**Introduction**

This document provides guidelines for engaging an interpreter or an appropriate external agency to support individuals when a language or cultural barrier is identified. Eyecare Support Worker Services Pty Ltd is committed to ensuring effective communication and cultural understanding for all clients and staff. When a language or cultural barrier is identified, the organization will engage an interpreter or appropriate external agency to facilitate communication and ensure that the client's needs are met according to their preferences and cultural context.

**Procedure for Engaging Interpreters or Cultural Support Services**

1. **Identification of Need:**
   * When a language or cultural barrier is identified, staff should assess the need for an interpreter or cultural support service. This may be identified during initial consultations, ongoing service delivery, or at the request of the client or their family.
2. **Selection of Interpreter or Support Service:**
   * Depending on the language or cultural needs identified, staff should select an appropriate interpreter or support service from the list of preferred providers.
3. **Engagement of Services:**
   * Contact the selected service provider to arrange for an interpreter or cultural support specialist. Provide the service provider with details about the client's needs, preferred language, and any specific cultural considerations.
4. **Confirmation of Service:**
   * Ensure that the interpreter or support service is confirmed and that all necessary arrangements are in place. Confirm the date, time, and location of the service with the interpreter and the client.
5. **Feedback and Evaluation:**
   * After the service has been provided, gather feedback from the client and staff to evaluate the effectiveness of the interpreter or support service. Use this feedback to improve future service engagements.

**Interpreter and Cultural Support Service Options in Western Australia (WA)**

1. **Translating and Interpreting Service (TIS National)**
   * Description: TIS National is a service provided by the Australian Government, Department of Home Affairs. It offers interpreting services 24/7 in over 150 languages. TIS National is available for businesses, government agencies, and community organizations across Australia.
   * How to Access: Services can be accessed by calling 131 450 or visiting the TIS National website at [TIS National](https://www.tisnational.gov.au/).
   * Services Offered: On-site interpreting, telephone interpreting, and pre-booked telephone interpreting.
2. **Western Australian Interpreting and Translating Service (WAITS)**
   * Description: WAITS is a government service that provides interpreting and translating services in Western Australia. It caters to a wide range of languages and is available for public and private sector clients.
   * How to Access: Services can be accessed by contacting WAITS at (08) 9222 3500 or via their website at WAITS.
   * Services Offered: On-site interpreting, telephone interpreting, and document translation.
3. **Access Plus WA Deaf**
   * Description: Access Plus WA Deaf is a not-for-profit organization that provides interpreting services for people who are Deaf or hard of hearing in Western Australia. They offer both Auslan interpreting and captioning services.
   * How to Access: Services can be accessed by contacting Access Plus WA Deaf at (08) 9441 2677 or via their website at [Access Plus WA Deaf](https://accessplus.org.au/).
   * Services Offered: Auslan interpreting, captioning, and community services for Deaf and hard of hearing individuals.

**Interpreter and Cultural Support Service Options Across Australia**

1. **National Accreditation Authority for Translators and Interpreters (NAATI)**
   * Description: NAATI is the national standards and certifying authority for translators and interpreters in Australia. They provide a directory of accredited professionals across all states and territories, ensuring high-quality interpreting and translation services.
   * How to Access: Access NAATI's directory of certified interpreters and translators through their website at [NAATI](https://www.naati.com.au/).
   * Services Offered: Directory of certified professionals for face-to-face interpreting, telephone interpreting, and document translation.
2. **Multicultural NSW Language Services**
   * Description: This service provides professional interpreting and translation services for government agencies, private companies, and non-profit organizations across New South Wales. It offers services in over 100 languages.
   * How to Access: Contact Multicultural NSW Language Services at (02) 8255 6767 or via their website at Multicultural NSW Language Services.
   * Services Offered: On-site interpreting, telephone interpreting, video interpreting, and document translation.
3. **On Call Interpreters & Translators**
   * Description: On Call Interpreters & Translators is a private service provider with a national presence, offering a range of interpreting and translating services in multiple languages.
   * How to Access: Contact On Call at 1300 652 488 or via their website at [On Call Interpreters & Translators](https://www.oncallinterpreters.com/).
   * Services Offered: Face-to-face interpreting, telephone interpreting, video remote interpreting, and document translation.

**Conclusion**

Engaging qualified interpreter and cultural support services is crucial to ensure effective communication and cultural understanding. Eyecare Support Worker Services Pty Ltd is committed to providing accessible and inclusive services by using accredited interpreters and cultural support providers. This document outlines the process for identifying needs, selecting appropriate services, and ensuring continuous improvement in communication support.

**Document Retention and Compliance**

* Retention: All records of interpreter and cultural support services used should be retained in the client’s file in compliance with Australian privacy laws and NDIS standards.
* Compliance: Ensure all engagements with interpreter and cultural support services comply with the NDIS Practice Standards, anti-discrimination laws, and privacy legislation.

Date: Saturday, July 12, 2025