



POLICY – ACCESSING INTERPRETER SERVICES

ID No: FBC-18-817

Version: 1.0

Applies to:	<ul style="list-style-type: none">• All Employees and Contractors
Applicable Standards:	<ul style="list-style-type: none">• Aged Care Quality Standards• NDIS Quality Standards
Applicable Legislation:	<ul style="list-style-type: none">• Aged Care Act 1997• National Disability Insurance Scheme Act 2013• Anti-Discrimination Act 1998 (Tas)• Anti-Discrimination Act 1977 (Cth)• Disability Discrimination Act 1992 (Cth)

Introduction

Australia is an ever-expanding, culturally diverse country, where over 20% of people speak a language other than English at home.

A lack of English language proficiency can present a significant barrier for individuals, inhibiting their ability to participate and access services. [Family Based Care Tasmania \(FBC\)](#) is committed to ensuring that support is provided for those who do not speak English well enough to ensure equity of access to resources.

FBC will ensure that interpreters are engaged on occasions where people have difficulty communicating in English or have other requirements such as limited hearing, and will comply with Tasmanian and Commonwealth Anti-Discrimination legislation requirements.

Understanding and addressing the link between culture and language will improve care and support outcomes that FBC provides for linguistically and culturally diverse clients and communities.

Responsibilities

FBC will:

- Provide training for staff to identify when interpreter services are needed;
- Adhere to the specific needs of the individual and ensure access to information is available in their preferred language;
- Ensure the client is aware that they are able to request an interpreter if needed;
- Ensure equity and transparency in the services that are offered; and
- Value the individual's right to freedom of choice and their right to be actively involved in the decision making surrounding their health.

Available Interpreter Services

It is recommended that, for all eligible clients, FBC staff engage the free Translating and Interpreting (TIS) National service (for which FBC is registered) to meet our responsibilities as an Approved Provider, such as to:

- discuss care needs, services, and preferences with our clients;
- discuss fees and charges;
- develop or review care documents, such as agreements, care plans, and budgets; and

- support clients to exercise independence in their care and participate in social and cultural activities such as weddings, funerals, family reunions, seniors' activities, clubs, or social groups.

The Australian Government's TIS National provides:

- immediate phone interpreting – 24 hours a day, 7 days a week,
- pre-booked phone interpreting,
- on-site interpreting,
- Automated Telephone Interpreting Service (ATIS), and
- Video remote interpreting.

Eligibility For Free Services

Clients eligible for free TIS National services are those clients funded through the NDIS, CHSP, or in receipt of a Home Care Package (HCP), who also experience:

- Difficulty communicating in English;
- Deafness;
- Difficulty hearing;
- Visual impairments; and
- Limited literacy skills.

Other Interpreting and Translating Services

In circumstances where a client requests interpreting or translating services, and is not otherwise eligible for the free TIS National Service, FBC will use its best endeavours to secure the most cost effective option available for the client in the circumstances.

Authorised by:



Date:

18/9/23

President of the Board