

Guidelines for Service Providers Working with Interpreters

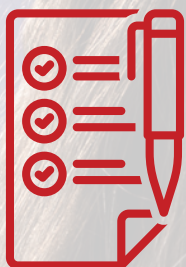


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empowering people who experience domestic, sexual & gender-based violence

Interpreting in sensitive settings is cognitively very demanding. To ensure the quality interpreting for all of the parties involved these guidelines have been written to make your interpreted interactions run as smoothly as possible,

PREPARE FOR THE INTERPRETER-MEDIATED INTERACTION



- Inform the interpreter in advance that they will be interpreting in a situation involving domestic, sexual or other gender-based violence.
- Respect the interpreter's judgement if they withdraw from the assignment - they may not feel equipped to deal with it.
- Advise the interpreter how long an assignment is expected to be.
- If the assignment is expected to be more than one hour, it is advisable to book two interpreters, to help ensure quality and accuracy of interpretation. Interpreters will turn-take throughout the meeting.
- Arrange appropriate breaks for the interpreter and tell them about water, coffee, toilet and smoking area facilities. The International Standards for Community Interpreting recommends that interpreters are provided with a break after 15 mins (simultaneous interpreting) and 60 min (consecutive interpreting).
- The Sign Language Interpreter, or the agency, may recommend that a deaf interpreter (DI) is needed. Discuss the logistics and planning in advance to cater for such team interpreting.

CONSIDER CONFIDENTIALITY & BOUNDARY ISSUES



- If the interpreter and the victim/survivor know each other consider this from the point of view of your role, for example the impact on evidence in the future.
- Even where there is no concern from your point of view, give both parties the option of deciding whether or not they are comfortable and agreeable to having you as their interpreter.
- The interpreter should never be left alone with the victim/survivor or an accused person.
- Where the interpreting is taking place in a sensitive area such as a police station, the interpreter should be accompanied at all times.
- Do not ask the interpreter to interpret for both the victim/survivor and the accused.

RESPECT THE INTERPRETING ROLE & INTERPRETING CHALLENGES



- The interpreter is there to interpret and not to advise on background cultural information or for their opinion on the credibility of the story.
- Be aware that interpreting is not 'word-for-word' translation. There may be no exact equivalent of a word or phrase. The interpreter may need to clarify the meaning of particular words, phrases, abbreviations and concepts. Allow as much time as possible for clarifications.
- Sign Language Interpreters may need to establish the signing style and the level of sign language that a victim/survivor/accused uses. This is a normal part of familiarisation and should not be misconstrued as idle conversation.

INFORM SERVICE USER ABOUT INTERPRETER RELATED ISSUES



It is the role of the service provider, through the interpreter, to tell the victim/survivor that:

- The interpreter's role is impartial.
- The interpreter is there interpret and not advocate on anyone's behalf.
- Everything they say in the presence of the interpreter will be interpreted.
- The interpreter will keep everything that is said or signed or takes place strictly confidential.
- That all sign language interpreters are professionally trained, qualified and members of the national register.

NATIONAL 24-HOUR HELPLINE AT 1800 77 8888

For those who are deaf or hard of hearing, we provide a text service, operating Mon-Fri from 8am to 6:30pm, at 086-8238443



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