

Southern Migrant and Refugee Centre has been supporting and empowering migrants and refugees since 1993 through the delivery of Settlement and Aged Care services to Culturally and Linguistically diverse communities (CALD), that are innovative, inclusive, and impactful.

SMRC Bicultural Service - services available include project work; Culturally and Linguistically Diverse (CALD) community consultation; community language support for training and information sessions; translation of company protocols and flyers; cultural awareness training.

N.B. Our staff are available to support your business to engage and connect with CALD communities, face to face, online and over the phone.

Service Request Contact Details

Contact Name	
Contact Email	
Contact Number	
Company / Program	

External Business Invoice Details

Business Name	
Business ABN	
Business Address	
Business Email	

Internal SMRC Program

Job Code	
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Rates:

Hourly Cost \$64.57 ex GST Monday – Fridays **Minimum Hours** 3-hour minimum shift required.

Weekend Availability

Our staff may be available on Saturday and Sunday by special request.

Saturday Rate: \$96.86 **Sunday Rate:** \$137.31

Please request at least 5 working days prior to service date required.

Community / Language Required

Albanian	Arabic	Burmese		Chin
Dari	Farsi	Greek	Gujarati	Hazaragi
Gujarati	Hindi	Indonesian (Bahasa)	Khmer	Malay
	Pashto	Persian	Punjabi	Rohingya
Russian	Sinhala	Tamil	Ukraine	Urdu

Other Language: (Please add)

Service Details

Please indicate reason for request	You may indicate more than one: <ul style="list-style-type: none"> ○ Community Engagement ○ Project work. ○ CALD community consultation, focus group, phone surveys, evaluations. ○ Language support for training, information sessions, inductions etc ○ Translation of company protocols, flyers ○ Cultural Awareness Training ○ Other, please specify: 			
Please describe the service required.				
Please tick if specific gender is required	Male	Female	Other	Any
Delivery mode required	Onsite	Online – please add link:	Phone	Combination

If Onsite at your facility or a 3rd party company:

Venue name		
Address		
Bicultural staff report	Where: Reception Other	To (name of onsite contact): Their Contact Number:
Car parking available	○ Yes	○ No

Duration

Type of Hire	You may indicate more than one: <ul style="list-style-type: none"> ○ One shift: 3-hour minimum rate applies; hourly rate above 3 hours. ○ Multiple shifts: 3-hour minimum hour rate applies for each shift. ○ Ongoing hours per week ○ Project Duration ○ Other 	
Day /s	Specific day/s required: Saturdays and Sundays Weekend rate applies.	Flexible days ok:
Date / s	Start:	End:
Hours per shift	NB 3 hour minimum per shift required:	
Total Hours	NB 3 hour minimum per shift required:	

Please note:

Our staff are Bicultural Workers and not NAATI accredited interpreters and translators.
If you have further questions or enquiries, phone 97671900;

Once completed, please send this Service Request order form to: intake@smrc.org.au and our staff will be in touch.

Thank you for choosing SMRC Bicultural Service