

### **Use of Professional Interpreters**

#### **Policy**

Lions Emergency Accommodation Centre Inc. (LEAC) is committed to the provision of accessible and equitable support and assistance appropriate to the diverse needs of clients.

#### **Procedure**

When communicating with a client from a culturally and linguistically diverse background or with a hearing disability, the Service will engage the use of professional interpreters as necessary.

Workers will assess a client's English skills on presentation. If a client cannot answer questions easily, cannot carry out instructions to repeat back information accurately, or has hearing difficulties and is able to use sign language, a professional interpreter may be required.

Workers will seek the consent of the client to engage the use of professional interpreters.

Workers will not use children, other relative or friends as interpreters for a client.

Workers will not disclose the name of the client and will give minimal details to the interpreting service.

Workers will be trained in working with interpreters including the Translating and Interpreting Service (TIS), face to face and AUSLAN sign interpreters.