Government of Western Australia
Department of Health

Industrial Relations Directive

Reference: IRD 01/2024
Effective from: 9 July 2024

Terms of Employment of Interpreters

Intention

This Industrial Relations Directive (IRD) outlines the minimum competency and accreditation requirements for interpreters directly employed by Health Service Providers (HSPs).

This IRD supports the application of MP 0025/16 *Industrial Relations Policy.*

Applicability

This IRD is applicable to HSPs that employ an interpreter on a full-time, part-time, permanent, fixed term or casual basis under the *WA Health system – HSUWA – PACTS Industrial Agreement 2022* or its replacement.

It does not apply where an interpreter is engaged as an independent contractor or through an agency.

Direction

1.1 Minimum competency and accreditation requirements

HSPs must ensure interpreters employed meet the following minimum competency and accreditation requirements:

Language Aid – Level 3

- demonstrated ability to provide a confidential, basic level interpreting service in the nominated language to be interpreted
- demonstrated ability to communicate effectively in English
- demonstrated ability to provide a basic interpreting service in a hospital or health-related environment.

HSPs are permitted to engage language aids where an accredited interpreter is not available. Such instances include where new and emerging communities settle in WA and dialects spoken have not yet been formally accredited by the National Accreditation Authority for Translators and Interpreters (NAATI) or equivalent.

Interpreter – Level 4

Meets all the competency requirements for Language Aid - Level 3 and in addition, meets the following:

- current NAATI accreditation at Level 2 in interpreting in the nominated language or recognised equivalent
- demonstrated high level competency in interpreting in a nominated language
- demonstrated ability to provide an accurate, impartial and confidential interpreting service in a nominated language
- demonstrated fluency in both oral and written English and the nominated language to be interpreted
- demonstrated competence in medical interpreting.

Interpreter – Level 5

Meets all the competency requirements for Level 3 and Level 4 and in addition meets the following:

- current NAATI accreditation at Level 3 in interpreting in a nominated language or recognised equivalent
- extensive work experience as an interpreter
- demonstrated substantial experience in medical interpreting.

On each occasion an interpreter is employed, the HSP must assess the Employees prior experience and determine an appropriate classification and commencing salary (within the applicable incremental range).

1.2 Modes of employment

Where employment of an interpreter is on a casual basis, the minimum payment must be for 3 hours, irrespective of whether a particular engagement lasts the full 3 hours.

HSPs have the discretion to allow casual Employees to leave the workplace when the task(s) for which they were employed have been completed and there are no additional interpreter duties to be undertaken.

Where a casual Employee is engaged in advance to attend work at a particular time and the engagement is subsequently cancelled, the minimum 3 hour payment must be made unless reasonable notice of the cancellation is given. A period of at least 48-hours' notice of a cancellation is considered reasonable.

Definitions

The following definition(s) are relevant to this IRD.

Term	Definition
Employee	An employee as defined in section 6 of the *Health Services Act 2016*.

Contact

Enquiries relating to this IRD should be directed to the System-wide Industrial Relations team via SWIR.Administration@health.wa.gov.au

Approval

Approval by	Justine Withers, Director, System-wide Industrial Relations Directorate, Strategy and Governance Division, Department of Health
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