Access to Interpreting Services

Am I an eligible service provider?

Non-Government Organisations (NGOs) funded by the department to work with children, young people and families have fee-free access to interpreting services for clients.

NGOs providing services funded under the following Investment Specifications are eligible:

- Child protection (support services) (PDF, 1.1 MB)
- Child protection (placement services) (PDF, 1.4 MB)
- Families (PDF, 1.9 MB)
- Family Based Care (Kinship Care) (PDF, 1.1 MB)
- Young people (PDF, 522 KB)
- Making Decisions in Our Way (Delegated Authority Support Services) Investment Specification (PDF, 620 KB).

The cost of interpreting services is not included in the funding provided by the department under the service agreement. Instead, NGOs access the interpreting services program, and costs are passed on to the department by the Translating and Interpreting Service provider.

When should an interpreter be engaged?

An interpreter should be provided in situations where clients from non-English speaking backgrounds have difficulties communicating in English, are deaf or hearing impaired and require Auslan sign language, or require communications in First Nations Languages.

It is not recommended that family members and/or friends be engaged as paid, or unpaid, interpreters. A National Accreditation Authority for Translators and Interpreters (NAATI) accredited interpreter is recommended for service providers using interpreters to bridge communication gaps with clients.

Professional interpreters are bound by a code of ethics to maintain confidentiality, impartiality, and accuracy.

Translating and Interpreting Services Providers

The department provides funded NGOs with access to interpreting services provided by the following Translating and Interpreter Services Providers:

- **2M Communications Pty Ltd** (includes First Nations interpreting)
- **Translationz Pty Ltd**

For existing services established prior to 2023-24, the department has provided the Translating and Interpreting Service providers with information to enable access for eligible NGOs. Existing funded services can contact the two providers directly to request bookings or access on-demand services, and will need to note:

- Status as a service funded by DCSSDS
- The service outlet name (the service name listed on your current Funding Schedule)
- The service outlet number, if known (this is listed on your current Funding Schedule).

The providers invoice the department directly for charges incurred for services provided to departmentally funded NGOs.

Auslan and alternative arrangements

To access Auslan interpreting, NGOs can contact Deaf Connect to arrange the services clients need. The department does not currently have a direct arrangement with Deaf Connect, however service providers pass the costs on to the department via invoice.

If you are unable to access the services you need through our current providers, please engage an alternative provider of your choosing. You will need an invoice for the service delivered and can provide this to the department for reimbursement.

For reimbursement of services directly engaged, please submit the following information to the department:

- The original invoice you received from an interpreting service provider
- Create an invoice to the department to request reimbursement for the interpreting service provided with program, service name and service outlet number.
- Submit the invoices to the department at InterpretingServices@cyjma.qld.gov.au

Remember to use a National Accreditation Authority for Translators and Interpreters (NAATI) accredited interpreter for all services. NAATI accreditation assesses translating and interpreting professionals to ensure they meet the professional standards required by the translating and interpreting industry. For more information on NAATI Accreditation please refer to the website.

What if we don't have access yet?

For new NGOs or NGOs with new services, contact the department to request unique account access under the program. Please email the following information to InterpretingServices@cyjma.qld.gov.au

- Service Name
- Service Contact Person
- Service Contact Email
- Contact Phone
- Service Postal Address
- Service Outlet Number/s (if known).

For more information

For more information on the Queensland Language Services Policy: Language Services Policy | Department of Environment, Science and Innovation, Queensland (des.qld.gov.au)

For further information about accessing the Department of Child Safety, Seniors, and Disability Services funded interpreter services please contact us by email: InterpretingServices@cyjma.qld.gov.au or via phone on 07 3097 5903