



THE **HELLO** CO.

# Language Access Guide

A guide to help you understand languages that can be accessed on-demand and languages you schedule ahead of time.

2024 Edition

## Access Times

# Time to Access an Interpreter

## On-Demand

We offer rapid language support with interpreters ready to answer your call. Whenever you need them.

We're always on. Always available. 24 hours a day. 365 days a year.

Considering the scale of our operations and the intricate needs of our clients, our business runs non-stop, every hour of the day, every day of the year.

Our mission is to deliver an average guaranteed interpreter connection time of under 30 seconds.

## Pre-Book

If you need support in a language which is considered rare, emerging or is subject to skill shortages in the market, we recommend pre-booking these requests to ensure availability of supply.

Service Type	Minimum Notice Period
Telephone Interpreting	3 Hours
Video Interpreting	24 Hours
Face-2-Face Intepreting	24 Hours

## Emergency

If you have an emergency and need a language that requires a pre-booking, please reach out to our Customer Success Team for assistance by emailing [customersuccess@theheloco.com.au](mailto:customersuccess@theheloco.com.au) or call 1300 38 58 28.

# Languages you can access

## On-Demand

- Albanian
- Amharic (Ethiopian)
- Arabic
- Armenian
- Assyrian
- Belarusian
- Bengali (Bangla)
- Bisaya
- Bislama
- Bosnian
- Bulgarian
- Burmese (Myanmar)
- Cambodian (Khmer)
- Cantonese
- Cebuano
- Chaldean
- Chin (Falam)
- Chin (Hakha)
- Croatian
- Czech
- Dari
- Dinka
- Dzongkha (Bhutan)
- Eastern Pwo Karen
- Farsi (Persian)
- Fijian Hindi
- Filipino (Tagalog)
- Finnish
- French
- German
- Greek
- Gujarati
- Hazaragi
- Hebrew
- Hindi
- Hokkien
- Hungarian
- Indonesian
- Italian
- Japanese
- Kannada
- Karen
- Kirundi (alt Rundi/Urundi)
- Korean
- Kurdish - Kurmanji
- Kurdish - Sorani
- Kurdish - Southern
- Laos
- Lingala
- Macedonian
- Malay
- Maltese
- Mandarin
- Mongolian
- Nepali
- Oromo
- Pashto (Pushto)
- Polish
- Portuguese
- Punjabi
- Rohingya
- Romani
- Romanian
- Russian
- S'gaw Karen
- Samoan
- Serbian
- Sindhi
- Sinhalese
- Slovak
- Slovene
- Somali
- Spanish
- Sudanese Arabic
- Swahili (alt Ki-Swahili)
- Swedish
- Syriac
- Taiwanese
- Tamil
- Telegu
- Teochew
- Te Reo Maori
- Tetum (Timorese)
- Thai
- Tibetan
- Tigre
- Tigrinya
- Tongan
- Turkish
- Turkmen
- Ukrainian
- Urdu
- Uzbek
- Vietnamese
- Visayan
- Western Pwo Karen
- Wu Shanghainese

# Languages you can **Schedule Ahead of Time**

- Aceh
- Acehnese
- Acholi
- Afrikaans
- Akan
- Anuak
- Assamese
- Auslan
- Azerbaijani North
- Azerbaijani South
- Balinese
- Bana
- Banjar
- Bari
- Basaa
- Bashkir
- Basque
- Batak
- Bemba
- Betawi
- Bikol
- Bodo
- Borana
- Catalan
- Chamorro
- Chavacano
- Cherokee
- Chichewa (Nyanja)
- Chin (Hmar)
- Chin (Khumí)
- Chin (Kuki)
- Chin (Mara)
- Chin (Matu)
- Chin (Mindat)
- Chin (Mizo)
- Chin (Sentshang)
- Chin (Tedim)
- Chin (Zo)
- Chin (Zomi)
- Chin (Zophei)
- Chin (Zotung)
- Chiu-Chownese
- Chuukese (Trukese)
- Cook Island Maori
- Creole Haitian
- Creole Mauritian
- Dagbani
- Damara
- Dan
- Danish
- Dutch
- Edo
- Efik
- Estonian
- Ewe
- Fanti
- Fijian
- Flemish
- Fula (Fulfulde)
- Fuqing
- Fur
- Futunan
- Fuzhou
- Ga
- Gaelic
- Galician (Gallego)
- Ganda
- Gbandi
- Georgian
- Guarani
- Hainanese
- Hakka Chinese (Timorese)
- Harari
- Haryanvi
- Hassaniyya
- Hausa
- Hakka
- Hawaiian
- Hiligaynon
- Hindustani
- Hiri motu
- Hmong
- Icelandic

# Languages you can **Schedule Ahead of Time**

- Igbo
- Ilocano (Iloko)
- Ilonggo
- Inuktitut
- Jarai
- Javanese
- Juba Arabic
- Kachin
- Kalenjin
- Karakalpak
- Kasem
- Kashmiri
- Kayah (alt Karenni)
- Kayan
- Kazakh
- Kibembe (Bembe)
- Kikuyu
- Kinyarwanda
- Kiribati
- Kissi
- Kogi
- Konkani
- Kpelle
- Krahn
- Krio
- Kuku
- Kunama
- Kyrgyz
- Latvian
- Laz
- Liberian English
- Lithuanian
- Lozi
- Lu Mien
- Luganda
- Luhya
- Lunda
- Luo
- Luvale
- Ma'di
- Madurese
- Malayalam
- Maldivian
- Mamprusi
- Mandingo
- Mandinka
- Marathi
- Marshallese
- Melanesian English
- Mende
- Min Nan Chinese
- Moldovan
- Mon
- Montenegrin
- Nauruan
- Navajo
- Ndebele (Northern)
- Ndebele (Southern)
- Nigerian Pidgin English
- Niuean
- Nkore
- Nogai
- Norwegian
- Nsenga
- Nuer
- Nyanja
- Nzema
- Odia
- PamPango
- Pidgin (Equatorial Guinea)
- Pokoot
- Pular
- Rajastani
- Rotuman
- Sango
- Sesotho (Northern)
- Sesotho (Southern)
- Shan
- Sher Bro
- Shilluk
- Shona
- Sidama
- Sikaiana
- Sindhi

# Languages you can **Schedule Ahead of Time**

- Solomon Island Pidgin
- Soninke
- Susu
- Swatow
- Swiss German
- Tahitian
- Taiwanese Hakka
- Tajik
- Tatar
- Te Reo Maori
- Temne
- Tikopian
- Tok Pisin
- Tokelauan
- Tooro
- Tshivenda
- Tswana
- Tuvaluan
- Twi
- Uyghur
- Vai
- Welsh
- Wolof
- Xhosa
- Xiang (Hunanese)
- Yakut
- Yawi
- Yiddish
- Yoruba
- Zande
- Zulu
- Warlpiri





**It all starts with**



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We acknowledge the traditional owners and custodians of country throughout Australia and recognise their continuing connection to land, sea and community. We pay our respects to the people, the cultures and the elders past, present and emerging.