

# HOW TO CALL RASA SERVICES WITH THE HELP OF AN INTERPRETER

This service is available between 9.00am – 5.00pm, Monday to Friday.

Clients with limited English can call RASA, on a specific number, and be connected to an interpreter in their preferred language. The interpreter will then support the client through their call with RASA staff members.

## INBOUND CLIENT CALL PROCESS

### STEP 1

Client calls 6866 0371

### STEP 2

The client hears a recorded message and is asked to press the number for the language they speak.

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| <ul style="list-style-type: none"><li>• Mandarin - Press 1</li><li>• Cantonese - Press 2</li><li>• Vietnamese - Press 3</li><li>• Nepali - Press 4</li><li>• Persian/Farsi - Press 5</li></ul> | <ul style="list-style-type: none"><li>• For all other languages - Press 0</li></ul> |
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### STEP 3

Client is asked to choose the RASA location closest to them.

- Adelaide Central & East - Press 1
- Elm Place - Press 2
- Elizabeth - Press 3
- West Hindmarsh - Press 4
- Port Adelaide - Press 5
- Marion - Press 6
- Salisbury - Press 7
- Berri - Press 8
- Port Augusta - Press 9
- Mount Gambier - Press 0
- Ask Peace - Press \*

*NOTE: There can be a wait of up to 3 minutes while the system searches for the requested interpreter. If no interpreter is found a Hello Co agent will ask the client to confirm what language they speak and locate an interpreter.*

Client will speak to a Hello Co Agent who will ask what language they speak and then find an interpreter

### STEP 4

The client will be connected with an interpreter, and they will both be connected to the chosen RASA location.

The client will be connected with an interpreter, and they will both be connected to the RASA city office.

### STEP 5

The interpreter will then speak to the RASA worker, to advise they are an interpreter from Hello Co and will be interpreting for a client who is also on the phone.