



Translating & Interpreting Services

Professional language support ensures everyone can **access, understand, and participate** in important conversations.

These services support Clients and Service Providers in health, community, and government.

Language is **never a barrier** to accessing services, understanding information, or making important decisions.



Benefits of Using TIS

How It Supports Clients

- Equal Access to Services
- Clear Understanding of Rights & Processes
- Improved Confidence & Comfort
- Safety and Wellbeing in Critical Situations
- Privacy and Professional Respect

How It Supports Service Providers

- Accurate and Clear Communication
- Better Service Delivery & Quality of Care
- Legal and Ethical Compliance
- Time Efficiency & Faster Decision-Making
- Significant Risk Reduction

Practical Strategies to Improve Access for Diverse Communities

- Use accredited interpreters during assessments, care planning, and important discussions to support clear communication and informed decision-making.
- Provide translated and accessible information about services, rights, processes, and care options in community languages and formats.
- Identify and record language needs early to ensure interpreter and translation supports are consistently offered.
- Build cultural safety capability through staff training and culturally responsive service delivery practices.
- Partner with multicultural organisations and communities to promote services, improve outreach, and ensure resources are culturally appropriate.