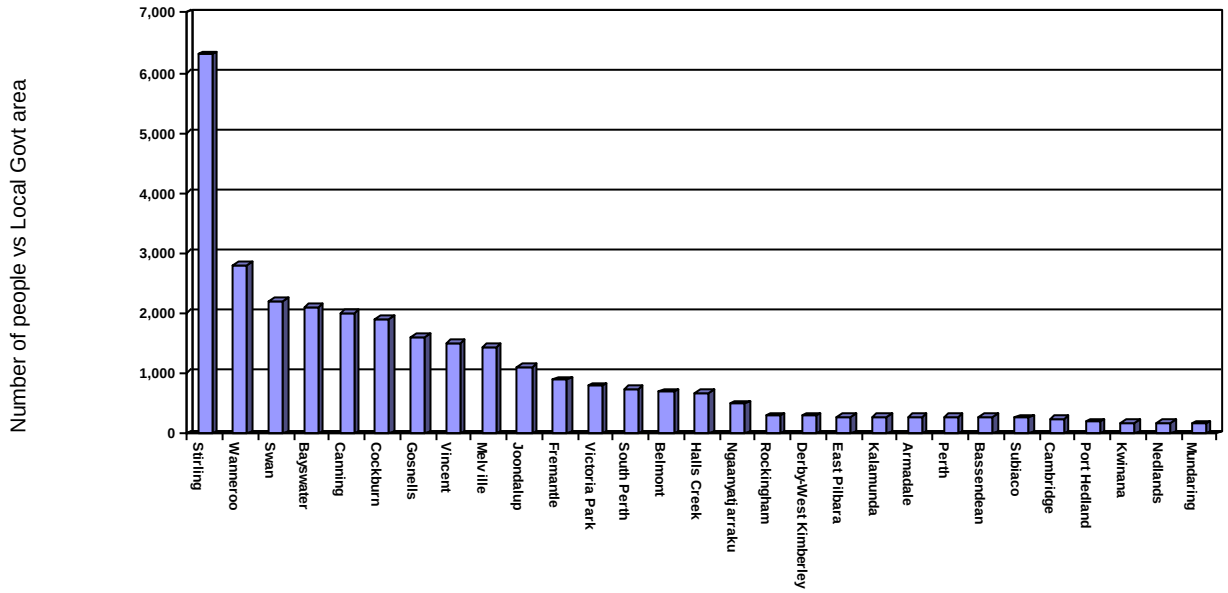
The graph below shows the top 20 languages spoken in Western Australia at home by persons where English is not the first language.



WA: 2006 Census available at WWW.omi.wa.gov.au/OMI_WAPeople.asp

The following graph shows the local government areas in Western Australia with the highest number of people where English is not their first language.

WA: 2006 Census available at www.omi.wa.gov.au



It is worth noting that migration trends into WA have, and are likely to continue to change over time. As some migrant populations become more concentrated in some regions, more established communities are likely to develop and offer supports. It is the emerging communities which are most likely to benefit from a service such as the Interpreter Access Project.

WANADA conducted a survey of its member agencies to find out which of them would use the Interpreter Access Project, and if any agencies have had the need for an interpreter in the past. Most of WANADA's members said that they would use the Interpreter Access Project if the need arose, and all said that it would be worthwhile to have in place. Some of our member agencies have utilised an interpreter service in the past with the most common interpreter agencies used being the Translation and Interpreter Service (TIS) and the WA Deaf Society. Interpreters for a variety of languages have been required in the past; including Polish, French, Spanish, Yugoslav (Bosnian, Croatian, Serbian), Vietnamese, and various Middle Eastern and African languages, as well as Auslan (sign language).

Clients and/or their families that require AOD counselling, information and/or support can request the services of an interpreter through any of WANADA's member agencies in Western Australia, **free of charge.**

WANADA is registered and has an account with TIS. Agencies needing to call on the interpreter services of TIS will be able to provide them with the details required to ensure the client and the AOD agency receives this service free of charge. WANADA is willing to negotiate similar arrangements with other interpreter services where they are available.

WANADA has made arrangements with the Kimberly Interpreter Service to cater for a variety of Aboriginal languages.

The WA Deaf Society cater for people who are Deaf or hard of hearing. The Kimberly Interpreter Service and the WA Deaf Society require up front payment by the AOD agency. WANADA will reimburse the AOD agency if they have the need to access these services or accounts can be directly mailed to WANADA for payment.

Considerations

It can sometimes be difficult to assess if a client requires an interpreter. If there is any doubt as to the client's ability to communicate as a result of language or cultural barriers an interpreter service may be the preferred option.

Understanding may be distorted because of cultural and/or linguistic barriers. A qualified interpreter assists both the worker and the client to communicate with each other. It is acceptable and sometimes necessary to use an interpreter even if the client initially considers it not needed.

Qualified Interpreters vs Family and Friends/Bilingual Staff as Interpreters

- Family members, especially children and young relatives, are not seen as suitable interpreters as they could potentially inhibit sharing of information and the therapeutic process;
- The engagement of a qualified interpreter will prevent conflict of interest and will aid in the therapeutic process;
- Using non qualified interpreters can be embarrassing and/or inappropriate for the client, their family or both;
- Qualified Interpreters are required to maintain confidentiality and impartiality as part of their code of ethics;
- Bilingual staff, unless they are qualified interpreters, are not trained in ensuring cultural and linguistic issues are adequately considered in communication exchanges beyond providing information;
- A qualified interpreter serves the interest of all parties in the communication/therapeutic process.

If a client requests to use a family member/friend instead of a qualified interpreter, the AOD worker needs to inform the client of the issues such as conflicts of interest and potential inhibitions impacting on the therapeutic process. Ultimately, however, it is up to the client to make this choice.

Procedure

NB: Assessment of client suitability for AOD services other than sessional outpatients needs to consider cultural and linguistic barriers that may hinder the therapeutic process outside of interpreter-assisted counselling.

When the need for an interpreter is identified:

- The AOD staff/counsellor will organise an appropriate interpreter service using the contacts provided by WANADA;
- The AOD staff/counsellor will make a suitable appointment date and time for both the client and interpreter;
    - Please bear in mind that most sessions using an interpreter will take longer than usual and bookings will need to consider this, for example WA Deaf Society have a minimum booking time of two hours.
    - Up to 48 hours notice of cancellations of interpreter services is required.

Prior to the appointment:

- The AOD staff/counsellor may choose to meet with the interpreter to ask any questions and find out if there are any barriers or culturally sensitive issues they need to be aware of. The staff/counsellor may also invite feedback from the client on any barriers or culturally sensitive issues.

At the conclusion of each appointment:

- The staff/counsellor is to fill out an Interpreter Access Project Confirmation and Feedback Form (See Appendix 1) and send this through to WANADA to assist us in making payment and for reporting purposes.
- If the interpreter service requires up front payment, WANADA will reimburse the AOD agency within fourteen days.

Interpreter Services Listing

If you require an interpreter for a client you can contact the following organisations for information or to book an interpreter:

Translating and Interpreting Service (TIS)

- Provided by the Department of Immigration and Multicultural Affairs. TIS National provides an interpreter service for a variety of international languages.
- TIS National services are available 24 hours, 7 days a week and can be contacted on 13 14 50 or 1300 655 082
- On-site Interpreter Enquiry Line (business hours) Telephone: 1300 655 082, Fax: 1300 654 151, e-mail: tis@immi.gov.au
- TIS provides telephone and in person interpreter services depending on the availability of interpreters in the area and the language needed.
- When booking an interpreter service please ensure that you inform TIS that the invoice for the interpreter service should be sent to WANADA and give them the appropriate contact information if required.
- Members wishing to use TIS may need to contact WANADA to find out our **TIS registration number.**

Kimberley Interpreter Service

- Kimberley Interpreter Service provides interpreters for the following Aboriginal languages: Kriol, Jaru, Kija, Walmajarri, Kukatja, Bunuba, Gooniyandi, Murrinh-Patha and others. The interpreters are available within the Kimberley region as well as a limited number within the Perth metro area.
- Contact on (08) 9169 3161 or via e-mail: kis@wn.com.au
- A minimum booking of two hours is required.
- Forward your invoice and the Confirmation Form to WANADA to ensure prompt reimbursement of these fees.

WA Deaf Society

- The WA Deaf Society has locations in East Perth and Bunbury, and consequently is only available in the metropolitan and South West regions. (If you are from another region and are aware of a similar interpreter service for people who are Deaf or hearing impaired, please let WANADA know so that we can consider extending this service).
- The WA Deaf Society can be contacted on (08) 9441 2623 (East Perth) or (08) 9791 8032 (Bunbury); Fax: (08) 9441 2600 (East Perth) E-mail: bookings@wadeaf.org.au

- After Hours Emergencies: 0410 017 540
- Online bookings can be made at http://www.wadeaf.org.au/index.php?id=88

The Society prefers bookings made by e-mail or on the website, however will make appointments over the telephone.

- All bookings made through the booking form need to be made at least one week in advance; in extreme circumstances the Deaf Society may be able to accommodate bookings made at shorter notice.
- The Society requires up front payments of fees.
- Fees are $198.00 plus GST for a minimum 2 hour booking.
- $99.00 per hour thereafter or ½ hour increments of $49.50.
- Cancellations - Less than 24 hours notice: 100% payment, Less than 48 hours notice: 50% payment, More than 48 hours notice administration fee of $22.00
- Short Notice Fee - $22.00 will apply to all bookings that are received within 5 business days of the appointment date (Mon-Fri 9am-5pm, not including Public Holidays).
- Travel fees may apply for locations over 40 km from WA Deaf Society Perth metro office or over 40km from regional centre.
- Penalty Rates - $6.60 is added to the standard hourly rate for assignments that commence and finish between the hours (or part) 7.00pm-7.00am Mon-Fri, all day Saturday and Sunday.
- On all public holidays and the 24 hour period from 6pm New Year's Eve to 6pm New Year's Day fees are charged at double rate and all other penalty rates still apply.
- An invoice and the Confirmation Form forwarded to WANADA will ensure prompt reimbursement of these fees.

Other Options:

While the services listed above are the key identified providers for the Interpreter Access Project, in the event of an appropriate interpreter not being available you could:

1. Access the National Accreditation Authority for Translators and Interpreters Ltd (NAATI) website which has a listing of professional and para-professional interpreters and translators within a search engine at http://www.naati.com.au or contact on (08) 9472 3588. Individual payment arrangements will need to be made by the AOD agency. If up front payments are required, an invoice and the Confirmation Form forwarded to WANADA will ensure prompt reimbursement of these fees. Please advise WANADA of the reason for choosing this option.

2. Contact Translators International, located in West Perth, on telephone (08) 9321 1960, or via e-mail: translat@translators-international.com.au. An up front payment of $125.00 + GST per hour is required. An invoice and the Confirmation Form forwarded to WANADA will ensure prompt reimbursement of these fees. Please advise WANADA of the reason for choosing this option.

3. If the AOD agency is located in a regional or remote area you may be aware of other interpreter services. Please let WANADA know so that we can consider extending this service.

If the AOD agency is making arrangements with an interpreter service not included in the above list, they will be required to ensure the service is accredited through AUSIT.
Telephone: 1800 284 181 Web: http://www.ausit.org/

**Please note that prices for services are correct at time of printing. Contact service provider for current fee schedule*

Australian Institute of Interpreters and Translators (AUSIT) Code of Ethics for Translators and Interpreters

(See Western Australian Government Languages Services Policy - Appendix 6 www.ausit.org)

General Principles

Professional Conduct
Interpreters and translators shall at all time act in accordance with the standards of conduct and decorum appropriate to the aims of AUSIT, the national professional association of interpreting and translation practitioners.

Confidentiality
Interpreters and translators shall not disclose information acquired during the course of their assignments.

Competence
Interpreters and translators shall undertake only work which they are competent to perform in the language areas for which they are 'accredited' or 'recognised' by NAATI.

Impartiality
Interpreters and translators shall observe impartiality in all professional contracts.

Accuracy
Interpreters and translators shall take all reasonable care to be accurate.

Employment
Interpreters and translators shall be responsible for the quality of their work, whether as freelance practitioners or employed practitioners of interpreting or translating agencies and other employers.

Professional development
Interpreters and translators shall continue to develop their professional knowledge and skills.

Professional Solidarity
Interpreters and translators shall respect and support their fellow professionals.

Confirmation and Feedback Form

WANADA Interpreter Access Project

To be completed by the WANADA member agency and forwarded to WANADA, PO Box 8048 PERTH WA 6849 or email to drugpeak@wanada.org.au

Date of appointment …../…../……

AOD Agency name……..

Counsellor/staff name ……

Interpreter service engaged……

Language required…….....

Client identification number (for evaluating average number of times utilised per client) ……

Source of referral ……

If reimbursement for the interpreter service is required please attach the receipt.

For the purposes of evaluating the Interpreter Access Project WANADA would appreciate feedback from the alcohol and other drug (AOD) agency staff involved.

Was the interpreter service easy to engage? ……

Did the engagement of the interpreter assist in the delivery of service?…….

……

Comments ……

……

…….....

.....

WANADA USE ONLY

Date Received……. Date Invoice Received……...

Date Entered on Database…… Signature …….....

Referral Form

WANADA Interpreter Access Project

For the purpose of referring participants to an alcohol and other drug (AOD) agency where an interpreter service may be required.

Please complete and forward to the relevant service.

- I am referring …….…….. (participant's name) for the purpose of ……..…….....
  (eg AOD specific education, information or counselling)
- The participant will/will not require an interpreter service support for ……
  (Please indicate the interpreter service support/language that will be required)
- Other relevant information for the AOD agency and interpreter includes …….
  ……
  …… ……..

Name …….…… Signed ……..……

Referring Organisation …… Date …….

Consumer Consent for Release of Information

I ……... (Participant's Name) authorise …… (Referring organisation name) to release relevant information to ……..(AOD agency) to assist in my participation in their service.

Signed ..……... Date ……..

Referral Feedback Form

WANADA Interpreter Access Project

For the purpose of strengthening partnerships and obtaining feedback from organisations referring participants that have required the support of the Interpreter Access Project.

Please complete and forward to the referring organisation.

Dear ……

Thank you for your recent referral to …… (AOD Agency).

- Comments on the appropriateness of the referral: …….
  ……..
- Comments on how the Interpreter Access Service assisted in overcoming any cultural and/or linguistic barriers …….
  ……

Signed …….. Date …….

AOD Agency Address ……

We would also appreciate your feedback. Please take a few minutes to complete and forward the following information to the address above.

- How difficult/easy was the referral process to our AOD agency? ……..
  ……
- Do you have any issues or concerns that you feel we should consider in providing a future service to participants you may refer to our AOD agency? …….....
  ……
  ……...
- If you have received any feedback from the participant you referred we would welcome their comments …….....
  ……..……

Signed ……. Date ……..

Referring Organisation name and address ……