

## Accessing an Interpreter – People with Language Barriers

We are committed to providing accessible communication to everyone, regardless of their language or communication barriers. Upon request or if necessary, we will provide access to interpreters to facilitate effective communication. We keep a record of interpreter usage or any reason that may prevent us from arranging one. To ensure our employees are equipped to handle such situations, we provide relevant training.

If you have a language barrier, we recommend utilizing the National Relay Service (NRS), a government initiative that enables people who are deaf, hard of hearing, or have speech impairments to make and receive phone calls or access TTY services. You can find complete information on the NRS website.

For those who do not speak English, the Translating and Interpreting Service (TIS National) provides interpreting services, including immediate, pre-booked, and on-site interpreting. The TIS National immediate phone interpreting service is available 24/7 at a local call cost for anyone in Australia who requires an interpreter. Visit the [TIS National](#) website for further details.