

Requesting an Interpreters Cancellation

The process below outlines how an interpreter cancellation request can be made by an agency, so that both Wollongong City Council Interpreters staff and the assigned interpreter themselves are notified in a timely manner.

Step 1:

Go to the Language Assistance Homepage

<http://www.wollongong.nsw.gov.au/services/community/Pages/languageassistance.aspx> and click on the 'Cancel bookings' button.

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Interpreter Service

Wollongong City Council's Interpreter Service provides onsite, face-to-face interpreting for the public, community and private sector agencies for casework, client assessment, community consultations, conferences, group information sessions and public meetings.

The Service also provides onsite language support for new and emerging languages, for which there may be no local NAATI-qualified Interpreters. Language Support Workers are not NATTI accredited.

The Service currently provides Interpreters and/or Language Support Workers for 32 languages.

Interpreter Service operating hours are 9am – 12pm Monday, Wednesday and Friday. For office hours bookings enquiries call (02) 4227 7650 or email Interpreters@wollongong.nsw.gov.au. We appreciate at least 48 hours notice for all bookings.



How to Book

All bookings are done via our online service. To make bookings you will need to:

1. First register for Council's online services to receive a User ID and Password. You only need to register once, and can do this by clicking the button below.

[Register](#)

2. Using your User ID and Password, you can request, cancel or view your bookings online anytime via the buttons below.

[Book an interpreter](#)

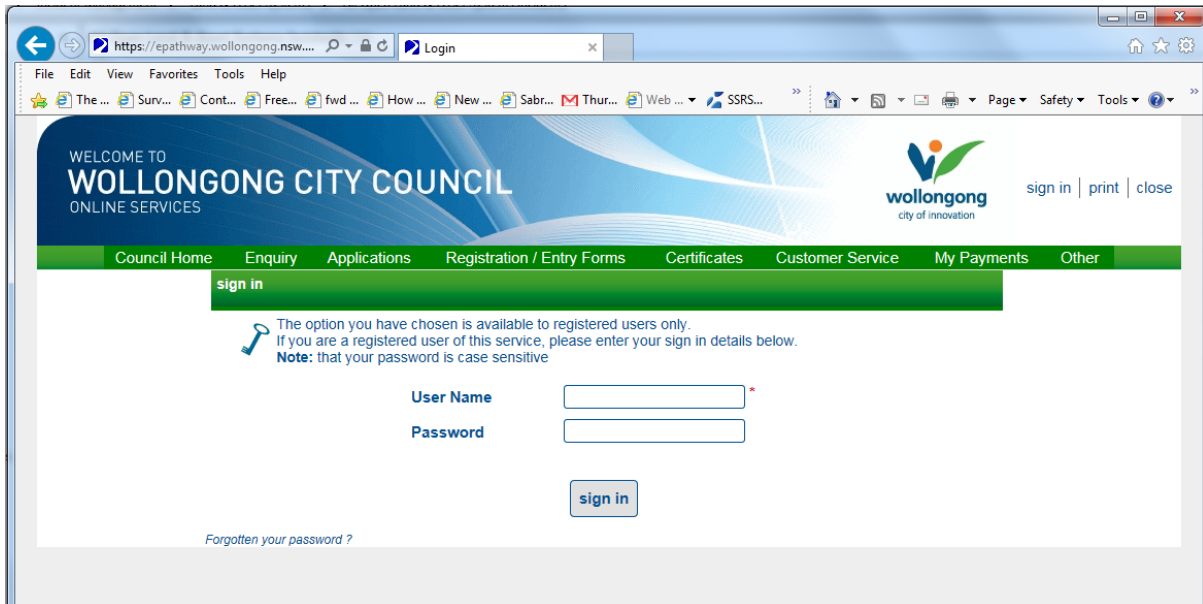
To cancel a booking or view your booking history, please select 'Cancel bookings'.

[Cancel bookings](#)

If you're having technical difficulties using online registrations, bookings or cancellations, please call (02) 4227 7675.

Step 2:

You will then be prompted to enter your User Name and Password before clicking the 'sign in' button.



The screenshot shows a web browser window with the URL <https://epathway.wollongong.nsw...>. The page header includes the Wollongong City Council logo and navigation links: [sign in](#), [print](#), and [close](#). A green navigation bar contains links for [Council Home](#), [Enquiry](#), [Applications](#), [Registration / Entry Forms](#), [Certificates](#), [Customer Service](#), [My Payments](#), and [Other](#). A [sign in](#) button is highlighted. Below the navigation bar, a message states: "The option you have chosen is available to registered users only. If you are a registered user of this service, please enter your sign in details below. Note: that your password is case sensitive". The login form includes fields for **User Name** and **Password**, each with a red asterisk indicating a required field. A [sign in](#) button is located below the password field. A link for [Forgotten your password ?](#) is at the bottom left.

Step 3:

You will then see the screen below listing all bookings your agency has made. Click on the booking number (eg IN-178) that you wish to cancel.



The screenshot shows the Wollongong City Council online services page. The header includes the Wollongong City Council logo and navigation links: [sign out](#), [print](#), and [close](#). A green navigation bar contains links for [Council Home](#), [Enquiry](#), [Applications](#), [Registration](#), and [Other](#). A [sign in](#) button is highlighted. Below the navigation bar, a message states: "The option you have chosen is available to registered users only. If you are a registered user of this service, please enter your sign in details below. Note: that your password is case sensitive". The login form includes fields for **User Name** and **Password**, each with a red asterisk indicating a required field. A [sign in](#) button is located below the password field. A link for [Forgotten your password ?](#) is at the bottom left.

Interpreter Assignment List

Listed below are the results for the enquiry that you requested. Click on the first column to display more information.

Please note: Click on a heading to sort the results.

Booking Number	Booking Description
IN-178	Joe Bloggs
IN-179	Sandra Dee
IN-180	John Doe

Step 4:

You will then see a more detailed view of the booking showing the lodgement date, status and interpreter assigned. Click on 'Email a Submission'.

The screenshot shows the 'Enquiry Detail View' page on the Wollongong City Council website. The page header includes the council logo and navigation links for 'Council Home', 'Enquiry', 'Applications', 'Registration', and 'Other'. The main content area displays the following details:

Lodgement Date	11/05/2016
Booking Number	IN-178
Booking Description	Joe Bloggs
Status	Pre Booking
Interpreter Assigned	

Below the details is a section titled 'Cancellations Process' with the following text: 'In order to cancel this booking please click the 'Email a Submission' button below to send an email to the interpreter assigned to the booking and language assistance staff at Wollongong City Council.'

A blue button labeled 'Email a Submission' is located at the bottom of the page.

Step 5:

An email pop up will appear that is addressed to the Wollongong City Council Interpreters team as well as the interpreter. Type your cancellation message into the body of the email and click send to notify both the interpreter and Council.

The screenshot shows an email composition window in Microsoft Word. The window title is 'IN-178 Joe Bloggs - Message (HTML)'. The 'To' field is populated with 'Interpreters; Claire <clairebiz@hotmail.com>'. The 'Subject' field is 'IN-178 Joe Bloggs'. The body of the email contains the following text:

Claire Knight
Community & Interpreter Services
Wollongong City Council
Community, Cultural and Economic Development
41 Burelli Street | Locked Bag 8821 | Wollongong | NSW | 2500 | t: (02) 4227 7650 | cknight@wollongong.nsw.gov.au

INTERPRETER SERVICE: <http://www.wollongong.nsw.gov.au/services/community/pages/languageassistance.aspx>