

GUIDELINES FOR CORRESPONDENCE PHRASE



This phrase has been developed to inform claimants for whom English is not their first language on how to contact you about their claim if you have sent them some written information in English. This information explains how to use the following correspondence phrase.

There may still be instances when you will need to have information translated into the claimant's preferred language. However, attaching this phrase to some relevant correspondence may be sufficient in many instances.

• CORRESPONDENCE PHRASE

This is important information about your claim for workers compensation.

If you are not able to read this information because it is in English and you would like to have it explained to you in (language), please ring the Interpreting and Translating Centre on 8226 1990 and ask them to contact _____ on phone number _____ and this information will be explained to you through an interpreter.

This interpreting service is available at no cost to you.

- The phrase is available in the following languages.

Albanian	Kurdish	Russian
Amharic	Khmer	Romanian
Arabic	Korean	Serbian
Bosnian	Laotian	Spanish
Chinese	Macedonian	Tagalog (Filipino)
Croatian	Maltese	Tigrinya
Dari	Persian	Turkish
Greek	Polish	Ukrainian
Hungarian	Portuguese	Vietnamese
Indonesian	Punjabi	
Italian	Pushto	

- The correspondence phrase is in English and each community language. Each one has been formatted onto an A4 page.
- A master copy of the phrase has been prepared and is available electronically as a PDF file. You only need to print the language you require straight onto your agency letterhead.



- You can attach the phrase in the relevant language to any correspondence you need to send to a claimant.

You will be able to do this

1. if the claimant has completed the following questions on the claim form
Interpreter required?
Language spoken/read at home
2. if through contact with the person you have determined that an interpreter is required or that the claimant is more comfortable communicating in a language other than English.

- The first blank space is for your name and the second blank space is for your phone number.
- Complete the section for the date using numbers eg, 1/7/2002. In this way when the person rings you will know which letter they're referring to.
- Keep a copy of the information you sent in your case notes. Indicate in your case notes whether or not the correspondence phrase was attached.
- The fee for the interpreting service is costed to the claim. Section 26 (3) (l) "do anything else that may assist in the rehabilitation of workers"
- A useful reference is WorkCover's Interpreting and Translating Policy available from www.workcover.com
- The correspondence phrase is available in various community languages on our website at www.workcover.com

If you have any questions about the phrase please contact the Access and Equity Consultants at WorkCover on 13 18 55 or via email on accessandequity@workcover.com

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