

Translating

Overview

This policy explains how we will help our customers to use our services and understand information that we give to them.

Scope

This policy applies to St George Community Housing and its subsidiaries (**we, our and us**).

Guiding Principles

We understand that:

- Our customers speak many languages and English may not be their preferred language,
- Our customers may have trouble hearing or speaking, and
- That this can impact whether our customers can use our services or understand information that we give to them.

Our promise

We will make sure that:

- We tell our customers how they can get help from an interpreter for free.
- We respect everyone's right to use an interpreter.
- Our customers can get information in their preferred language.

How we will help our customers

We will help our customers by:

- Using the Translating and Interpreting Service (TIS) to talk to customers who speak other languages.
- Including information about TIS in letters to our customers.
- Having employees who can help with simple questions.

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- Having interpreters to help our customers in meetings.
 - Using the Telephone National Relay Service (NRS) to talk to customers who need help hearing or speaking.
 - Using sign language (AUSLAN) interpreters.
 - Translating information into other languages.

Using family, friends or our employees as interpreters

We will only use a family member, friend, carer, or another person such as an employee as an interpreter for simple matters or if we are unable to get a qualified interpreter.

If we need to discuss legal matters or more complex issues, we will arrange a qualified interpreter.

This does not stop family and friends from supporting our customers.

Telephone interpreting services (TIS)

The Telephone interpreting service (TIS) can be used by our customers and by our employees. Telephone interpreters can be booked in advance if it is hard to get interpreters for that language or if there are special needs.

On site interpreters

We will book an interpreter to come to a meeting in person if needed. For example, we will arrange on-site interpreters if:

- We are arranging an event or meeting (such as the AGM or community consultation) and our customers need interpreters.
- If we need to discuss a tenancy matter.

Interpreters for people who need help hearing or speaking

We will use sign language (AUSLAN) interpreters to communicate with people who need help hearing or speaking.

We will use the National Relay Service (NRS) to communicate with customers who need help hearing or speaking. Our customers can call the NRS to communicate with us by telephone if they have a Teletypewriter (TTY) or a computer with a modem.



Translating documents

If a customer needs our documents translated so that they can use our services, we will arrange for these documents to be translated at no cost to our customer.

We may also use telephone interpreters or employees to explain what our written documents say and to work out whether the customer needs the document to be translated. All documents that include contain sensitive or difficult information will be translated by qualified translators.

Privacy

We will follow the law and our Privacy policy when we use and store information that we get.

Feedback and complaints

If a customer or employee has feedback or complaints about an interpreting or translating service, they should tell us.

Any issues that are reported will be passed to the Customer Feedback Representative.

Related documents/resources

- Policy: Privacy

Policy Information

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