

INSTRUCTIONS ON HOW TO USE MIS INTERPRETER / TRANSLATOR

BOOKINGS

To assist MultiLink Interpreting Services to assign the most appropriate employee we ask the service users to provide us with detailed information when filling out the booking form.

If necessary MultiLink Interpreting Services will request more specific information about the booking to ensure the interpreter and or language support worker is prepared.

When an interpreter, language support service worker or translator has been located for a booking, MultiLink Interpreting Services will confirm the details and name of the employee immediately, using the service user's preferred method – i.e. fax, phone or e-mail.

Although MultiLink Interpreting Services makes every attempt to meet your request, there are times when an interpreter, language support service worker or translator will not be confirmed. If an interpreter cannot be found for the service user's request, the service user will be notified as soon as this becomes apparent and not less than within 48 hours of the commencement of the booking. MultiLink Interpreter & Services may suggest a language support services worker if an accredited interpreter is not available. Bookings taken at short notice will be dealt with on a case by case basis.

RATES FOR SERVICES

MultiLink Interpreting Services maintain reasonable and competitive rates for services and these may vary depending on the length of time expected from an interpreter, language support services worker, translator or the technical complexity of the text, legibility and the volume of the material(s) required by a translator. For interpreting and language support services, charges are based on an initial 2-hour session, then half-hour increments. Service users are also charged for reimbursable costs incurred by interpreters, language support workers and translators. These costs include travel (including kilometre reimbursement, meals and accommodations). Fees are subject to change due to public liability and other costs without notification. Our fee schedule is available on request.

QUOTATION REQUESTS

A quote can only be given after reviewing the needs of the service user. Therefore, MultiLink Interpreting Services require our service user to send us the material to be translated or the time frame needed for a translator so that we can provide an exact quote.

BOOKING FEES

MultiLink Interpreting & Services understands that sometimes bookings for its services need to be cancelled. In that event, please notify the Coordinator as soon as possible. Booking fees apply to ensure that an interpreter, language support service worker or translator has been reserved. This fee is normally refundable but can be retained by MultiLink Interpreting Services should the service no longer be required (within 24 hours prior to the job/assignment), MultiLink then forfeits this to the interpreter, language support services worker or translator for their allocated time.

ACCOUNT PAYMENTS

The service users of MultiLink Interpreting Services have a period of 21 days following receipt of our invoice to fully pay their account. Payment to MultiLink Interpreting Services can be done through cheque, money order or funds transfer. In case of no payment made by the due date, 5% penalty fee will incur, and a Payment Reminder letter will be issued. The due date for this payment is 7 days, from issuing the reminder.

SERVICE USERS LATENESS OR ABSENCES

If a service user fails to appear at the appointment, employee must receive permission from the on-site contact and the MultiLink Interpreting Services Coordinator before leaving. For short assignments 2 hours or less, employees should wait at least 30 minutes prior to leaving. For longer assignments, employees should wait 60 minutes before leaving. The Payment Form is to be signed by the on-site contact before leaving the premises.

The MultiLink Interpreting Services Coordinator is responsible for making the final decision on whether to cancel the assignment.

GRIEVANCE PROCEDURE FOR SERVICE USERS

A grievance arises when two parties disagree over a course of action and after negotiation, a solution is not reached. This requires a mechanism for reaching a fair and equitable resolution. The purpose of the MultiLink Community Services Inc. grievance procedure is to provide a process whereby a service user can register a grievance against MultiLink Community Services Inc. without fear of discrimination and in the knowledge that a resolution in the interests of both parties will be pursued.

Usually a grievance can be resolved by discussion between the service user and the coordinator. However, in some instances, a grievance process based on conciliation may be required.

The policy is based on conciliation, rather than confrontation and is achieved through a process of mediation. The process is to be conducted in a non-threatening manner and for a fair and equitable solution to be sought. The rights of all parties are respected, including the rights of privacy and confidentiality.

SERVICE AGREEMENT

The MultiLink Interpreting Services Agreement explains our obligations to the service user and explains service user's obligations to us for our various services. By selecting the services provided by MultiLink Interpreting Services, the service user is agreeing to establish an account with us for such services.

By using the services provided by MultiLink Interpreting Services under this Agreement, service users acknowledge that they have read and agree to be bound by all terms and conditions of this Agreement and any pertinent rules or policies that are or may be published by MultiLink Interpreting Services.

CONFIDENTIALITY AND DISCLOSURE OF INFORMATION

Under this Agreement, all MIS clients are acknowledging and agreeing that they will not be given the authority to personally contact MIS employees / suppliers, under any circumstances. All queries are to be communicated to the MIS Coordinator.

SERVICE EVALUATION AND FEEDBACK

Your feedback is very important to us in helping us to improve future service; systems; policies and practices. Therefore, MultiLink Interpreting Services have provided a "Service Evaluation and Feedback" section on the Booking Forms to encourage and evaluate employee's quality service and continuous improvement and ability to high levels of service and service user's satisfaction.