

Telephone  
Interpreting  
System User  
Guide

MulticulturalNSW

TELEPHONE INTERPRETING SERVICE



Multicultural  
NSW

language  
services

# Telephone Interpreting System User Guide

The **Multicultural NSW Telephone Interpreting** system is made up of an automated telephone system and an online booking system called **LanguageLink**. The telephone system allows you to call a special phone number and change your preferences, like your active phone number or your availability.

The **LanguageLink** system is an online booking system that allows you to check your personal details like contact phone number or home address. **LanguageLink** also allows you to see the details of completed telephone interpreting assignments.

## Automated Telephone System

How to access the Panellist Telephone Interpreting system.

- 1 Ring 1300 475 059
- 2 When prompted, enter your Panellist ID (this is your vendor number)
- 3 When prompted, enter your Panellist PIN that has been provided to you.

How to make yourself available / unavailable.

- 1 After logging in, press Menu option 1
- 2 The system will advise your current status: available or unavailable
- 3 Press 1 to change the status, if you don't want to change it, just hang up.

How to change your active number (the number that will receive calls).

- 1 After logging in, press Menu option 2
- 2 The system will state your current active number, then give you 2 options to change to. If your current active number is correct, just hang up, otherwise choose option 1 or 2.

How to accept a telephone interpreting assignment.

- 1 The system will call your active phone number and play a recorded message; *'Multicultural NSW has a telephone interpreting assignment for you, press 1 to accept or 2 to decline.'*
- 2 Press 1 to accept or 2 to decline. If you accept, you will be given a reference number and then you will hear a recorded message saying *'your call will be connected now'*.
- 3 The call will then be connected to the client, please introduce yourself to commence the assignment

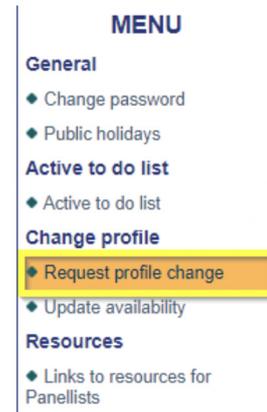
# Telephone Interpreting System User Guide

## LanguageLink

How to update your personal details: telephone interpreting contact numbers, address etc.

- 1 To view and update your profile, log in to LanguageLink and select **Request profile change** from the left hand menu.

It is important that details in your profile are accurate and up to date. This page allows users to view their current profile and request changes if necessary. You can use **Request profile change** to view your current details as well as request changes.



- 2 Click the  **Additional details** icon to view your profile details.

Your profile information will then be displayed:

General details | Access | **Additional details** | Address | Language details | Exclusion

**Contact profile**

First name: James | Date of birth: |  
Last name: McDonalds | Country of birth: Select from the list  
Middle name: | Gender: Male  
Preferred name: | Salutation: Select from the list  
Residency status: Australian Resident

**Personal details**

Preferred language: LAO | Ethnic origin: Select from the list

**Contact details**

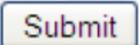
Home telephone: | Work telephone: |  
Mobile: | Work mobile: |  
Home fax: | Work fax: |  
Email address: jamesm@mcd.ds | Work email: |

Send assignment offer notification by  
email  fax  letter  sms

Clicking on these other tabs will display the respective profile information.

To request change to your details:

Here you can request your telephone contact details be updated. You can have up to 3 choices of phone number. Home, Mobile 1 and Mobile 2. You can also change your address.

1. Enter the information you wish to change in the **Request change** field
2. Enter the **Reason for change** in the respective field
3. You may attach any documents, i.e., change of name documents, on the **Documents** section to support the requested change. You don't need any documents to change your phone numbers
4. Click the  button
5. Your request will now be forwarded to Language Services staff for action.

# Telephone Interpreting System User Guide

## Logging into LanguageLink to view completed assignments

- 1 After logging in to LanguageLink. Click on **Telephone interpreting** under the **Searches** menu:

The screenshot shows the 'Telephone Interpreting Search' page in the LanguageLink system. The search results table is as follows:

Assign no.	IVR Number	Language	Assignment type	Due date	Start time	End time
2510551	102578	CHINESE-SHANGHAISE	Ondemand	12/03/2019	9:12AM	9:13AM
2510549	102577	CHINESE-CANTONESE	Ondemand	12/03/2019	9:10AM	9:10AM
2510550	102576	CHINESE-MANDARIN	Ondemand	12/03/2019	9:08AM	9:08AM
2510463	102493	CHINESE-SHANGHAISE	Ondemand	11/03/2019	9:18AM	9:19AM
2510462	102492	TAMIL	Ondemand	11/03/2019	9:04AM	9:16AM
2510461	102489	SWAHLI (KISWAHLI)	Ondemand	11/03/2019	8:59AM	8:59AM
2510460	102488	SWEDISH	Ondemand	11/03/2019	8:56AM	8:57AM
2510459	102487	SUDANESE ARABIC	Ondemand	11/03/2019	8:54AM	8:55AM
2510458	102486	SOMALI	Ondemand	11/03/2019	8:23AM	8:24AM
2510457	102485	...	Ondemand	11/03/2019	8:21AM	...

From here you can see the Telephone interpreting assignments that you have completed.

## Pay Advice and Pay Summary

The Pay Advice document for Bob Smith includes the following details:

- Employee ID:** 1008011
- GEN:** GBC01132
- Period:** 31.07.2019 to 15.08.2019
- Hours:** 0.00
- Paid on:** 15.08.2019
- Position:** Panelist, ZEROPAY
- Annual Salary:** \$0.00
- Total Payments:** 710.73
- Total Deductions:** -148.00
- Net Pay:** 562.73
- Super Choice ER Cont.:** ABC SUPER, 241.48
- Bank Payments:** CBA Parramatta, 012-541, \*\*\*\*01, 562.73

The Pay Summary/Advice Slip for Bob Smith details the following assignments:

Job#	Code	Customer	Service Type	Service Description	Amount
<b>Interpreting assignments</b>					
2518471	Interpreter Fees	CLIENT ABC	INT-Knowledge test	639111 12/08/2019 02:30 PM - 04:30 PM	224.41
2518472	Interpreter Fees	CLIENT B	INT-Mention	639112 12/08/2019 09:30 AM - 12:15 PM	224.41
2518473	Interpreter Fees	CLIENT C	INT-Mention	639113 13/08/2019 09:30 AM - 09:50 AM	224.41
<b>Total Interpreting</b>					<b>673.23</b>
<b>Telephone Interp assignments</b>					
251328	Telephone Interp Fees	CLIENT A	TEL-Ondemand	128401 01/08/2019 12:17 PM - 12:28 PM	12.50
251347	Telephone Interp Fees	CLIENT ABC	TEL-Ondemand	128402 04/08/2019 09:50 AM - 09:58 AM	12.50
251348	Telephone Interp Fees	CLIENT B	TEL-Ondemand	128403 14/08/2019 10:30 AM - 10:33 AM	12.50
<b>Total Telephone Interp Fees</b>					<b>37.50</b>
<b>Grand total</b>					<b>710.73</b>

Pay Summary/Advice Slip

### Pay Advice

The system will keep track of your completed assignments and it will work out payment accordingly. You will be paid fortnightly and you will be sent a Pay Advice and a Payment Summary from the FACS payroll system via email.

If you are also a face to face interpreter or translator with MNSW you will receive the Telephone Interpreting invoice in the same document, you currently receive.