

Language Barrier Policy

Where practicable, we will provide access to an interpreter if you ask us to, or if we need an interpreter to communicate effectively with you.

We will record if an interpreter is used, or if there are reasons we are unable to arrange one.

We will arrange relevant training for our employees who are likely to be involved in communications requiring an interpreter.

In addition, we have provided the following information along with links that maybe useful to you if you have a language barrier:

Relay / Teletypewriter (TTY) Services - The National Relay Service (NRS) is a government initiative that allows people who are hearing impaired and/or have a speech impairment to make and receive phone calls or to access TTY services. Full details on the NRS is available from their website at: <https://www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub/national-relay-service>

The Translating and Interpreting Service (TIS National) – This is an interpreting service provided by the government for people who do not speak English, and for businesses that need to communicate with their non-English speaking clients. TIS National provides both immediate, pre-booked and onsite interpreting services.

The TIS National immediate phone interpreting service is available 24 hours a day, 7 days a week for the cost of a local call for any person or organisation in Australia who needs an interpreter. Details on the TIS National are available from their website: www.tisnational.gov.au