



Western Australian Language Services Policy 2020

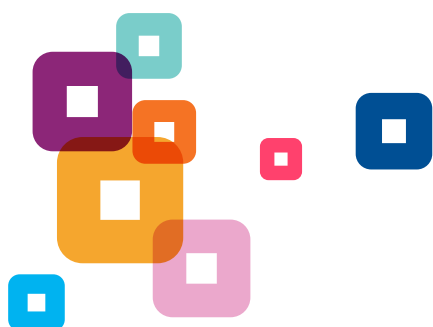
Rights and responsibilities when using language services

Party	Rights	Responsibilities
All Western Australian public sector staff	<ul style="list-style-type: none">• Request the services of an interpreter to assist their work• Request translation of documents to facilitate effective service delivery• Receive professional and competent services from interpreters and translators, including compliance with the AUSIT or ASLIA Code of Ethics• Receive quality service from language service providers	<ul style="list-style-type: none">• Provide services that are non-discriminatory and do not disadvantage any client due to language/cultural barriers• Understand when an interpreter or multilingual strategies may be required• Understand the role of an interpreter and translator• Request the services of an interpreter when one is needed• Provide adequate job specifications to contracted services• Treat the interpreter with respect• Ensure that the client is aware of the interpreter's role• Ensure that the interpreter works in a safe, healthy environment• Provide the interpreter with adequate pre-interview briefing and post-interview debriefing• Maintain professionalism always• Deal with complaints promptly, respectfully and appropriately

<p>Bilingual/multilingual public sector agency staff</p>	<ul style="list-style-type: none"> • Request the services of an interpreter when they have identified the need for one • Request for translation of documents to facilitate effective service delivery • Receive professional services from interpreter, including compliance with the AUSIT or ASLIA Code of Ethics • Receive quality service from language service providers • Receive professional and competent service from interpreters and translators 	<ul style="list-style-type: none"> • In addition to those cited above, which relate to all WA public sector staff: <ul style="list-style-type: none"> - use their own language skills for simple tasks only, such as gathering sufficient information from clients in immediate situations/emergencies - not use their own language skills in the place of those of trained interpreters - request the services of an interpreter when the need for one has been identified
<p>Client</p>	<ul style="list-style-type: none"> • Not to be disadvantaged in accessing government services due to language difficulties • Request an interpreter (including a preferred interpreter) or translated information in preferred language • Refuse the use of an interpreter • Respect, including not being coerced into communicating in English • Request consideration of gender and faith/cultural/kinship affiliations • Access to a competent interpreter 	<ul style="list-style-type: none"> • Respect the right of the agency to engage a professional interpreter • Respect the role of an interpreter • Not ask personal details of the interpreter • Be punctual and cooperative



Interpreter	<ul style="list-style-type: none"> • Respect as a professional • Adequate briefing prior to an assignment • Safe and healthy working conditions • Debriefing following assignment if required 	<ul style="list-style-type: none"> • Comply with relevant code of ethics, including the principles of impartiality and confidentiality and provide a competent service in terms of accuracy and faithfulness • Participate in briefings and debriefings • Maintain professionalism, including being punctual and responding to complaints promptly and appropriately • Maintain skills by undertaking regular professional development
Language service providers	<ul style="list-style-type: none"> • Require adequate job specifications from agencies • Expect reliability and professionalism from interpreters 	<ul style="list-style-type: none"> • Provide a high-quality service to government agencies • Deal with complaints promptly and appropriately • Treat interpreters with respect • Provide support to interpreters, including: <ul style="list-style-type: none"> - attending to their safety - providing constructive feedback - proactive communication - transparent and fair job allocation - support for professional development and training • Provide accessible grievance processes
Accompanying persons (family/friend/carer/witness)	<ul style="list-style-type: none"> • Attend interview by agreement from all parties 	<ul style="list-style-type: none"> • Not to interfere with interpreting • Provide support and speak only to the interviewee • Not to ask questions of the interpreter after the interview



Further reading

Office of Multicultural Interests

- **Western Australian Language Services Policy 2020 and Guidelines**