

# Translating and Interpreting Services costing tool

## **Consider your client base**

### **If you are currently providing a similar service:**

1. How many clients with low English language proficiency currently access your service?

Number of individuals:

Number of client contacts per year:

2. List the predominant languages other than English spoken:
3. How often were interpreters engaged in the last financial year\*?

Phone interpreting services:

On-site interpreting services:

\*Note: if you are not sure of these figures, you can contact your interpreting service provider or the government body who has provided access to these services.

4. Do you expect your client base to change in the next financial year?

### **If you do not currently provide a similar service**

1. How many clients with low English language proficiency do you expect to access your service? (demographic data from your local government area, such as [Australian Bureau of Statistics \(ABS\) census data](#), [ABS TableBuilder](#) and [Settlement Reports](#), may help to determine this.)

Figure:

2. List the predominant languages other than English spoken:

## **Consider the language services you may require**

All clients must be able to communicate their needs in a language of their choice, including through professional interpreters where necessary. The use of [National Accreditation Authority for Translators and Interpreters \(NAATI\) credentialed interpreters](#) is particularly important for complex, sensitive or technical interactions.

### **Phone interpreting**

Phone interpreting is most useful for short and unplanned interactions. Most interpreting service providers can connect you to a phone interpreter within a few minutes of calling. You can also pre-book phone interpreting sessions. This is useful for planned interactions, or if you know you need to request a less common language.

### **Onsite interpreting**

Onsite interpreting is useful when you have a group of people needing the same language interpreter, when you are discussing complex ideas, or when you anticipate that the appointment will go for an extended period of time.

## Translated material

Translated material is useful if you need to provide detailed information, particularly if you need to provide the same information to many people in the same languages.

### **Project a budget allocation for the provision of language services**

1. Estimated number of occasions of onsite interpreter services required.
2. Unit cost for onsite interpreting\*.
3. Estimated number of occasions of telephone interpreter services required.
4. Unit cost for telephone interpreting\*.
5. Estimate total number of words requiring translation.
6. Unit cost of translation\* (\$ per 100 words).

\*We suggest that you compare a few quotes from different language service providers. It is important to ensure that the language service provider engages NAATI credentialed interpreters and translators.