



IIP Phone Interpreting PD - Centrelink Dialogue

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| Situation | Centrelink call about new payment | |
| Location | 3-way phone call, on-demand | |
| Participants' names and roles | | |
| English speaker | Name: Anna | Role: Centrelink officer |
| LOTE speaker | Name: Ruby/Robbie | Role: New client |

Accepting and set-up

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| Interpreter | [Answer the phone call] |
| Interpreting agency | Hello interpreter. This is the interpreting agency. We have a telephone interpreting job. Anna from Centrelink is with a Luritja speaker. Are you available to do this job? |
| Interpreter | I am available and most Centrelink topics aren't too sensitive. Can you just confirm the full name and community the client is from, so I know I'm not in an avoidance relationship or that there's any conflict of interest? Also so I know it's Pintupi-Luritja. |
| Agency | Of course. The client is Ruby/Robbie West, from Papunya community, they just said 'Luritja', not sure if it's Pintupi-Luritja. |
| Interpreter | That will be fine. I can accept the job. Just give me a second to grab pen and paper, plug my headphones in and shut the door so my kids don't barge in! ... Ok – I'm ready! |
| Interpreting agency | I'm now connecting you with Anna and the client, Ruby/Robbie. Anna, I have the interpreter here. Please go ahead. |

Start of the call

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| Centrelink officer | Hello, Interpreter, I'm Anna from Centrelink. I have Ruby/Robbie also on the line with me and I need to ask him/her some questions regarding applying for a payment. |
| Interpreter | Hello Anna, I'm [name], I'm a Pintupi-Luritja interpreter. Can you hear me ok? I just need to check that the sound is ok. |
| Centrelink officer | Yes – I can hear you fine. |
| Interpreter | Great. If I can just quickly explain my role to you and Ruby/Robbie – that I will be interpreting accurately and impartially and as interpreter I also must maintain confidentiality. [In Language] <i>Ruby/Robbie – can you hear me? I am [name], the interpreter. My job is to say what this Centrelink lady says in Language for you, then you can talk back in Language and I'll say that for her in English. Like that, you two can talk to each other. That's my job, I just sit in the middle passing that message between 2</i> |



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| | <i>languages. And I have to keep everything you two say to each other a secret/confidential. Is that OK? Are you happy for me to interpret for you today?</i> |
| Client | <i>Yeah, that's good. I don't understand how that mob speak sometimes.</i> |
| Interpreter | <i>Ruby/Robbie – it's a bit noisy where you are. Can you go somewhere a bit quieter so I can hear you properly?</i> |
| Client | <i>Wait, I'm just in the shop. I'm walking outside to this bench Ok.</i> |
| Interpreter | <i>Anna – Ruby/Robbie was in the shop but is now outside where it's quieter. We can start.</i> |

The call (start consecutive interpreting)

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| 1. Centrelink | <ul style="list-style-type: none"> • So Ruby/Robbie - how are you today? • How can I help you today? |
| 2. Client | <ul style="list-style-type: none"> • <i>I want to put in for Centrelink payment</i> • <i>How do I get on Centrelink?</i> |
| 3. Centrelink | <ul style="list-style-type: none"> • Sure, well, I need to ask you a few questions so firstly we can understand if you are eligible for a payment, and which payment you might be eligible for. • Have you ever been on Centrelink payments before? |
| 4. Client | <ul style="list-style-type: none"> • <i>No, I was at school. Then I stopped when the music teacher left to go back down south.</i> • <i>Mum reckons she can't get parenting payment for me anymore so maybe I can get Newstart, no?</i> |
| 5. Centrelink | <ul style="list-style-type: none"> • Newstart was replaced by JobSeeker in March last year. But I'm not sure you would be eligible for that. • So you said you're not at school anymore. How old are you? |
| 6. Client | <ul style="list-style-type: none"> • <i>18</i> |
| 7. Centrelink | <ul style="list-style-type: none"> • And are you working or studying at all? |
| 8. Client | <ul style="list-style-type: none"> • <i>No, I've been asking for work around the community, but nothing yet.</i> |



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| 9. Centrelink | <ul style="list-style-type: none"> Based on what you've told me, you might be eligible for Youth Allowance. This is a payment for people who are 16-21 and seeking full-time employment. The amount you can get depends on your personal circumstances, so I will have to ask you some more questions. And if you haven't been on a payment before, we will still need to get you to provide 100 points for identification – so show us things like a Medicare card and drivers licence. |
| 10. Client | <ul style="list-style-type: none"> <i>Excuse me miss, um my phone is going to run out of battery soon.</i> <i>Do I have to do all this over the phone or are you mob coming out here soon?</i> |
| 11. Centrelink | <ul style="list-style-type: none"> Our team won't be in your community for quite a while, so you can apply for payments using Centrelink online services and we can support you over the phone, or you can go into the customer service centre in [town]. |
| 12. Client | <ul style="list-style-type: none"> <i>Yeah, I might go on the bus next weekend with the footy team and talk to someone in the office there-</i> <i>[phone cuts out]</i> |

End of the call

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| Centrelink | <ul style="list-style-type: none"> Oh – interpreter, I think we just lost Ruby/Robbie. Thanks for your help today. |
| Interpreter | <ul style="list-style-type: none"> No problems. Just before you go, can you just remind me what you said about Newstart? I haven't done any Centrelink jobs for a while and there was something new in there for me. |
| Centrelink | <ul style="list-style-type: none"> Oh yeah. When COVID happened last year we brought in a new payment called 'Jobseeker' to replace the old Newstart payment. |
| Interpreter | <ul style="list-style-type: none"> Yes, that was it. OK thanks for the update. Nice to work with you and thanks for working with our interpreting service. |
| Centrelink | <ul style="list-style-type: none"> You too. Bye now. |