

# 063 – INTERPRETER/TRANSLATION SERVICES POLICY OPERATIONAL POLICY



<b>POLICY TITLE:</b>	<b>063 – INTERPRETER/TRANSLATION SERVICES POLICY</b>		
<b>VERSION:</b>	001	<b>DATE EFFECTIVE:</b>	09/07/2020
<b>AUTHORISED BY:</b>	Chief Executive Officer	<b>DATE REVIEWED:</b>	04/08/2022

## PURPOSE

To ensure that all Participants maintain informed choice when accessing ARC services when English is not their first language.

## SCOPE

This policy applies to all employees, volunteers and Participants who access or deliver ARC services.

## IMPLEMENTATION

ARC ensures Participants Individual Values and Beliefs are maintained and respected at all times. At times the support of a translation service may be required to achieve this. It is integral to ensuring choice and control of Participants, information given in the language, mode and terms that a Participant is most likely to understand.

Advantages of an accredited interpreter

- They are guided by a code of ethics and respect the confidentiality of the person
- They are impartial and accountable for their accuracy
- Stakeholders are able to fully participate in meetings rather than having to aid in communication

ARC has an obligation to maintain:

- At the direction of the Participant, their culture, diversity, values and beliefs are identified and sensitively responded to.
- Each Participant's rights to practice their culture, values and beliefs whilst accessing services is supported.

In the event that a Participant or their decision maker requires an interpreter whilst accessing ARC services for the purpose of organising service provision; ARC will ensure that one is available – this may be in person or over the via electronic means.

An Interpreter/translator will be organised if:

- A Participant requests one
- A person speaks little or no English and/or is deaf/hard of hearing
- ARC deems that it is necessary – in this instance ARC will approach the Participant with the suggestion of having an interpreter/translator present.

In the above circumstances ARC will look to organise a translator/interpreter for the meeting. In the event that a Participant's family member/friend is bilingual and can translate, ARC will still offer the use of an accredited translation service.

In instances where a Participant or Stakeholder requires documentation physically or digitally this will be provided in the language that they are most likely to understand.

## REFERENCES

*Anti-Discrimination Act 1991*

*NDIS Quality and Safeguards Framework*

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**AUTHORISATION**

This Policy is approved and issued by:



**BENJAMIN KEAST**

Chief Executive Officer

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