

Queensland Health Interpreter Service



Access to interpreter services
for Queensland Health-funded NGOs

QH NGO Interpreter Service Coordinator
Queensland Health Multicultural Services

health • care • people



Traditional owners acknowledgement

“I would like to respectfully acknowledge the Traditional Owners of the land on which this event is taking place and Elders both past and present.”

Training program objectives

Main goals of today's session are to explain:

- commitment to provide access to interpreter services for Queensland Health funded NGOs
- importance of using interpreters
- how to request interpreter services through QH NGO Interpreter Service
- how to work with interpreters

Queensland Health Commitment

- QH recognises the importance for CSU-funded NGOs to have access to interpreter services
- QH Community Services Unit and Queensland Health Multicultural Services are implementing a new process
- The process will facilitate people who are not proficient in English have equitable access to health services



Queensland Health Interpreter Service (QHIS)

The intention of QHIS for funded NGOs is that it is used:

- by staff providing health services to people with limited English proficiency
- for direct health-related occasions of care where communication with the client is essential
- The appointment relates directly to the funding provided by QH

Why you need to work with professional interpreters

- Patient safety
- Risks / adverse outcomes
- Trained professionals

How to identify the need for an interpreter?

- a person states he/she speaks little or no English
- a person requests an interpreter
- presents *I need an interpreter* card
- use the *Language Identification Card* (included in the information kit) to identify the language spoken.
- person is Deaf or hearing impaired and uses sign language



When to engage an interpreter?

Interpreters should be engaged for:

- health-related situations where communication with clients is essential
- situations where health and health-related outcomes are discussed

These include:

- admissions
- assessments
- counselling
- development of case management or treatment plans.

Modes of service provision

Interpreter services can be provided:

- over the telephone, either immediately or by appointment
- in person/onsite

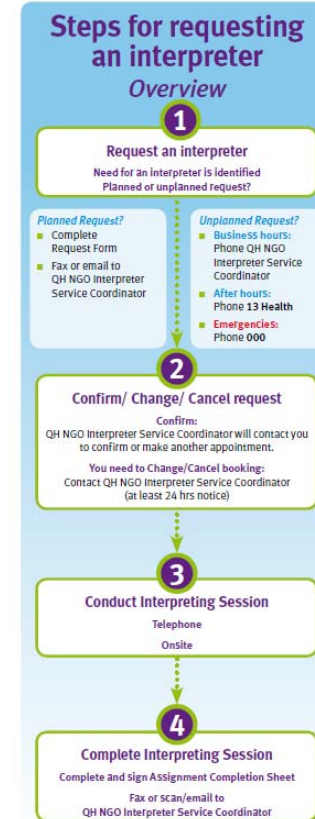
Remember that onsite mode requires a booking of more than 2 days in advance unless an emergency.

How to request an interpreter?

If you have a Service Agreement with QH CSU, your organisation will receive an information kit containing the *Request Form*.

Complete and send the *Request Form* to the NGO Interpreter Service Coordinator by:

- fax: (07) 3328 9115 or
- email: NGO_int_service@health.qld.gov.au



Queensland Health Interpreter Service
for
Queensland Health-funded non-government organisations

REQUEST FORM

Send this form to the Queensland Health NGO Interpreter Service Coordinator

Fax: (07) 3328 9115

OR

Scan and email:
NGO_int_service@health.qld.gov.au

Interpreter service information

Appointment date	*	
Start time (24 hr clock)	*	
Expected duration (mins)	*	
Service type	*	Onsite <input type="checkbox"/> Telephone <input type="checkbox"/>
Address of appointment	*	
Client's first name only (or assumed name)	*	
Client's gender	*	M <input type="checkbox"/> F <input type="checkbox"/>
Client's phone number		(only if required for telephone service with client receiving service at home)
Language	*	
Cultural requirements		(e.g. dialect, religion)
Gender preference	*	M <input type="checkbox"/> F <input type="checkbox"/> No preference <input type="checkbox"/>
Briefing information for interpreter		
Notes to Coordinator		

Details of requesting organisation

Today's date	*	
Name of the organisation	*	
Name of the Queensland Health funded project	*	
Person making this booking	*	
Contact phone number	*	

- mandatory field

COORDINATOR USE ONLY

Booking created on: ___/___/___ RID: _____ BID: _____

Booking confirmed Yes No Confirmation advised _____

Interpreter Name: _____

Inability..... Sent to _____

ACS returned Yes No

Request Form - Process

When completing the *Request Form* provide:

- details of appointment (date time, duration and location)
- name of requesting organisation and the funded program
- requester (your own) details.

All fields marked with an asterisk (*) **must be completed.**



How to work with an interpreter

- preparation
- briefing the interpreter
- when the client arrives
- during the session
- after the session



Call for help

Video clip 5

'Working with telephone interpreters'

http://www.dhs.vic.gov.au/multicultural/connection/html_noframes/mtc_04.htm



Successful Interpreting techniques

Video clip 4

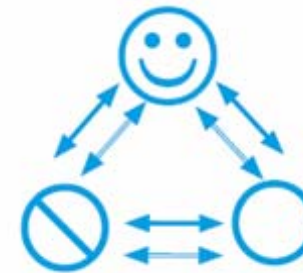
'A sound performance'

http://www.dhs.vic.gov.au/multicultural/connection/html_noframes/mtc_02.htm

Preparation

To conduct a successful interpreting session:

- arrange a place where the session can be conducted in private
- allow for extra time
- arrange the seating to allow for easy flow of communication (triangle)
- check that the equipment is available and working (for telephone interpreting only)





Briefing the interpreter

Before the interpreting session commences:

- brief the interpreter of the nature and the overall aim (if possible)
- discuss potential cultural factors with the interpreter
- ascertain whether the client and the interpreter know each other
- explain the need for precise interpreting
- ensure that the interpreter is aware of privacy and confidentiality issues

When the client arrives

- advise client that an interpreter will assist
- if the client is not present at the arranged time, call him/her through an interpreter and make alternate arrangements
- if the interpreter is not present at the arranged time, call QH NGO Interpreter Services Coordinator on 3328 9879



During the session

Remember that it is your session and you need to manage it, not the interpreter. To manage it in an adequate way, do:

- introduce yourself and the client to the interpreter
- make sure client is aware of interpreter's role
- look the client in the eye and speak in the first person

During the session (cont)

- repeat and summarise the major points
- be specific (eg daily rather than frequent)
- use diagrams, pictures and translated written material to increase understanding (if available)
- clarify that you have been understood or that you have understood the client

After the session

Once the session has ended:

- sign the interpreter's Assignment Completion Sheet (ACS)
- retain one copy for your records and send a signed ACS to the Coordinator
- record interpreter details in client's documentation
- make future arrangements with the client while interpreter is still present.

Verification of charges

- The QH NGO Interpreter Service Coordinator verifies invoice charges for interpreting sessions.
- The Coordinator uses the information on the ACS to check that the invoiced amount is correct (make sure to always enter the correct end time).

Feedback

NGO staff who have worked with an interpreter can provide feedback:

- download the form from QHIS website, or
- use the form provided in the information kit.

Completed forms need to be faxed to the Coordinator.

Want to know more?

Queensland Health website:

Multicultural health site:

www.health.qld.gov.au/multicultural/

QHIS information for funded NGOs:

www.health.qld.gov.au/multicultural/interpreters/qhis_ngo.asp



Interpreter services

for Queensland Health funded non-government organisations administered through Community Services Unit

Queensland Health's commitment

Queensland Health recognises the importance for funded non-government organisations (NGOs) to have access to interpreter services to meet the language and communication needs of clients from culturally and linguistically diverse (CALD) backgrounds.

For this reason, Community Services Unit, Queensland Health has implemented arrangements for funded NGOs to access departmentally funded interpreter services.

This will help to ensure people from CALD backgrounds who have difficulty communicating in English have equitable access to services.

This means an interpreter will be provided for free to assist you with your client when your organisation requests and books an interpreter through the Interpreter Service for Queensland Health funded NGOs.

What is an interpreter?

An interpreter is someone who conveys an oral message or statement from one language to another.

Why is it important to use an interpreter?

The need to understand and be understood is important for effective health care. Poor communication may result in misunderstandings which can be confusing and distressing for clients. Interpreters can assist staff and clients communicate clearly.

Why is it important to use professional interpreters rather than family or friends?

It is always best to use professional interpreters when important or confidential information is being discussed. At times it may be appropriate to accept offers of language assistance by family members or friends of clients, but only for simple day-to-day communication.

If more complex or confidential information is being discussed, a qualified interpreter should be used. Qualified interpreters are trained and are bound by a code of conduct that requires them to relate information accurately and maintain confidentiality. Family or friends may unintentionally leave out information to protect their relative, or because they feel embarrassed or may not understand the information.

When should an interpreter be engaged?

It is suggested that you use an interpreter for health related situations where communication with your client is essential or important information is being discussed. This includes for example, admission, assessments, counselling, and development of case management or treatment plans.

How do I know if my client needs an interpreter?

The following cues may indicate the need for an interpreter. Your client:

- states they speak little or no English
- requests an interpreter and/or brings an "I need an interpreter" card
- has a proficiency in English which indicates they may not understand medical or complicated terminology.

If you have any doubt, ask a question that requires your client to answer in a sentence rather than "yes" or "no". Consider using the "Language Identification Card" which lists languages commonly encountered. The message underneath each language says: "Please point to your language. We will arrange an interpreter at no charge".

What languages are available?

Interpreter services are available in all community languages, including Australian Sign language (Auslan). While some languages may not be available immediately, the Queensland Health non-government organisation (QH NGO) Interpreter Service Coordinator will arrange a suitable appointment.

How will an interpreter be provided?

Interpreters may be provided for telephone or onsite (i.e. in person) interpreting.

- Telephone interpreters can be engaged for administrative communication, when a client presents without an appointment, or when an onsite interpreter is not available (e.g. rural or remote locations)
- Onsite interpreters may be required for most health related appointments, such as counselling sessions or developing treatment plans.

Any questions?





Thank you!

Contact details:

NGO Interpreter Service Coordinator
Queensland Health Multicultural Program

Ph: 3328 9879

Email: ngo_int_service@health.qld.gov.au