



Western Australian Language Services Policy 2020

Engaging interpreting services

Checklist

Assessing the need for an interpreter

Has your client presented an *I need an interpreter card*?

If yes, what is the language(s) on the front of the card?

Have you informed your client that you will arrange for an interpreter?

If no, have you used other methods to determine if they are proficient in English?

If your client has refused the services of an interpreter, have you identified the reason/s for their refusal?

Have you explained to your client why you/the Standard Australian English speaker needs to engage an interpreter?

If the interpreting session proceeds without an interpreter, have you documented their decision and any associated concerns?

Booking an interpreter

Have you confirmed your client's details?

Name

Preferred language/dialect spoken?

Cultural, faith and/or gender issues

Age

If relevant, their Aboriginal name/skin name, Country and/or language group, Aboriginal language to be interpreted (if known), and the name of the community the Aboriginal client comes from

Do you need to use the same interpreter for this interpreting session?

Have you confirmed your session requirements?

Setting (face-to-face/telephone or video call, interview, meeting, court appearance, medical examination, or conference)

Date and time

Location (address)

Working environment, for example front-line service desk (or reception), a health (emergency department), legal (courtroom), educational (school) or other setting?

Length of engagement (for interpreting sessions of one hour or more, two or more interpreters must be engaged if possible)

The mode of interpreting required (consecutive or simultaneous)

Have you provided your language service provider with the names of any other parties (family/friend/carer/witness) attending?

Have relevant documents been collated and prepared for the session?

If the interpreting service has been engaged through the CUA, have you followed the procurement process correctly?

Have you briefed the service provider about your client's details and interpreting session requirements, so they can match a suitably qualified/credentialed interpreter to the task?

Before the interpreting session

Have you scheduled sufficient time – before, during and post-session?

Has an appropriate area (meeting room) been booked for the interpreting session?

Have you configured the seating arrangements to suit the interpreting required? (triangle seating arrangement; or quad seating arrangement for Auslan interpreting)

Have you tested any equipment to be used during the session? (laptop, microphone, internet, networks)

Have you set up drinking water and glasses; provided tissues? (if needed)

Before the interpreting session begins, have you briefed the interpreter (assigned by the language services provider) about your requirements during and post-session?

After the interpreting session

Did you check that your client has understood the key information?

Did you clearly indicate to all parties that the interpreting session has ended?

Did you escort your client to reception/office entrance, so they could make their own way off the premises?

Did you debrief the interpreter after your client left the session?

Did you document the session and any issues arising?