

Quick Guide to Working with Interpreters in Legal Settings

Allow more time for client interviews.
Use the time to maximum effect!

Match the client and the interpreter as closely as possible.

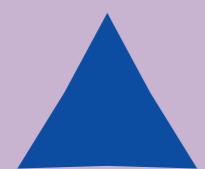
Speak directly to the client.

Arrange chairs so that the interpreter is next to the worker and opposite the client.

1. Horse shoe for group



2. Triangle for 3 people



3. Circle for large group



Write down names as you hear them.

Give interpreter feedback on the meeting and ask for feedback.

BOOKING AN INTERPRETER

- Be familiar with the background of the client - full name, language, ethnicity and preferred gender of interpreter.
- Choose appropriate interpreter service provider:
 - CRC - NSW Community Relations Commission **1300 651 500**
 - Translating and Interpreting Service (TIS) National **131 450**
- Request an interpreter with a background that meets the client's preferences.
- Choose the most appropriate interpreter:
 - avoid using family or friends of the client as an interpreter
 - client and interpreter do not know each other socially
 - interpreter is professionally accredited (NAATI Professional Interpreter)
 - interpreter has legal system experience (if possible).

BEFORE THE MEETING

- Check an appropriate meeting room is booked.
- Allow time to brief the interpreter.

DURING THE MEETING

- Introduce everyone and explain roles.
- Speak directly to the client.
- Ask people how they would like to be addressed (Mr/Ms/first name).
- Allow time for rapport to build between client and interpreter.
- Explain: "everything said between us today will be interpreted".
- Explain interpreter's confidentiality obligations.
- Use short sentences.
- Avoid jargon, sarcasm.
- Allow the interpreter enough time to interpret.
- Check client understands what you are saying.
- Keep control of the meeting.
- Close the meeting.



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For further detail refer to NSW Legal Assistance Forum website www.nlaf.org.au/groups/wg_interpreter_services.html

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