

Interpreter Services

Reliant Healthcare recognises that effective communication is essential for providing quality healthcare services. We are committed to providing interpreter services to Clients who have limited English proficiency or other communication barriers.

Reliant Healthcare will provide interpreter services at no cost to the client, using the Translating and Interpreting Service (TIS National). We will provide interpreter services in a timely manner, based on the client's needs and preferences. Interpreter services may include:

- In-person interpreters
- Telephone interpreters
- Video remote interpreters
- Written translations

Requesting interpreter services:

Clients who need interpreter services may request them from any staff member who will arrange the service. Reliant will also be proactive in assessing clients' communication needs and offering interpreter services when necessary.

Procedure:

[TIS Immediate phone interpreting](#) is available 24/7 and can be accessed by agency and non-English speaking clients with the assistance of a phone operator by calling 131 450. The following information will be requested:

- a. to confirm the language you have requested
- b. your TIS National client code (C036614 for NDIS clients and C036568 for Home Care Package clients)
- c. Company name (Reliant Health Care Pty Ltd)
- d. your name and phone number
- e. the non-English speaker's name
- f. the non-English speaker's phone number (if you require TIS to conference them into the call)
- g. For NDIS clients, the Participant number, postcode and support category will also be requested.

There are also a range of pre-booked services available through TIS National. Please discuss your needs with your Coordinator if this is required.

Confidentiality:

Interpreter services will be provided in compliance with the Australian Privacy Principles and in a confidential manner. Interpreters will not disclose any client information to unauthorised individuals. In the case of Home Care Package or NDIS clients, their identification numbers for those services will need to be provided to arrange funding for the service.