# TASCAT PROTOCOL

**Date Approved: 21 March 2024**

**INTERPRETER PROTOCOL 4 – PUBLIC INFORMATION**

## Summary:

The Tribunal is committed to provide access to justice to everyone who is a party to matters before the Tribunal. The Tribunal has adopted the [*Recommended National Standards for Working with Interpreters in Courts and Tribunals*](https://jccd.org.au/wp-content/uploads/2022/05/JCDD-Recommended-National-Standards-for-Working-with-Interpreters-in-Courts-and-Tribunals-second-edition.pdf) produced by the Judicial Council on Diversity and Inclusion.

The Tribunal has implemented internal processes and training for Members and staff to comply with those standards. The Tribunal will engage suitably qualified interpreters in accordance with the National Standards for people who require the help of an interpreter when appearing before the Tribunal.

## Do you need an interpreter?

Are you involved in a matter at the Tribunal and do you have difficulty in speaking or communicating in English?

If you do, the Tribunal will seek to organise an interpreter to help you in the hearing.

You cannot have a friend, family member or work colleague be your interpreter in the hearing.

The Tribunal can only use impartial and qualified interpreters to help you.

**What do you need to do?**

You need to let us know if you need an interpreter and what language or dialect you speak.

Please let us know as early as you can and at least 7 days before the hearing.

Please fill out the Interpreter Request Form with all the information asked for in that form and send it to the Tribunal. If you have any special needs or supports required, please let us know in the form. If you have difficulty completing the form, please contact our Business Services Manager or team members to assist you – 6165 4761.

**What will we do?**

Once we have your details, we will organise an interpreter for your hearing.

We will let you know that the interpreter has been organised. We will ask that you come to the Tribunal 30 minutes before the hearing. You will have a private room with the interpreter and this will allow you both time to prepare for the hearing.

We will allow additional time for the hearing to allow interpretation to happen without being rushed.