

# INSTRUCTIONS FOR USING VITS' TELEPHONE INTERPRETING SERVICE

24  
HOURS  
7  
DAYS A WEEK

To connect to a telephone interpreter, please follow the procedures below. Using the numbers from the list on the right, identify and dial the phone number that corresponds to the language your client requires.

**1. Enter your VITS pin number supplied to your organisation by VITS.**

If you have forgotten your pin or don't have a VITS pin, your call will be transferred to a customer service representative who will assist you with your pin information.

**2. For invoicing purposes please enter your authorisation code then enter #.**

Authorisation code can be your telephone extension number, employee code, cost centre code or other code as prescribed by your organisation. This information is used to record origin of the call within your organisation.

**3. Enter your client's reference number/case or UR number then enter # or if no entry required, press #.**

This information is used to capture details about your client who requires the interpreting service and will be reproduced on your invoices and reporting for reconciliation purposes.

**4. If you do not have a conference call facility to dial out to your NES client if they are not present with you, follow the prompts to enter their phone number and VITS will make the connection.**

If you're having problems with entering your NES client's phone number, your call will be transferred to a Customer Service Representative.

**5. Enter 1, 2 or 3 to select the particular language your non-English speaking (NES) client requires.**

The system will confirm your language selection. If it is not correct, your call can be transferred to a Customer Service Representative for assistance.

**6. Once connected to the telephone interpreter, proceed to talk to your NES client and the telephone interpreter.**

The system can now detect when either an interpreter or your client has accidentally disconnected from your conference. You now have the ability to reconnect to your NES as well as reconnect to the same interpreter. If the same interpreter is not available, you can either connect to a new interpreter or if able, continue the call with your NES client.

If you dial the **All other languages number 03 9280 1907**, your call will transfer to a VITS operator who will assist in connecting you to an interpreter.

For more information, email us at: [enquiries@vits.com.au](mailto:enquiries@vits.com.au) or call 03 9280 1941.

## TELEPHONE INTERPRETING PHONE NUMBERS

### 03 9280 1901

- > Vietnamese
- > Bosnian
- > Amharic

### 03 9280 1902

- > Greek
- > Somali
- > Korean

### 03 9280 1903

- > Turkish
- > Polish
- > Cambodian

### 03 9280 1904

- > Arabic
- > Serbian
- > Mandarin

### 03 9280 1905

- > Italian
- > Macedonian
- > Cantonese

### 03 9280 1906

- > Spanish
- > Croatian
- > Russian

### 03 9280 1908

- > Dari
- > Dinka
- > Sudanese

### 03 9280 1909

- > Persian
- > Burmese
- > Thai

### 03 9280 1907

- > All other languages



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# HOW TO WORK WITH A TELEPHONE INTERPRETER



- > Introduce yourself to the interpreter.
- > Describe where you are e.g. at a home visit, service counter, office, hospital ward, etc.
- > Briefly explain the situation and purpose of the interview, and provide client's name.
- > Clearly indicate the anticipated time duration of the call.
- > Limit your communication to short sections of information and pause regularly to allow the interpreter to speak.
- > Keep in mind that telephone interpreters rely entirely on what is said and therefore allow for interpreters to clarify. They have no visual cues (such as body language) to assist in their interpreting.
- > Clearly indicate the end of the session to both the client and the interpreter.

Telephone interpreting may not be appropriate if:

- > the client is under emotional, mental or physical stress
- > the client is deaf or hard of hearing
- > the interview will be of longer duration, 45 minutes or more
- > visual aids or documents need to be referred to
- > there may be legal or medical risks, such as in situations involving law enforcement or emergency services.

Should you require an on-site interpreter, please call 03 9280 1955

