

arranging an interpreter

This tip sheet addresses the language and cultural issues that must be considered when booking an interpreter.

Identify the client's preferred language

Why	<ul style="list-style-type: none">• This will indicate which language the client is most comfortable using.
How	<ul style="list-style-type: none">• Ask the client what main language they speak at home.• Check if a dialect is spoken.• If you have difficulties, find out what languages are spoken in the client's country of origin and then check again with the client.

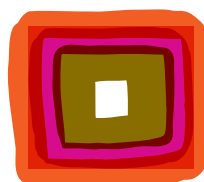
Find your language

Find Your Language allows you to create a poster or flip chart that will assist you to identify the languages that people from culturally and linguistically diverse communities speak.

www.healthtranslations.vic.gov.au/bhcv2/bhcht.nsf/pages/find_your_language?open

Assess suitability of interpreter

Why	<ul style="list-style-type: none">• The ethnicity and religion of the interpreter may be important to some clients, particularly if they come from countries where there has been political and civil unrest or conflict along religious lines. Note that ethnicity is not necessarily the same as country of birth (eg country of birth may be Iraq but ethnicity could be Kurdish).• The gender of the interpreter may be important to some clients, especially when discussing sensitive issues.• Interpreting services may be limited in rural and regional areas or in small and newly emerging communities.
How	<ul style="list-style-type: none">• Ask the client if they have any ethnic or religious preferences for working with interpreters.• Ask the client if they would prefer a male or female interpreter.• If preferred language is not available, check whether the client can speak other languages and is willing to use an interpreter in another language.



Decide what style of interpreting is going to be the most appropriate

Why	<ul style="list-style-type: none">• Both telephone and on-site interpreting are available.
How	<ul style="list-style-type: none">• Use telephone interpreting for basic communication of a short nature.• Use on-site interpreting for more complex and lengthy sessions.• For on-site interpreting, ensure a booking is made in advance.

Make a booking

Why	<ul style="list-style-type: none">• In order to ensure interpreting is available at the required time, a booking with a language services provider must be made. This is essential for on-site interpreting and possible for some telephone interpreting.
How	<ul style="list-style-type: none">• Follow the booking procedures for interpreters set by your agency or funding provider.• Indicate how much time you are likely to need for interpreting (allow for sufficient time).

Other tip sheets in this series

Developing a comprehensive language services response

Assessing the need for an interpreter

Working with interpreters