

overs etc. ONCALL will also serve as an education and training platform for SWITC by imparting their extensive cultural and linguistic knowledge of CALD communities in Queensland.

Indigenous Agencies and Organisations

SWITC liaises with a range of Indigenous organisations to secure interpreting and translating services for Aboriginal and Torres Strait Islander consumers. SWITC will also engage the cultural knowledge of these organisations to ensure full access to services in the most appropriate way. These organisations include WuChopperen, Aboriginal Legal Services, Northern Territory Indigenous Interpreting Service, and Community Justice Groups.

Are the interpreters used accredited?

Absolutely. Interpreting is a complex skill set and accredited interpreters have completed rigorous training and testing to ensure their skills are of a nationally recognised standard. Accredited interpreters are also required to abide by a code of ethics and are accountable for their actions and their interpretations.

Your client has a right to ethical, professional, accurate and confidential interpretation and as such, the SWITC program will only use accredited interpreters for all interpreting (and translation) bookings.

Can SWITC be used for both telephone and face to face interpreting?

Certainly can. The SWITC service can be used to meet the requirements you have as an organisation.

It is recommended however that telephone interpreter bookings only be made for very basic information transfer

and in instances where a face to face meeting cannot be arranged. If you will require interpreter services for more complex information transfer and communication, a face to face interpreter appointment is recommended.

How do I book an interpreter or translator??

There are three ways in which you can book an interpreter:

1. Go online to www.switc.org.au and fill in the online booking form.
2. Download a PDF booking form (found on the SWITC website), complete the necessary details and fax to 07 3392 8511.
3. Call us on 07 3892 8559 to speak directly to a booking officer.

Once we receive the booking, we will process your request and contact you personally to confirm the booking.

Whichever method you choose, you can call us at anytime on 3892 8559 to discuss your requirements.



Addressing the
diverse
communication
needs
of people accessing disability services



Qué es SWITC?

Qual è SWITC?

Quel est SWITC?

Τι είναι SWITC?

Was ist SWITC?





SWITC (Support With Interpreting, Translating and Communication) is a new initiative that aims to address the diverse communication needs of people accessing disability services.

Non-Government Organisations (NGO's) who have programs funded by Disability Services Queensland can use SWITC to enable their services to become accessible through the use of translators and interpreters.

Administered by Deaf Services Queensland, SWITC is the first program of its kind in Queensland and attends to a growing need to provide communication services across the state.

SWITC is an interpreting and translating service that will provide information and service access to a wide range of stakeholders and fill a real gap in present service delivery capabilities.

Who can access SWITC?

Non-Government Organisations (NGO's) funded by Disability Services Queensland can access the SWITC service.

The SWITC program will enable you as an NGO to provide your clients access to your services through the use of interpreters and translators.

The SWITC program will ultimately enable your organisation to enhance your capacity to service people from the relevant target groups and enable you to deliver your service more equitably.

There are four key target groups that can access the SWITC service through your organisation:

- Aboriginal and Torres Strait Islanders
- People from a Culturally and Linguistically Diverse Background (CALD)
- Deaf or hard of hearing people who use sign language as their primary mode of communication, and
- Blind or visually impaired people who use Braille for written communication

If your organisation works with people who have a disability, their families or carers within these four target groups and your programs receive funding from Disability Services Queensland, you are able to access SWITC to deliver your services, information and programs.

Services funded by Disability Services Queensland have an Outlet number which identifies their location and service. If you are unsure of your eligibility, please ring SWITC on 3892 8559, and our staff will be happy to assist.

Who provides the service?

SWITC values the expertise and experience of our partner organisations in ensuring SWITC is culturally and linguistically appropriate to all our consumers.

The partner organisations listed below form part of the SWITC reference group which is dedicated to the highest standard of service through ongoing education and continuous improvement.

Vision Australia

Vision Australia is the leading provider of blindness and low vision services in Australia. They are a living partnership between people who are blind, sighted or have low vision. They are united in their passion that in the future, people who are blind or have low vision will have access to and fully participate in every part of life they choose.

Deaf Services Queensland

Deaf Services Queensland is the largest provider of Deaf specific services in Queensland, including a large pool of accredited and highly skilled Auslan (Australian Sign Language) interpreters. Their aim is to see Deaf people empowered, connected and achieving.

ONCALL Interpreters and Translators Agency

ONCALL Interpreters and Translators Agency aims to be the leader in interpreting and translating services worldwide. They supply accredited interpreters and translators in over 80 different languages and in a range of formats e.g. onsite, telephone, simultaneous, voice

