

# INTERPRETATION SERVICES GUIDE

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Family Justice Courts

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# Contents

01	Introduction
02	Common languages and dialects
03	Requesting the services of an in-house interpreter and knowing the fee
03	Requesting the services of a freelance interpreter
04	Fee and arrangement for a freelance interpreter
05	Useful Information

## Disclaimer

- The information provided in this Guidebook is intended for general information purposes only.
- It is not to be taken as any form of legal advice.
- The facts herein are true and accurate at the time of publication.



# Introduction

The services rendered by our court interpreters support the mission of the Family Justice Courts (FJC) to make justice accessible to families and youths during counselling, mediation, and adjudication.

Court interpreters are professionals who help court users facing language difficulties to better understand legal proceedings. There are two groups of court interpreters:

- 1) FJC provides a pool of **in-house interpreters** proficient in the 4 official languages and the common dialects spoken in Singapore.
- 2) FJC also helps to arrange for the services of **freelance interpreters** speaking other languages/dialects (inclusive of sign language).

The Freelance Interpreters' Administration Team (FIAT) within FJC arranges for the freelance interpreters for all matters except for the Other Applications as listed on page 4.

# Common languages and dialects

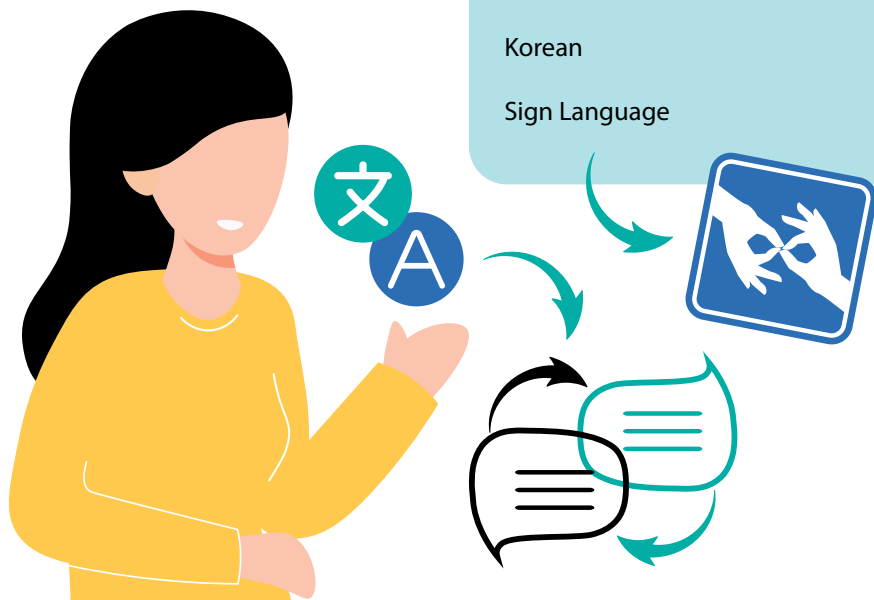
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## Provided by in-house interpreters

Mandarin  
Malay  
Tamil  
Hokkien  
Teochew  
Cantonese

## Provided by freelance interpreters

Bahasa Indonesia  
Hindi  
Punjabi  
Thai  
Myanmar  
Tagalog  
Vietnamese  
Japanese  
Korean  
Sign Language



# Requesting the services of an in-house interpreter and knowing the fee



## For Personal Protection or Maintenance Applications

When completing your application at the counter, you may inform the counter officer of your language/dialect preference if you face language difficulties.

As these are considered ad-hoc requests, the engagement of an in-house interpreter is subject to availability.

### Counter Location:

See page 5

## For Youth Court Matters

You can indicate your language preference either to the investigation officers or Ministry of Social and Family Development (MSF) officers before coming to court.

When you appear in court, you may make a request for an interpreter through the court managers or Judges presiding in the Youth Court. The interpreter will be subject to availability.

## For Other General Legal Proceedings

The request for interpretation services can be indicated during the filing of documents via eLitigation, within 7 days from a case conference or 2 weeks before a hearing, whichever is earlier.

Requests made outside the above timelines will be considered ad-hoc and the engagement of an in-house interpreter will be subject to availability.

*There is no fee charged for all interpretation services provided by our in-house interpreters for all court matters.*

# Requesting the services of a freelance interpreter

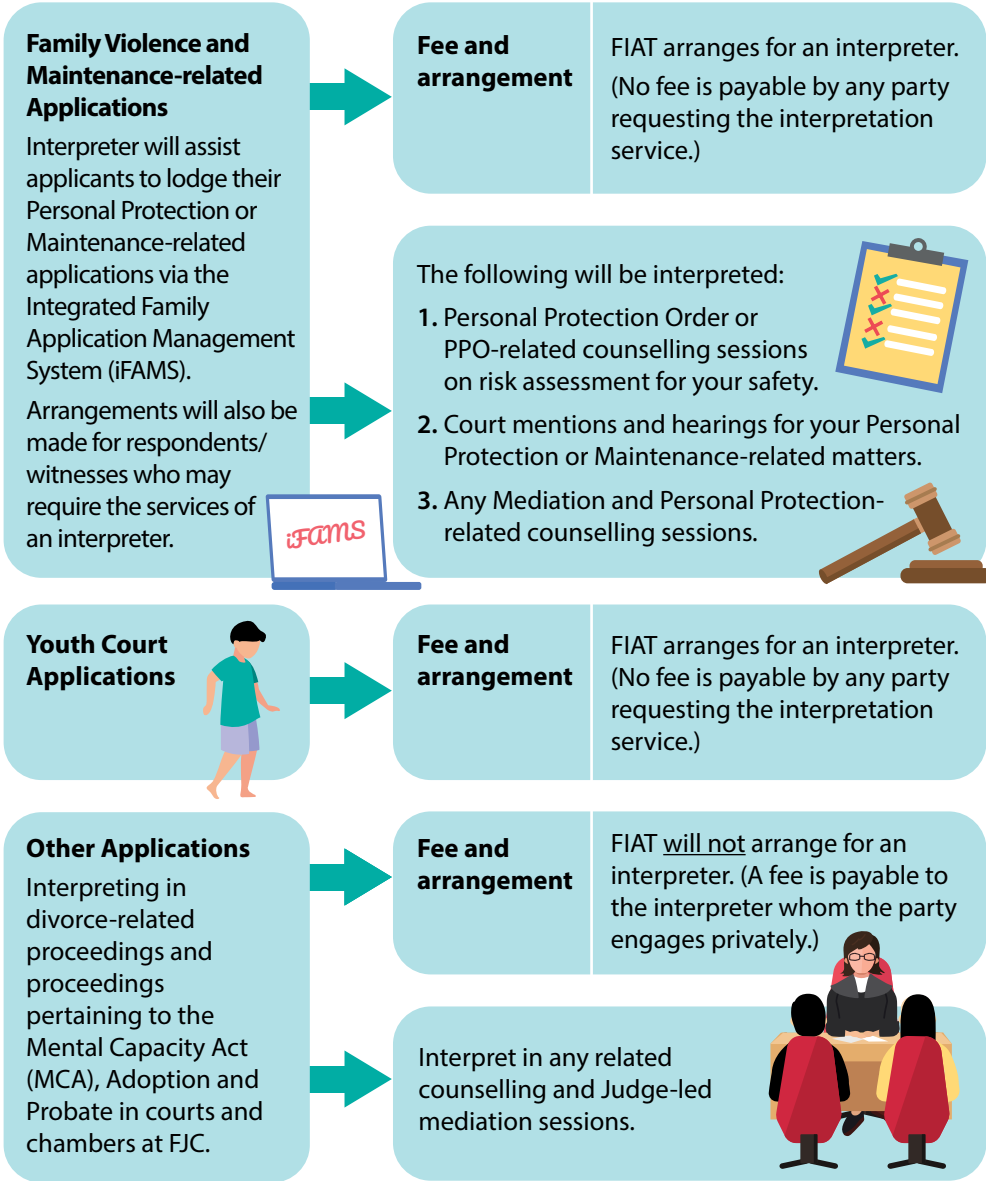
If you make a request for a language not provided by our in-house interpreters, the counter officer will assist to put up a request on your behalf to FIAT to arrange for a freelance interpreter.

Given that the freelance interpreters are not stationed at FJC, if we are unable to secure the availability of an interpreter who is proficient in the language/dialect of your request, you will have to engage the services of such an interpreter on your own.

Please approach the FJC counters for assistance (Counter locations can be found on page 5).



# Fee and arrangement for a freelance interpreter



Although the procurement of the services of an interpreter may be an administrative process for the court user, it forms a part of the court proceedings and all parties must adhere to the court rules and etiquette. Please refer to page 5 for more information.

# Useful Information

## Family Justice Courts of Singapore

Family Registry, Level 1  
3 Havelock Square, Singapore 059725  
Tel: 6435 5471

Family Protection Centre (FPC), Level 1  
3 Havelock Square, Singapore 059725  
Tel: 6435 5077

Please refer to the FJC website for the operating hours of the Family Registry and FPC: [www.familyjusticecourts.gov.sg/contact/operating-hours](http://www.familyjusticecourts.gov.sg/contact/operating-hours)



## FJC Language Services

Chinese Section  
Tel: 6435 5149

Malay Section  
Tel: 6435 6256

Indian Section  
Tel: 6702 5410

## Legal Advice

- If you need legal advice, you may approach the following:
  - the Legal Aid Bureau (LAB),
  - the Community Justice Centre (CJC) at FJC and the State Courts, or the Community Legal Clinics at the State Courts.
- You may also find these resources useful:
  - the “Know the Law Now” booklet by Law Society Pro Bono Services



- the LegalHelp website



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## Court Rules and Etiquette

It is important that you know the proper way to conduct yourself in court.

For more information on this, please refer to the section on “Rights and Responsibilities” in the user-guide which is available on the FJC website.



# Understanding the Guide

**CJC:** Community Justice Centre offers unrepresented litigants assistance with court processes and procedures so that they may better navigate the court system, thereby enhancing access to justice, irrespective of background or social status

**FIAT:** Freelance Interpreters' Administration Team within the FJC Language Services who arranges for freelance interpreters

**FPC:** Family Protection Centre, a Centre located at FJC where one can apply for a PPO

**iFAMS:** Integrated Family Application Management System developed by FJC for the filing of Maintenance and Protection Order and related applications

**LAB:** Legal Aid Bureau ensures equal access to justice to persons of limited means, by providing legal aid, advice and assistance in civil matters which includes representing applicants in many kinds of court proceedings as set out in the Legal Aid and Advice Act

**MCA:** Mental Capacity Act

**MSF:** Ministry of Social and Family Development

**PPO:** Personal Protection Order, an order restraining someone who has committed family violence