



# Dental Health Services Victoria - Interpreting Service

June 2022 v1.0

**DIAL +61 3 9964 7468**  
**24 x 7 Service**



## How do I connect to an interpreter?

Simply dial 03 9964 7468 and follow the prompts:

- Enter dental health record number (if applicable) followed by hash
- Select your required language at the main menu:
  1. Arabic
  2. Chin Hakha
  3. Farsi (Persian)
  4. Greek
  5. Italian
  6. Mandarin
  7. Somali
  8. Turkish
  9. Vietnamese
  0. All other languages (transferred to a Connecting Now consultant for further assistance)

Once an available interpreter has been located, all parties will be connected in a conference call.

## What happens if an interpreter prematurely drops from the call?

You will be offered a menu with the following options:

1. Attempt to reconnect to the same interpreter
2. Find a new interpreter for the same language
3. Continue without an interpreter

## How do I request a pre-booking?

For pre-booking requests, simply complete our online interpreter booking request form and a Connecting Now consultant will be in touch to confirm your booking!

<https://connectingnow.com.au/interpreter-booking-requests/>

**Your client ID for pre-booking requests is: 13647**

## How do I contact Connecting Now for support?

For any queries or feedback in relation to our interpreters or services, simply:

- Call 1800 965 101 (8am to 5:30pm AEDT Mon-Fri) or;
- Send an email to [support@connectingnow.com.au](mailto:support@connectingnow.com.au)