

INTERPRETER GUIDELINES

You are attending today to interpret on behalf of a family member, friend, or client at a Road Trauma Awareness Seminar. When interpreting, stay focused on the topic; avoid engaging in your own conversation. The person you are interpreting for is expected to 'participate' in the seminar through you as the interpreter.

General conduct

- **Confidentiality:** Treat all content as confidential unless stated otherwise. Do not share or discuss seminar information outside the seminar.
- **Impartiality:** Please do not insert personal opinions or bias into the interpretation of information. Remain neutral, especially in sensitive or controversial discussions.

Respect

- **Respect:** Please be respectful to the subject matter, the other participants, the facilitator and the volunteer speaker at all times.
- **Stay focused:** Keep your attention on what is being said and what you need to interpret. Please refrain from using your phone while interpreting, especially when the lived experience volunteer speaker is sharing their story. This is a requirement of the participants as well.

Help things flow

- **Use simple, clear language:** Interpret in a way your family member, friend or client can understand, but keep the meaning of what has been said.
- **Keep calm during tough topics:** If the conversation is about something serious or emotional, stay focused and keep interpreting clearly.

Know your limits

- **Not your job to answer:** Please remember, it is not your role to answer questions on behalf of your family member or friend. Your role is to interpret only. The facilitator will be asking them specific questions as part of the seminar, and it's important that they respond themselves via you as the interpreter, as this is required for them to receive a certificate of participation.
- **Seating and visibility:** Ensure you can see the speaker and any presentation materials to enable accurate interpreting.
- **Clarification:** If needed, please ask the facilitator for clarification or explanation during the seminar to help interpret.

Any disruptive behaviour, you and the person you are translating for will be asked to leave.

Thank you for dedicating your time to help your family member, friend, and/or client. With your help, they will be awarded a certificate of participation at the end of the seminar. Your assistance in facilitating this is appreciated.

Support

Amber Community provides free, confidential counselling and support to people impacted by road trauma. If you or someone you know could benefit from speaking with a counsellor, please don't hesitate to reach out. To make an appointment, call us on 1300 369 797.

Thank you,
Amber Community.