



Professional Standards & Protocols -A Quick Guide for Interpreters

Document Owner: Director

Applies to: Auslan Interpreters

Effective Date: 12 June 2026

Review Cycle: Reviewed as operational requirements change.

This guide outlines core expectations, processes and practical information to support interpreters working with Echo Interpreting. As a small, collaborative team, clear communication and professional consistency are essential to delivering high-quality services to clients and the Deaf community.

Table of Contents

1.	Professional Expectations	2
	Punctuality and Attendance.....	2
	Arriving Late or Cancelling	2
2.	Managing Your Bookings	2
3.	Communication Channels	2
	Business Hours	2
	After-Hours / Emergency Contact	2
4.	Travel Time & Kilometres	3
5.	Pay Runs.....	3
6.	Preparation Materials.....	3
7.	Online Bookings & Access Links	3
8.	Onsite & Online Client Attendance Issues	3
	Unable to Locate Client – Onsite	3
	Online Booking Issues	3
9.	Booking Changes	4
	Bookings Running Overtime.....	4
10.	Interpreter Wellbeing & Support	4
11.	Related Documents	4

1. Professional Expectations

Punctuality and Attendance

Interpreters are expected to arrive on time at the correct location for all bookings and be ready to start at the time booked. Please ensure to allow time to park and be ready at the assignment location.

For online interpreter bookings, please ensure you are logged in and ready to start at the allocated booking time.

We understand that unforeseen circumstances occur. If you are delayed or unable to attend, please notify the office as soon as possible by either phone or SMS. Our after-hours contact is monitored 24/7 and can be messaged at any time.

Early notification allows us to:

- Update clients and tandem interpreters
- Minimise service disruption
- Manage booking continuity effectively

Arriving Late or Cancelling

Repeated late arrivals or cancellations are monitored as part of professional performance. Leaving a booking without office approval or notification is treated seriously and may result in forfeiture of payment.

2. Managing Your Bookings

Echo will advise you of booking changes via email, SMS and/or phone depending on urgency.

However, interpreters remain responsible for regularly checking:

- The interpreter app (next 20 bookings only), and
- The website portal (full booking history and future allocations)

Please confirm all details and raise questions early where clarification is required.

3. Communication Channels

Business Hours

Monday to Friday, 8:00am – 6:00pm

Phone: 03 9761 2208

SMS: 0409 054 326 (Primary communication line; cannot receive images and monitored during business hours only.)

Email: info@echointerpreting.com.au (Best for documents, files and preparation materials.)

After-Hours / Emergency Contact

Phone or SMS: 0449 259 153

If unanswered, please leave a voicemail or send an SMS and we will respond as soon as possible.

4. Travel Time & Kilometres

Assignments located more than 40km from Melbourne CBD (Bourke Street reference point) attract:

- Travel time charged at the standard hourly rate
- Kilometre allowance at \$0.90 per km (calculated via [whereis.com](https://www.whereis.com))

For bookings under two hours, travel time will be deducted to meet the minimum booking period.

5. Pay Runs

Payment dates are displayed within the interpreter app.

- Bookings completed prior to the 7th are paid on the 14th
- Bookings completed prior to the 21st are paid on the 28th

6. Preparation Materials

Echo actively requests preparation materials from clients as part of our booking policy and provides them whenever available. However, preparation content is not always available.

For education assignments:

- Liaise with lecturers or clients regarding preparation materials
- Ensure all materials are sent via the Echo office

Materials should not be sent directly from clients to interpreters. This protects interpreter privacy, maintains consistent communication, and safeguards organisational processes.

7. Online Bookings & Access Links

- Online meeting links are added to the booking under Venue for Assignment
- If Microsoft Teams is used, links will be emailed directly
- If no link is visible, it means we have not yet received it from the client

8. Onsite & Online Client Attendance Issues

Unable to Locate Client – Onsite

If the client has not met with you within 5 minutes, contact the office so we can liaise with the client and provide direction on how to proceed.

Online Booking Issues

- Notify the office immediately if the link does not work
- If you remain in a waiting area for more than 10 minutes, contact us

If issues remain unresolved after 30 minutes, Echo will provide instructions on how to proceed

9. Booking Changes

Clients are responsible for notifying Echo of booking changes. If changes occur onsite or during delivery, please update the office when practical if the number of people in attendance has increased and you are the sole interpreter on the booking.

If you believe a situation may pose a risk to your safety or wellbeing, or may become unsafe or distressing, please step away from the situation and contact Echo Interpreting immediately. Echo Interpreting takes interpreter safety and overwork syndrome very seriously.

Bookings Running Overtime

Sometimes bookings run over time on the day, and you may be asked to remain longer.

If you agree to remain beyond the scheduled end time:

- Notify the office of your finish time immediately after the booking
- Delays in notifying may affect our ability to confirm payment adjustments

You are not obligated to stay beyond the booked time. If you need to leave, advise the client you have another commitment — Echo will support this decision.

10. Interpreter Wellbeing & Support

If you ever feel uneasy about a booking or would like to discuss the content of an assignment that concerns you, please contact Echo Interpreting. We will always do our best to speak with you as soon as possible.

Your wellbeing is important to us, and we never want interpreters to feel isolated in their work. Interpreting can sometimes involve sensitive or challenging subject matter, and it is not always possible to predict what topics or situations may affect someone personally.

If there are subjects or situations that may impact your mental health or wellbeing, we encourage you to discuss this with us so we can consider appropriate support or alternative arrangements where possible.

11. Related Documents

These Guidelines should be read in conjunction with:

- Code of Conduct Policy
- Privacy & Confidentiality Policy
- Child Safety Policy
- Safeguarding & Incident Management Policy
- Complaints & Feedback Policy & Procedure
- Work Health & Safety (WHS) Policy
- Incident / Near Miss Reporting Procedure/Form