



Fact Sheet Working with a Sign Language Interpreter

Qualified Interpreters

Accredited interpreters have demonstrated the necessary skills and knowledge and operate within a professional code of ethics.

NICSS employs only NAATI (National Accreditation Authority for Translators and Interpreters) accredited interpreters who are Paraprofessional (Level 2) or Professional (Level 3).

Why are accredited Sign Language Interpreters necessary?

Working with an accredited interpreter ensures your communication with your client is guided by a code of ethics and is conducted in an impartial, accountable and accurate manner.

Services should consider the potential risks and legal consequences of poor outcomes if unaccredited people are used.

Interpreter Code of Conduct

All interpreters are expected to adhere to a professional code of conduct.

- Interpreters must be impartial, professional and honest in their communication. Information must remain confidential.
- Conversations are not censored. Interpreters must verbalise everything that is signed and sign everything that is spoken.

- You should not engage in discussions with an interpreter which you do not want interpreted. Private discussions can be offensive to the Deaf consumer and embarrassing for the interpreter.

- Interpreters are not agents for Deaf consumers and do not make follow up appointments or advocate on their behalf.

Positioning in the appointment or meeting room is important

The best positioning allows for the Deaf consumer to see facial expressions and maintain eye contact with both the professional and the Interpreter. Strong back lighting and glare should be avoided.

You should always speak directly to the Deaf Consumer

The interpreter will sign what is being said and convey what is signed.

- As the professional you should speak clearly and at your regular pace. The interpreter will inform you if you need to change pace. The Deaf consumer may ask questions if they are unsure of the message that is being conveyed.

- You may notice there is a slight 'lag time' in what is being spoken and what is being signed. This ensures accuracy of information between both languages. The degree of delay will vary according to interpreters and the complexity of material/information.

Feedback

Deaf consumers and professionals should let the booking agency know if they are unhappy with the interpreter who attended an appointment.

Obligation Free Quote

Contact us for an obligation free quote.

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