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**Telephone interpreting and Language Line Services in Australia**

This international telephone interpreting project, which is hosted by the London-based company Language Line Services (LLS), began operations in May 2002. It currently has approximately fifty interpreters on its active list with some forty languages being catered for. Recruitment is based on NAATI accreditation or recognition which LLS considers an important quality assurance criterion. The areas covered include health, police, social security, housing, immigration. Some of the numerous challenges arise from the difficulties associated with NESB clients, dialects (e.g. regional English or Scottish accents and words, African French, etc.), specific characteristics of British and American agencies and new terminologies.

Language Line Services provides considerable professional support to its Australian interpreters. Telephone, email and mail contact between interpreters and LLS administrators allows work-related issues to be discussed and resolved on a day-to-day basis and ensures the required quality of work. Interpreters on our books enjoy professional development opportunities and international exposure.

My experience both as a T&I practitioner and the coordinator of this project, allows me to confirm the increased importance of telephone interpreting over the last few years, both nationally and internationally. Future growth is assured as new technologies are developed, ensuring its continued success as a sophisticated and quality communication system for people with a variety of important needs.