



AMIGOS

INTERPRETERS & TRANSLATORS

HEAD OFFICE: 24 New Town Road, New Town Tas 7008 ABN 78 606 098 891
TEL: (03) 6228 5480 FAX: 1300 316 089 www.amigostranslate.com.au e-mail: info@amigostranslate.com.au

ABOUT AMIGOS

Amigos was the first and is the only continuously operating, non-governmental interpreting and translating agency in Tasmania. Amigos was established in 1996 and due to our longevity of service provision we have and continue to **attract possibly the most experienced, qualified and professional interpreters. Our interpreters are employees and NOT sub-contractors. Most of our interpreters are University qualified or studying to attain qualifications. Many have attained Masters Degrees or Doctorates.** We provide interpreters throughout all of Tasmania, with our level of business activity currently split closely between the North and the South.

In July 2015, BGM Amigo's Pty Ltd assumed ownership of Amigos Translate from the Pluta Family. The Managing Director, Michael Morgan, has tertiary qualifications in Applied Linguistics, Accounting & Finance, Management and Teaching/Education. Under the new ownership, Amigo's is committed to **working closely with NAATI and AUSIT** to ensure all our interpreter's act in a fully competent and professional manner and that users of our services are aware of what is required of a professional interpreter. We also provide training for staff from our client's organisations (so they also understand the Code of Ethics for Interpreters and can then recognise "good" and "bad" interpreting) through the establishment of a Training Officer position.

We provide local and personalised customer service with **offices in both Hobart and Launceston.** The Launceston office opened in 2018 and is located at 14-16 Elizabeth St Launceston.

Amigo's Translate is a member of the Australian Association of Language Companies and must adhere to their Code of Ethics. We are the only Tasmanian interpreting agency with membership.

Amigo's Translate continues to evolve and improve. In fact, **by the end of 2019 we aim to be able to provide NAATI certified interpreters in all languages where there is a demand for NAATI interpreters.** We provide ongoing training and the AUSIT Code of Ethics is at the core of our employee obligations and training.

Our Mission Statement is "to improve the expectations, reputation and quality of interpreting services in Tasmania and ensure the industry is fully accountable."

We are so confident in the changes put in place that we now guarantee the quality of our interpreting and customer service.

Our Guarantee is "if the job is not done well then it is free."

If you have any feedback, negative or positive, or need to enact our guarantee then please contact Michael on the number above or email m.morgan@amigostranslate.com.au



AMIGOS

INTERPRETERS & TRANSLATORS

HEAD OFFICE: 24 New Town Road, New Town Tas 7008 ABN 78 606 098 891
TEL: (03) 6228 5480 FAX: 1300 316 089 www.amigostranlate.com.au e-mail: info@amigostranlate.com.au

WHY CHOOSE AMIGOS

1. We employ rather than sub-contract interpreters

- meaning we adhere to all fair work/employment and taxation standards as well as workplace safety law. YOU can rest assured that all our interpreters are paid a fair wage (above industry standards), provided with superannuation and are not exposed to the financial risks of operating uninsured.
- meaning YOU and our staff are fully protected/insured. Unlike competitors who sub-contract, each of our interpreters are provided with professional indemnity insurance, public liability insurance and workers compensation. All the risk is with Amigo's rather than YOU or the sub-contractor. A check with your insurer is likely to reveal YOU will bear any financial burden if a sub-contracted interpreter 'mis-interprets', is injured in your workplace or is exposed or exposes YOU to any other risks.
- meaning we can (and it is in our interests to) provide ongoing training, professional development, support and control over the quality of the interpreting services provided. In fact, we exclusively employ more than 50 NAATI accredited interpreters and over the next 12 months expect this number to increase to 60-70 through our financial and other support to employees.
- meaning all our employees can sign an employment deed whereby they must adhere to the AUSIT Code of Ethics and if they do not then this may be grounds for termination of employment. To ensure all our interpreters act ethically they are provided with quarterly workshops and emailed the Code quarterly to refresh their knowledge.
- meaning we will NEVER offer a 1-hour minimum charge. We charge and pay our interpreters for a minimum of 1 ½ hours. This adheres to Commonwealth Government and fair work practices within the industry. You should be aware that our interpreters may only have one or two jobs on any day and must travel from home and to your work location (may take 30-40 minutes), pay for fuel, taxi or bus fares, spend time preparing for the job etc. Our interpreters are 'professionals' with various qualifications and with Amigo's 'you get what you pay for' or your money back.

2. Our stated fees are GST inclusive (some agencies quote GST exclusive) and there are no hidden extra's such as a booking fee or travel (unless an interpreter must travel more than 50kms).

- Thus, make sure you are aware of GST and hidden extras when comparing fees.

3. We provide quality assurance through a money back guarantee

- If YOU are dis-satisfied with any of our interpreter's work then we will provide that job for FREE plus the next job you book is for FREE. This includes non-attendance and lack of quality/mistak



AMIGOS

AMIGOS

INTERPRETERS & TRANSLATORS

HEAD OFFICE: 24 New Town Road, New Town Tas 7008 ABN 78 606 098 891

TEL: (03) 6228 5480 FAX: 1300 316 089 www.amigostranslate.com.au e-mail: info@amigostranslate.com.au

- Amigo's is a member of the Australian Association of Language Companies and must adhere to their Code of Ethics. We are the only Tasmanian interpreting agency who are members. This is an additional quality assurance measure.

4. We welcome and actively encourage ongoing feedback (negative and positive) so we can maintain and improve the quality of services provided.

If YOU are unhappy or dis-satisfied with an interpreting job or a particular interpreter (or any other issue) then we encourage the establishment of feedback protocols and measures which suit YOU and your internal processes. At the minimum, we would like any negative experiences emailed to us ASAP so we can investigate and provide some certainty that similar issues will not recur. We also require this to administer our SERVICE QUALITY GUARANTEE policy.

5. We will not confirm an interpreter booking with YOU until an interpreter has confirmed with us they can attend.

Amigos will always confirm the booking with the name of the interpreter who will be attending. This means the confirmation can sometimes take a while. However, this ensures our non-attendance rate is extremely low and YOU know who you will be getting. For example, if you ask for a female Persian interpreter and we accidentally confirm the job with a male Dari interpreter then this can be corrected. Amigo's will never knowingly send a male (or vice versa) when a female is requested unless negotiated and authorised from your end.

6. We employ virtually all the NAATI certified interpreters in Tasmania

This is due to the fact we pay them at a rate similar to the Commonwealth Government's TIS National, Centrelink etc. and in many cases have financed and supported their NAATI training. Most NAATI accredited interpreters will not work for other interpreting agencies as sub-contractors due to the lower pay and conditions.

7. We offer the option of requesting a NAATI accredited interpreter where available (usually at a surcharge).

This is a risk management measure particularly relevant to medical, social work, various health and legal scenarios or where quality assurance outweighs cost.



AMIGOS

AMIGOS

INTERPRETERS & TRANSLATORS

HEAD OFFICE: 24 New Town Road, New Town Tas 7008 ABN 78 606 098 891

TEL: (03) 6228 5480 FAX: 1300 316 089 www.amigostranslate.com.au e-mail: info@amigostranslate.com.au

8. We can provide FREE training to your staff (no mention of Amigos unless required by YOU)

Training is delivered by our employed Training Officer to ensure YOU and your staff can identify “Good and Bad” interpreting and so everyone knows what is expected of interpreter’s and interpreting. This training will also allow YOUR staff to identify unethical behaviour and improve their utilisation of interpreters.

LANGUAGES

We can provide interpreter’s in virtually ALL languages. However, on occasions there are smaller languages or dialects where we will not/cannot provide an on-site interpreter. This is due to the fact we will not provide an interpreter whose English (or required language) is not sufficient or who is unwilling to undertake training. In these cases we would encourage the use of a phone interpreter booked through TIS National. A ‘bad’ on-site interpreter is just too much of a risk for YOU and Amigo’s and can cause more harm than help. We have heard of agencies using interpreters who cannot speak English and another language fluently, with no training and ‘picked from the streets’ just so a job can be filled. TIS National phone interpreters are trained so why risk it? A reasonable outcome is better than a bad outcome.

At present the major demanded languages we provide interpreters for are:

Persian (Farsi), Nepali, Karen, Hazaragi, Arabic, Dari, Amharic, Tigrinya, Oromo, Kurdish, Turkish, Burmese, Hindi, Mandarin, Cantonese, Vietnamese, Swahili, Greek, Spanish, Dinka, Madi, Korean, Japanese, Polish, Russian, Somali, Punjabi, Urdu, Bosnian, Romanian, Azeri, Croatian, Serbian, French, Thai, Tagalog, Haka-Chin, Matu (Maru), Falam, Malayalam etc.

We can provide NAATI Accredited interpreters (where NAATI is offered) in the following languages:

Persian (Farsi), Nepali, Arabic, Dari, Hazaragi, Tigrinya, Amharic, Oromo, Mandarin, Tamil, Bangla, Swahili, Greek, Russian, Somali, Serbian, Bosnian, French and most Western European languages.

We are currently assisting our interpreter’s to become NAATI accredited in the below languages and expect both male and female interpreters to be added in the next 12 months; Urdu, Hindi, Punjabi, Cantonese, Korean, Vietnamese

