



Multicultural
NSW

Telephone
Interpreter
Employment
Information
Package



language
services

Multicultural NSW Language Services

ABOUT US

Multicultural NSW plays an essential role in ensuring that language is not a barrier to information and the effective delivery of government services. Our services facilitate equal participation and access to government services, spanning a 30 year history of serving the community and people of NSW.

Language Services is the NSW Government's only language services provider and provides comprehensive interpreting and translation services throughout NSW in over 100 languages and dialects.

We promote the value of language services which are high quality and trusted. We are committed to continually improving our delivery of language services overall.

OUR CLIENTS

To continue to build a socially cohesive, harmonious and resilient multicultural society, our face to face and remote interpreting and translation services are available to all NSW Government agencies, private and commercial organisations, community groups, and individuals.

Our clients require certified Interpreters in the relevant community language to ensure that members of the relevant ethnic community have equal access to government and non-government services.

Our clients include NSW Courts and Tribunals, NSW Police, Department of Justice agencies, and other government and non-government agencies.

ABOUT YOU

Integrity and Certification is important to us.

We are proud of the work we do and want to build on our reputation as the preferred supplier for NSW Government Agencies. The success of our language services team is built on being accurate, confidential and customer focussed, being fair and consistent in our delivery of high quality services and in always treating our clients with respect.

In addition to certification, our Interpreters demonstrate a high standard of integrity and ethical behavior in the execution of their duties.

The AUSIT Code of Ethics is recognised as setting a professional standard for interpreting and translating. We require all our Interpreters to have a demonstrated knowledge of the AUSIT Code of Ethics which is endorsed by NAATI. The general principles within the AUSIT code relate to:

- Professional Conduct
- Confidentiality
- Competence
- Impartiality
- Accuracy
- Clarity of Role Boundaries
- Maintenance of professional standards
- Continuing Professional Development
- Professional Solidarity.

We are bound to provide NAATI certified professionals for those languages where certifications exists.



Our Interpreters must maintain their NAATI certification during their employment with Multicultural NSW. For new and emerging languages once NAATI commences testing, you will be expected to acquire certification within 12 months of the commencement of testing.

If you speak more than one language you will only be able to provide interpreting services for those that you are certified to interpret in.

To be eligible to work for us all our Interpreters must have:

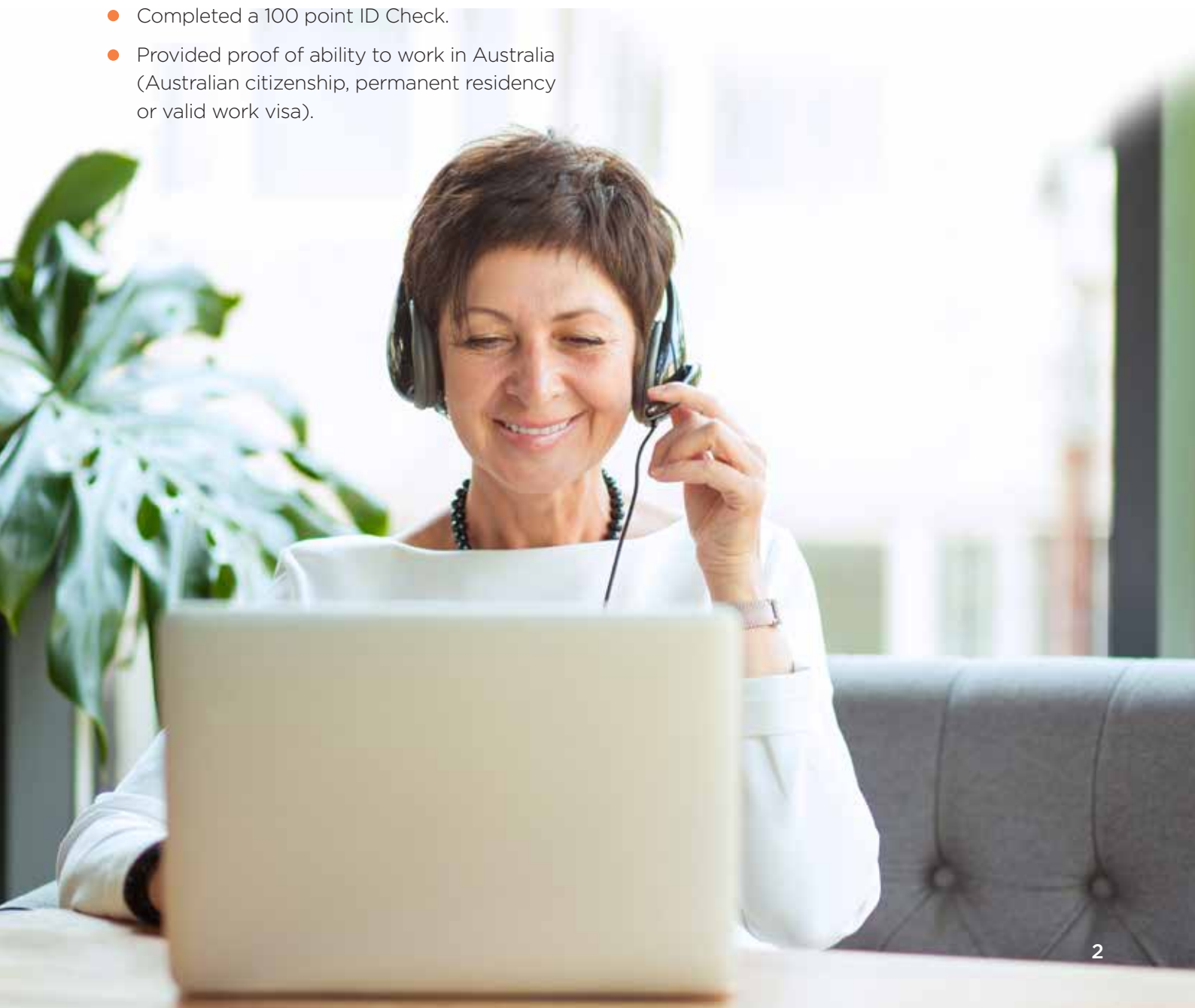
- NAATI Interpreter certification for their language. Recognition may be accepted for languages not yet tested by NAATI.
- A current Working with Children Check from your state or territory of residence.
- Demonstrated knowledge of the AUSIT Code of Ethics.
- Completed a 100 point ID Check.
- Provided proof of ability to work in Australia (Australian citizenship, permanent residency or valid work visa).

100 points of ID can be demonstrated by providing the following certified documents:

- Birth Certificate or Passport or Certificate of Naturalisation
- Driver's Licence
- Proof of Change of Name (if applicable).

Before you can commence undertaking assignments with us, you must attend a compulsory induction and orientation program.

This program is compulsory and is conducted via a combination of face-to-face and on-line learning. This ensures that you have all the information you need to successfully get allocated work and to complete the required administrative tasks to ensure you get paid.



Telephone Interpreters Rate¹

TIME AND ATTENDANCE	NAATI CERTIFICATION LEVEL	SERVICE TYPE	RATE OF PAY
Standard hours Monday to Friday 7.30am-6pm	Certified Interpreter	On Demand	First 15mins \$12.50 Then \$0.60 per 1min thereafter
		Pre-booked	First 30mins \$21.50 Then \$9.00 per 15mins thereafter
	Certified Provisional Interpreter	On Demand	First 15mins \$11.70 Then \$0.55 per 1min thereafter
		Pre-booked	First 30mins \$19.95 Then \$8.25 per 15mins thereafter
	Recognised Practicing Interpreter	On Demand	First 15mins \$11.00 Then \$0.50 per 1min thereafter
		Pre-booked	First 30mins \$18.50 Then \$7.50 per 15mins thereafter
Non-standard hours	Certified Interpreter	On Demand	First 15mins \$18.75 Then \$0.90 per 1min thereafter
		Pre-booked	First 30mins \$32.25 Then \$13.50 per 15mins thereafter
	Certified Provisional Interpreter	On Demand	First 15mins \$17.55 Then \$0.83 per 1min thereafter
		Pre-booked	First 30mins \$29.93 Then \$12.58 per 15mins thereafter
	Recognised Practicing Interpreter	On Demand	First 15mins \$16.50 Then \$0.75 per 1min thereafter
		Pre-booked	First 30mins \$27.75 Then \$11.25 per 15mins thereafter
Public Holidays	Standard hourly rates as above plus 150% for the duration of the assignment		

¹ Rates of pay are all-inclusive and include any casual loading, any payment for overtime, any leave entitlements and all allowances.



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WORKING WITH US

Once approved to commence you will be offered casual employment with Multicultural NSW and will be set-up as a casual NSW Government employee on our payroll system.

We do not engage our Interpreters as contractors or under their own ABN's. All our Interpreters are employees of Multicultural NSW and are required to complete an Australian Taxation Office Employment Declaration and be paid into a nominated bank account.

We pay employer superannuation on behalf of all our employees, including casuals. You are also covered under our Workers Compensation and Professional Indemnity insurance policies.

As an employee you will also have access to training and professional development, free of charge and this attracts NAATI PD points.

Our new telephone interpreting service is set up to enable you to work from home. The service provides on-demand and pre-booked telephone interpreting services to NSW clients and agencies 24 hours a day.

Our telephone interpreter booking system allows you to log in when you are available to work, and to simply log out when you are not available.

When logged into the system it will allocate bookings in a way that ensures that work is distributed fairly across our interpreters, based on levels of certification and availability.

In addition to a great team environment Multicultural NSW provides access to an employee assistance program (EAP) which is provided at no cost to you, by Converge International.

EAP is confidential counselling, coaching and support for workplace and personal issues. This employee benefit is an additional support to you when you experience a difficult assignment. The Panel manager is also available to support you after a difficult assignment.

ASSIGNMENT TYPES

Our telephone interpreter service provides on-demand and pre-booked services 24hrs a day, 7 days a week. Our assignments are undertaken in legal, community, education and health settings.

HOW TO APPLY

Please submit your Expression of Interest by completing the online application [HERE](#).

It is strongly recommended that you upload the required documents in Microsoft Word or PDF format at time of application. Failure to do this will delay the progress of your application.

ENQUIRIES

For recruitment enquiries please email: RecruitmentLS@multicultural.nsw.gov.au





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