



Information For Interpreters National Disability Insurance Scheme

How does it work? How can I prepare?

THE NDIS is a program to help people with disability get the supports they need to live a good life. Interpreters may be contacted by the National Disability Insurance Agency (NDIA) or other organisations supporting people with disability to assist with communication.

It is essential to get all the information you need from your Language Service Provider to prepare to support the participant effectively.



ONSITE OR VIDEO REMOTE (VR) IS BETTER WHERE:

1. The conversation will likely be complex and lengthy, e.g. meetings to discuss NDIS-related pre-planning/planning/ and plan implementation meetings.
2. The participant prefers to have the interpreter onsite or feels unable or uncomfortable using the telephone.
3. Many people are involved in the conversation or meeting, e.g. NDIA representatives, family members, service staff or advocates.
4. It is essential to gauge facial expression, hand, and body gestures, e.g. to check whether the participant has understood a message or instructions.
5. A person's disability limits their communication, e.g. hearing or intellectually impaired.

PARTICIPANTS HAVE A RIGHT to request face-to-face or video-remote meeting if they prefer. However, participants, NDIA, or other disability organisations may not know this right. On-site interpreters are available in both metropolitan and regional areas. If you sense that the person does not understand the information provided over the phone in their LOTE, has difficulty answering questions, and you feel that being able to observe body language and facial expression might assist them. To communicate correctly, you should alert the person providing the information about this fact.

Ultimately, it is not the interpreter's responsibility for people to understand the information; it is the organisation's responsibility. Interpreters must consider the duty of care and appropriateness of the information provided, including the mode of interpreting.

INTERPRETING EFFECTIVELY

REFLECT ON LANGUAGE ABOUT DISABILITY

Please make sure you use current terminology and positive language about disability to the person with a disability or their family.

SPEAK UP FOR YOUR CULTURAL CONTEXT

Share sensitivities around disability in your culture that the worker should be aware of and that might impact the discussion, e.g. how openly the participant can discuss what is being asked of them.

TRUST YOUR PROFESSIONAL JUDGEMENT

Alert the worker that the participant does not seem to understand or seems unprepared for the meeting or if they seem completely unfamiliar with NDIA, e.g. the worker assumes the participant understands the terms, process or jargon being discussed.

BE READY TO EXPLAIN YOUR ROLE CLEARLY

Be aware that you may be asked to interpret for workers who have not worked with interpreters. State the essential principles of the AUSIT Code of Ethics, such as accuracy, impartiality, competence, and confidentiality.

BE MINDFUL OF HOW LONG THE MEETINGS MAY BE

Remind workers that a break may be required after 40 minutes or so to undertake your role as an interpreter to the best of your capacity.

PREPARE FOR THE NDIS AND THE JARGON

Familiarise yourself with the language of the NDIS. Consider how to convey concepts when there is no word in your language. This glossary explains the meaning of the most frequently used terms in the NDIS and the disability sector. It is helpful to people with disability and their carers who speak a language other than English, workers and interpreters in this area.



STAGES OF THE NDIS PROCESS, AN INTERPRETER MIGHT BE ENGAGED IN:	WHO WOULD CONTACT YOU	MEETING PURPOSE AND HOW BEST TO PREPARE TO INTERPRET
<p>ACCESS REQUEST, ACCESS ENQUIRY Recommended mode: phone, onsite, VR</p>	<p>NDIA, LAC (Local Area Co-ordinator)</p>	<p>A person will be making enquiries/ providing information to access the NDIS. General knowledge of disability and the NDIA is beneficial.</p>
<p>PRE-PLANNING MEETING Recommended mode: onsite, VR</p>	<p>LAC, Early Childhood partners or other organisation</p>	<p>A LAC, disability organisation or other organisation may work with a person with a disability and their family to discuss what support they would like to have through the NDIS. This may include discussing their disability, situation, goals, and what supports, services, and/or equipment would assist them. Be prepared to ask for clarification of any terms not understood at the meeting and explain if terms are not easily interpreted in your language.</p>
<p>PLANNING MEETING Recommended mode: onsite, VR</p>	<p>NDIA, LAC, Early Childhood partner</p>	<p>This meeting decides what support the NDIA will provide for a participant. An NDIS planning meeting can be a long process. The worker may ask up to 200 questions in this meeting. You might need to prepare by ensuring you can accurately interpret disability terminology and commonly used NDIS terminologies. Be prepared to ask for clarification of any terms not understood at the meeting and explain if terms are not easily interpreted in your language.</p>

STAGES OF THE NDIS PROCESS, AN INTERPRETER MIGHT BE ENGAGED IN:	WHO WOULD CONTACT YOU	MEETING PURPOSE AND HOW BEST TO PREPARE TO INTERPRET
<p>ACCESS REQUEST, ACCESS ENQUIRY Recommended mode: phone, onsite, VR</p>	<p>NDIA, LAC (Local Area Co-ordinator)</p>	<p>A person will be making enquiries/ providing information to access the NDIS. General knowledge of disability and the NDIA is beneficial.</p>
<p>PRE-PLANNING MEETING Recommended mode: onsite, VR</p>	<p>LAC, † Early Childhood partners or other organisation</p>	<p>A LAC, disability organisation or other organisation may work with a person with a disability and their family to discuss what support they would like to have through the NDIS. This may include discussing their disability, situation, goals, and what supports, services, and/or equipment would assist them. Be prepared to ask for clarification of any terms not understood at the meeting and explain if terms are not easily interpreted in your language.</p>
<p>PLANNING MEETING Recommended mode: onsite</p>	<p>NDIA, LAC, Early Childhood partner</p>	<p>This meeting decides what support the NDIA will provide for a participant. An NDIS planning meeting can be a long process. The worker may ask up to 200 questions in this meeting. You might need to prepare by ensuring you can accurately interpret disability terminology and commonly used NDIS terminologies. Be prepared to ask for clarification of any terms not understood at the meeting and explain if terms are not easily interpreted in your language.</p>

USEFUL LINKS:

- www.ndis.gov.au/people-disability/fact-sheets-and-publications
- <http://www.amparo.org.au/factsheets/>
- <https://www.ceh.org.au/resource-hub/glossary-of-terms-disability-services-multilingual-resource/>

