

Provision of interpreter services

The Workers Compensation Commission is a transparent and independent forum for the fair, just, timely, consistent, appropriate and cost effective resolution of workers compensation disputes.

We are committed to delivering a range of services to help you reach agreement in disputes. Our arbitrators hear and decide disputes which parties are unable to resolve themselves.

We recognise that providing interpreters when needed is important in ensuring equal access to our dispute resolution service.

This service charter outlines:

- our expectations of parties, legal representatives and agents where parties or witnesses need an interpreter; and
- the interpreters we arrange through our service providers.

This service charter applies to:

- Commission proceedings (teleconferences, conciliation conferences and arbitration hearings); and
- assessments by Approved Medical Specialists.

We will:

- Provide equitable access to the Commission, including interpreters where necessary [for further details see our [Access and Equity Service Charter](#)]
- Arrange for an interpreter in the nominated language/dialect and, if applicable, of the specified gender;
- Book interpreters to be in the same location as the party needing the interpreter's services whenever possible;
- Interpreters will attend teleconferences at the worker's location unless this is not possible;
- Book interpreters to arrive 15 minutes before the scheduled start time of the conference; and
- Pay for any interpreters that we arrange

We **do not** pay for interpreters arranged by parties or used for other than Commission proceedings [see below under *WorkCover's Interpreter Payment Assistance Scheme*];

- Arrange another interpreter if the arbitrator decides there is a conflict of interest;
- Use only NAATI-accredited interpreters for languages where NAATI accreditation or recognition is available. [For more information on accreditation of interpreters, see www.naati.com.au]; and
- Follow the complaint handling process in our Access and Equity Service Charter if you have a complaint. We may notify the service provider to provide other interpreters for future Commission assignments.

We expect that you, as a party, legal representative or agent:

- Tell us when a *party* needs an interpreter to participate in proceedings or to attend an assessment by an Approved Medical Specialist
 - Complete the language question on the application form;
- Tell us when a witness needs an interpreter to participate in proceedings
 - Notify the arbitrator at the teleconference;
- When asking for an interpreter, tell us:
 - the language;
 - the dialect, if applicable;
 - the gender of the interpreter, if gender is important; and
 - the party's location for the teleconference (for example, their solicitor's office).

You **may not** request an interpreter by name or use a family member, friend or legal representative who speaks a community language except as a support person;

- Lodge documents with us in English; and
- Tell us in writing if you have a complaint about an interpreter.

WorkCover's Interpreter Payment Assistance Scheme

A party can apply for payment through WorkCover's Interpreter Payment Assistance Scheme if the Commission does not cover the costs of an interpreter. The Commission does not cover the costs of an interpreter where a party:

- Engages an interpreter to help prepare an agreement;
- Uses a friend or relative to interpret;
- Engages an interpreter directly; or
- Engages translation services to translate documents into English from another language.

For more information on the scheme, contact WorkCover's Assistance Service on **13 10 50**.