Support with **interpreting,**

translating and communication

How to submit an interpreter booking?

All requests must be made through the SWITC bookings site. Please read through these instructions in full before making a request.

Information to prepare before submitting a booking

Before making a booking ensure you have the following details ready. The bookings page will time out if you remain within an un-submitted booking for too long:

- ✓ Your email and contact number
- ✓ Email address of person who needs to receive confirmation emails
- ✓ Accurate language/dialect of your client
- ✓ The staff member who will be attending appointment: name and contact number (mobile preferred)
- ✓ Client information: Name, age, gender, country of origin, year of arrival in Australia, proficiency in English
- ✓ Appointment information: Date, starting and finishing time, location address, what will be discussed?

How to submit your request online?

1. Ensure your web browser is set to view at 100%
2. Go to SWITC bookings site: http://bookings.switc.org.au/
3. Enter your User Name and Password. These are pre-designated by the Government and SWITC for you, please contact the SWTIC office (07 3892 8559) to obtain your log in details.
4. Click on 'New Booking' located in the left side menu
5. Select which service you require in the drop down menu (Auslan, CALD, ATSI, Blind or CALD translation). Agree to the terms and conditions and click, 'Submit'
6. Note the Booking reference number at the top of the booking page. (eg. CALD Booking #61234) You will need this number when querying this booking.
7. Complete the booking form as required. Once completed, click, 'Submit' at the top or bottom right side of the booking page. IMPORTANT: If you do not see the below message, your booking has not been successfully submitted. Do not navigate away from your booking page until you see this message:

   Thank you for booking with SWITC

   An email has been sent to you confirming your booking has been received.

   Once the service requested has been confirmed, a second email will be sent to you outlining the details of the appointment.

8. An Automatically generated email confirming that the booking has been successfully submitted will be sent to the email address that you have provided in the booking.
9. If you need to change any details of your booking or need to cancel the booking, please do so by contacting the SWITC office on 07 3892 8559.
10. Once an interpreter has been allocated to your booking, the SWITC booking site will send an automatically generated email to the email that you had provided in the booking.