



## ACCESS AND EQUITY

Access and Equity means making services culturally appropriate, accessible, consumer-oriented and effective. This includes using appropriately accredited interpreters and translators to meet the needs of the client.

### Centrelink

Mr Richard Harman - Multicultural Services Officer  
ACT/Queanbeyan & Surrounding Region  
13 Lonsdale Street  
Braddon ACT 2612  
Ph: (02) 6219 3233 Fax: (02) 6219 3198.

### Health Care Interpreters

Ms Colleen Crane - Director, Migrant Health Unit  
ACT Community Care  
Health Interpreters in Bosnian, Cantonese, Serbian, Spanish and Vietnamese  
Ph: (02) 6205 3333 Fax: (02) 6205 5035



### ACT Interpreter Service [Auslan]

The Interpreter Service provides efficient and effective access to information for Deaf, hard of hearing and hearing people. It provides professional, qualified Australian Sign Language (Auslan) interpreters, and for those who rely on lip-reading it offers the service of trained lip speakers. It also has qualified interpreters in Deaf/Blind communication.

You can book an interpreter by contacting the Service Coordinator in any of the following ways:

Voice and Fax: (02) 6287 4391

TTY (Telephone Typewriter): (02) 6287 4392

Email: <mailto:act.terp@iimetro.com.au>

The service has a mobile phone number for emergencies on a 24-hour basis.

Emergency Mobile Phone: 0412 422 059

An answering machine service is available for voice, fax and TTY as the office hours are from 9.00am – 1.00pm Monday to Friday.



## FEES AND CHARGES

Fees may be charged for all translating and interpreting services. Clients are advised to check about fees at the time of booking.

### ACT Office of Multicultural Affairs

#### ACT Interpreter Card

The ACT Interpreter Card is distributed to people who cannot speak English well (or at all) to facilitate access to information or services.

#### “Working with Interpreters” booklet

The “Working with Interpreters” booklet provides information to ACT Public Service staff who have regular contact with Canberrans who present the Interpreter Card or who require interpreters to gain access to services. It contains information about effectively dealing with situations where an interpreter is required by a customer.

#### Training on Interpreting and Translating

Training on working with accredited interpreters and translators is provided by the Translating and Interpreting Service (TIS) and the ACT Multicultural Affairs Unit.

To obtain ACT Interpreter Cards, *Working with Interpreters* booklets or to enquire about training opportunities for your staff, please contact:

ACT Office of Multicultural Affairs, Department of Disability, Housing & Community Services,  
Level 1 Perpetual Building, 10 Rudd Street, GPO Box 158, Canberra City ACT 2601  
Ph: (02) 6207 0555 Fax: (02) 6207 5862

## DUTY OF CARE

All providers of translating and interpreting services have a duty of care under Common Law to exercise 'reasonable care' to avoid actions that might result in injury to others. One method of demonstrating a duty of care is to provide appropriately accredited interpreters and translators to non-English speakers. If challenged under the Duty of Care you may need to justify the choice of the translator/interpreter.

