

# Interpreting support

Available 24/7

## Those with hearing difficulties

Lifeline support is available for deaf people and those with hearing difficulties. Textphone users can contact Lifeline on [18001 0808 808 8000](tel:1800108088088000). British and Irish Sign Language users can contact Lifeline using the [SignVideo app](#).

## English not your first or preferred language

If English isn't your first or preferred language, you can still phone Lifeline.

Lifeline uses the Big Word Interpreting service to support callers who cannot or prefer not to speak English.

Big Word Interpreting is free to use.

Interpreters working for Big Word are bound by confidentiality.

### To use Big Word

- Phone Lifeline on [0808 808 8000](tel:08088088000)
- Tell the counsellor that you need an interpreter
- Tell the counsellor the name of your preferred language

Once you are connected to an interpreter you will have a three-way conversation with Lifeline.

If you are attending face-to-face counselling and require an interpreter, Lifeline will arrange this when booking your appointment.