



# All Graduates

INTERPRETING & TRANSLATING



ALL GRADUATES SCHOOL PACK

## WORKING WITH INTERPRETERS & TRANSLATORS

- P2 CONTACT DIRECTORY
- P3 ON-DEMAND TELEPHONE INTERPRETING FOR PROFESSIONALS
- P4 FAQ - WORKING WITH INTERPRETERS
- P7 FAQ - PRE-BOOKED VIDEO & TELEPHONE INTERPRETERS
- P8 FAQ - WORKING WITH AUSLAN INTERPRETERS
- P9 HOW TO REQUEST A TRANSLATION
- P10 TRANSLATION REQUEST FORM

DEPARTMENT OF EDUCATION: LANGUAGE SERVICES POLICY LINKS  
[INTERPRETING AND TRANSLATION SERVICES: RESOURCES](#)  
[INTERPRETING AND TRANSLATION SERVICES: POLICY](#)

# ALL GRADUATES CONTACT DIRECTORY

## Manage and Book Interpreters

The most efficient method to make any onsite, telephone and video interpreter bookings is via the [All Graduates Client Booking Portal](#). To access the client portal, you must log in with your registered user name and password.

If you're unsure how to access the Client Portal or for all enquires on onsite and pre-booked telephone and video interpreter bookings, contact [de.enquiries@allgraduates.com.au](mailto:de.enquiries@allgraduates.com.au).

## Request an On-Demand Telephone Interpreter as a Professional

Call the dial-in IVR phone number: 03 8104 9006. Enter your dedicated All Graduates PIN number. If you don't have your PIN, please contact us at [de.enquiries@allgraduates.com.au](mailto:de.enquiries@allgraduates.com.au).

## Submit your Translation Requests

Submit your translation requests via the [All Graduates Client Booking Portal](#).

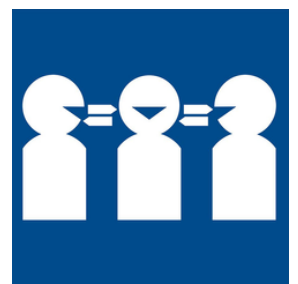
For enquires on translation related matters, including how to access the client portal contact [de.translations@allgraduates.com.au](mailto:de.translations@allgraduates.com.au).

## Submit your Feedback

For compliments, complaints and surveys, contact [feedback@allgraduates.com.au](mailto:feedback@allgraduates.com.au)

## General Enquiries

For all other enquiries, please contact (03) 9605 3051.



[Learn more about the National Interpreter Symbol](#)

# ON-DEMAND INTERPRETING SYSTEM

AUTOMATED TELEPHONE SYSTEM

Quick and easy access to an on-demand phone interpreter in **over 150 languages** using your organisation's dedicated phone number and access code.

NEED AN INTERPRETER? 📞 AVAILABLE MONDAY-FRIDAY 8:30AM-6:00PM

**DIAL IN NUMBER: 03 8104 9006**

Please have your dedicated All Graduates PIN number ready. If you don't have a PIN, please contact us at [de.enquiries@allgraduates.com.au](mailto:de.enquiries@allgraduates.com.au).



## How to use the On-Demand Telephone Interpreting System?

**Step 1.** Call the dial-in IVR phone number

**Step 2.** Enter your dedicated PIN using the dial pad or by speaking it out loud

**Step 3.** The IVR system will list the Top 15 languages requested via the quick dial system  
e.g. Press 1 for Chinese Mandarin, Press 2 for Spanish, etc

**Step 4.** Advise how long you may need the interpreter for

Up to 15 mins, Up to 30 mins, Up to 45 mins, Up to 1 hour, More than 1 hour

**Step 5.** If the language you need is not one of the quick dial languages, **press 0** to exit the quick dial system

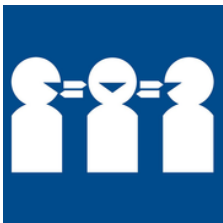
**Step 6.** Speak the name of the language or spell the language on the dial pad followed by #

e.g. To select Korean, type the first 3 letters K-O-R on the dial pad as 5-6-7 followed by #.

**Step 7.** The system will ask you to confirm whether your client is with you in-person. If not, you will be prompted to dial them before connecting with an interpreter

**Step 8.** Your call will connect to an interpreter. Simply hang up once your call is complete

**Note:** Full fee paying international students are not covered under the DE service arrangements. A separate PIN must be issued to access on-demand interpreting services for full fee paying international students and this will be invoiced to your school for payment.



### Do you need help with something else?

We offer on-demand and pre-booked onsite, phone and video interpreters as well as translation services. Contact us to learn more.

[Learn more about the National Interpreter Symbol](#)

## QUESTIONS?

If you have questions, feedback or compliments please contact us at [de.enquiries@allgraduates.com.au](mailto:de.enquiries@allgraduates.com.au) or call us on 9605 3051

# FREQUENTLY ASKED QUESTIONS

## WORKING WITH INTERPRETERS

PART 1

### What is the role of an interpreter?

The role of an interpreter is to facilitate clear and accurate communication between individuals who speak different languages. Interpreters play a critical role in ensuring equitable access to services and information.

### Is everything you share with an interpreter confidential?

Yes, interpreters are bound by strict codes of confidentiality including the [AUSIT Code of Ethics](#), [ASLIA Code of Ethics](#) and All Graduates Policies. Interpreters must not disclose any information from the session.

### What information do I need to provide the interpreter?

When booking an interpreter, please provide as much information as possible to the booking team. Where appropriate, we will pass this information to the interpreter that is allocated to your booking. Before starting the session, you should take a few minutes to provide the interpreter with a **briefing** that includes the context, purpose, specific terms and desired outcomes. If applicable, share any relevant documents in advance.

### What should I do if I book an interpreter but discover my client speaks English?

If you discover your client can speak English after booking an interpreter, it might still be helpful to have the interpreter stay in case any language barriers arise during the discussion. The interpreter will remain until you decide they are no longer needed. Keep in mind that charges will still apply, even if their services are not used.

### What if I have feedback about the interpreter?

If you have any feedback about your interpreter or booking, please submit this via the Feedback form provided or email us at [feedback@allgraduates.com.au](mailto:feedback@allgraduates.com.au). Please provide your name and Booking ID.



## QUESTIONS?

If you have questions, feedback or compliments please contact us at [de.enquiries@allgraduates.com.au](mailto:de.enquiries@allgraduates.com.au) or call us on 9605 3051

# FREQUENTLY ASKED QUESTIONS

## WORKING WITH INTERPRETERS

PART 2

### What should I do before an interview with an interpreter?

- **Brief the Interpreter:** Provide context about the session, including its purpose, specific terms, and desired outcomes. Share relevant documents in advance if appropriate.
- **Arrange the Setting:** For onsite interpreting, set up the room so that seats form a triangle, with you facing the client. For Auslan interpreting, position the interpreter next to you and opposite the client.
- **Ensure Privacy:** Avoid leaving the interpreter alone with the client before or after the session.

### How do I start an interview with an interpreter?

- **Introductions:** Introduce yourself and the interpreter to the client. Explain that the interpreter's role is to facilitate communication without adding or omitting information.
- **Assure Confidentiality:** Inform the client that the interpreter is bound by a professional code of conduct to maintain confidentiality.
- **Outline the Session:** Describe the session's purpose and objectives.
- **Encourage Questions:** Let the client know they can ask questions or express concerns at any time.

### What should I do during an interview with an interpreter?

- **Direct Communication:** Address the client directly (not the interpreter) during the discussion. For example, when speaking, ask the client 'how are you feeling today?' rather than saying to the interpreter 'ask her/ him how s/he is feeling today'.
- **Simplify Language:** Use clear language, avoiding slang, colloquialisms and metaphors as these may not translate well across cultures.
- **Be Concise:** Make a few points at a time, pausing after a few points or sentences to allow for interpretation.
- **Allow Clarifications & Repetitions:** The interpreter may ask the speakers to clarify and/or repeat when necessary. The interpreter may also pause the speakers to allow them to interpret.
- **Respect Boundaries:** Do not ask the interpreter to edit or omit information. Interpreters are trained to interpret ALL utterances for accurate and complete interpretation.
- **Cultural Enquiries:** Direct questions about the client's cultural background to the client, not the interpreter.

### What should I do after the interview?

- **Debrief with the Interpreter:** Discuss any issues related to the interpreting process.
- **Avoid Personal Opinions:** Don't ask the interpreter for their opinion about the client or content discussed.
- **Provide Feedback:** Offer constructive feedback on the interpreting session.



# FREQUENTLY ASKED QUESTIONS

## WORKING WITH INTERPRETERS

PART 3

### What interpreting modes are there?

#### 1. Consecutive interpreting

Consecutive interpreting is where the speaker and the interpreter speak one after the other. The interpreter listens to a few sentences or messages, takes notes (if necessary) and then relays this in the other language while the speaker listens. The speaker will continue and the process repeats itself. This is the most common style of interpreting in the government, education, health and community sectors.

#### 2. Simultaneous interpreting

Simultaneous interpreting involves the interpreter listening to the speaker's words and interpreting them in real-time with a slight delay, allowing both the speaker and the interpreter to speak almost simultaneously. This mode is often used in settings such as court hearings, family meetings, or scenarios where multiple speakers share the same language. It ensures that all parties remain linguistically engaged and is particularly valuable in contexts like mental health assessments, where maintaining continuity and presence is crucial.

#### DID YOU KNOW?

Auslan interpreters generally work in the simultaneous mode. Due to the highly demanding cognitive nature of this task, they should be given short breaks after every 15-minute block to maintain accuracy and effectiveness.

#### 3. Sight Translation

Sight translation is the oral or signed translation of a written text into another language, requiring exceptional focus and multitasking skills to quickly and accurately convey the content. It is commonly used when an interpreter needs to help someone understand a short written document.

Documents suitable for sight translation should typically be 200 to 300 words in length and not overly complex or technical. If a document exceeds 300 words or is highly technical, it should be translated in advance by a certified translator for accuracy.

## FREQUENTLY ASKED QUESTIONS

### **PRE-BOOKED** TELEPHONE/VIDEO INTERPRETER

#### **How do I book a pre-booked telephone/video interpreter?**

To make a pre-booked telephone or video interpreter booking, please go to the [All Graduates Client Booking Portal](#). You must login with your username and password provided on sign up. You can easily request an appointment for a select date, time and language as well as manage all of your bookings through the portal.

#### **How do I connect when I have a pre-booked telephone interpreting appointment?**

Once an interpreter has been allocated, you will be emailed instructions on 'How to Join'.

#### **How do I connect when I have a pre-booked video interpreting appointment?**

Depending on your preferred method, once an interpreter has been allocated you will be emailed with instructions on 'How to Join'. You can choose to utilise your preferred Video Conferencing Platform (i.e. Zoom, Microsoft Teams) and send us a meeting link or we can create the meeting link for you.

#### **What happens if the call gets disconnected?**

If the phone call is disconnected, please call the number on your 'How to Join' instructions, state your Booking ID and let the operator know you have been disconnected.

#### **What if I need to change the appointment details?**

If you need to cancel or change the booking, please go to the Client Booking Portal or email [de.enquiries@allgraduates.com.au](mailto:de.enquiries@allgraduates.com.au). Please provide as much notice as possible so we can notify the interpreter and accommodate any changes.

#### **DID YOU KNOW?**

Telephone interpreting is ideal for short, straightforward sessions where physical presence is not essential and visual cues are not critical to communication. It may not be appropriate for complex or sensitive discussions, where face-to-face or video interpreting would provide better support.



#### **QUESTIONS?**

If you have questions, feedback or compliments please contact us at [de.enquiries@allgraduates.com.au](mailto:de.enquiries@allgraduates.com.au) or call us on 9605 3051

# FREQUENTLY ASKED QUESTIONS

## WORKING WITH AUSLAN INTERPRETERS

### What is the role of an Auslan interpreter?

Auslan is Australian Sign Language, the language of the Australian Deaf Community. It is a distinct language, with its own grammar and syntax. An Auslan interpreter is someone who interprets in both directions between English and Auslan facilitating communication between two parties. They are impartial professionals who serve both parties equally and are bound by a strict Code of Ethics.

### How can I prepare for a session with an Auslan interpreter?

- Brief the interpreter beforehand by sharing relevant materials, jargon, and any specialised language they may encounter
- Allow time for interpreters to familiarise themselves with the content before the session starts

### What should I keep in mind during the session?

- Allow extra time for the deaf person to respond, as interpreting involves a slight delay.
- Ensure only one person speaks at a time, as interpreters cannot interpret multiple speakers simultaneously.
- Remember that Auslan is a distinct language with its own grammar and idioms; the interpreter will convey meaning rather than translating word-for-word.
- Be aware that humour often does not translate well due to cultural and linguistic differences.
- Avoid making side comments, as the interpreter is ethically required to interpret everything the deaf person would have understood if they could hear.

### Special Considerations

Auslan interpreters generally work in the simultaneous mode. Due to the highly demanding cognitive nature of this task, they should be given short breaks after every 15-minute block to maintain accuracy and effectiveness. Multiple Auslan interpreters may be required in tandem when an appointment is longer than one hour.

### How should I interact with the interpreter and the deaf person?

- Speak clearly at your normal pace and volume. The interpreter will let you know if adjustments are needed.
- Address the deaf person directly and maintain eye contact with them, not the interpreter.
- Allow interpreters to position themselves appropriately, typically next to the English speaker for visibility.



### QUESTIONS?

If you have questions, feedback or compliments please contact us at [de.enquiries@allgraduates.com.au](mailto:de.enquiries@allgraduates.com.au) or call us on 9605 3051





# HOW TO SUBMIT A TRANSLATION REQUEST FOR YOUR SCHOOL



## For schools:

Follow these steps to ensure the translation process runs smoothly and meets the Department of Education's [Translations assignments](#) policy.



### Step 1. Identify the Document Type and Word Limit:

Determine the category of your document and ensure it adheres to the specified word limits:

- **Key item for newsletter:** 500 words maximum
- **Notice:** 750 words maximum
- **Information on program/activity:** 750 words maximum
- **Learning support material:** 1,000 words maximum
- **Specialist school/transition student reports:** 750 words maximum
- **Individual learning plans:** 500 words maximum



### Step 2. Use Plain English:

Write the document in clear, straightforward language to facilitate accurate translation.



### Step 3. Format the Document Appropriately:

Prepare the document in A4 size using Microsoft Word, ensuring it is in running text format without complex layouts or special formatting.



### Step 4. Complete the Translation Request Form:

Fill out the Translation Request Form, providing all necessary details about the document and the translation requirements.



### Step 5. Submit the Document and Request Form:

Submit your translation requests via the [All Graduates Client Booking Portal](#).



### Step 6. Allow Sufficient Time for Processing:

Submit your request at least 10 business days before the translation is needed to ensure timely completion.



### Step 7. Maintain Records:

Keep a record of all translation requests, including copies of the original and translated documents, as well as correspondence related to the translation process.

**Questions?** For enquires on translation related matters,  
contact us on 9605 3051 or email [de.translations@allgraduates.com.au](mailto:de.translations@allgraduates.com.au)

# Department of Education

## School Translation Request Form



Email: [de.translations@allgraduates.com.au](mailto:de.translations@allgraduates.com.au)

Phone: 03 9605 3051

PLEASE COMPLETE ALL RELEVANT SECTIONS			
Sender's Name:			
Schools Name:			
Campus Name:			
Email Address for Delivery:			
Name of Contact Staff Member: (if different from sender)			
Contact Phone Number:			
PLEASE TICK ONE OF THE CATEGORIES		Maximum words per language (under credit line funding)	TICK ONE ONLY
1. Key item for newsletter - Key items for newsletters should provide important information which is relevant to the whole school community.		500	
2. Notice - Notices might include details of school enrolment, parent information meetings, consent forms and requests for parental support.		750	
3. Information on program - Information on programs/activities might include details about whole school programs, learning support programs, student services or communication about individual students on areas such as careers, welfare or discipline.		750	
4. Learning support material/activity		1000	
5. Specialist school/transition student reports - Specialist school transition student reports might include assessments dedicated to supporting students with additional or complex needs transition from a specialist school to a mainstream school setting.		750	
6. Individual learning plans		500	
7. Full fee-paying international student (not funded under credit line – the school is responsible for payment to All Graduates)		N/A	
Please allow a minimum of 5-7 working days for any translation request			
Date of service required by:			
Title of text to be translated:			
Language(s) Required:			
1		6	
2		7	
3		8	
4		9	
5		10	
<p>Submit your translation requests via the <a href="#">All Graduates Client Booking Portal</a>. For enquires on translation related matters, including how to access the client portal contact <a href="mailto:de.translations@allgraduates.com.au">de.translations@allgraduates.com.au</a>.</p> <p>In circumstances where the materials to be translated fall outside the guidelines, the costs will not be met by DE and costs will be billed to the school.</p> <p>For more information about translations for government schools, please visit the <a href="#">Department of Education Guidelines</a>.</p>			