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CONTACT DETAILS FOR THE HEALTH SERVICE DISTRICT INTERPRETER SERVICE COORDINATOR

Most Health Service District have an Interpreter Service Coordinator. The Interpreter Service Coordinator in your Health Service District is:

(please insert)

Name: ……………………………………………………………………………………………..
Phone: ……………………………………………………………………………………………
Fax: ………………………………………………………………………………………………
Email: …………………………………………………………………………………………….
Located at: ………………………………………………………………………………………
……………………………………………………………………………………………………..

INTERPRETER COST CENTRE
(please insert)

Your interpreter cost centre is:

INTERPRETER SERVICE QUALITY OFFICER CONTACTS

Each Area Health Service has one Interpreter Service Quality Officer. These officers are good contacts for issues that relate to interpreter services, eg. staff training and consumer complaints. The contact details are as follows:

Interpreter Service Quality Officer
Northern Districts
Ph (07) 4019 6431

Interpreter Service Quality Officer
Central Districts
Ph (07) 3328 9874

Interpreter Service Quality Officer
Southern Districts
Ph (07) 3328 9871

The contact details of these officers will be kept updated on the multicultural QHEPS site:
HOW TO REQUEST AN INTERPRETER (in plastic sleeve)

This information sheet has a summary of the steps to request an interpreter. If you have not already registered for the new Queensland Health Interpreter Service, go to http://qheps.health.qld.gov.au/multicultural/interpreting/int_forms.htm

Interpreters may be requested by:
- reception and administration staff
- staff providing direct health service delivery
- management or staff undertaking community engagement or health promotion/community education.

HOW TO WORK WITH AN INTERPRETER ONSITE (in plastic sleeve)

This information sheet has a summary of the key points of working with an interpreter onsite. It can be found in the plastic sleeve in this ‘interpreters’ section. It can also be found online: http://qheps.health.qld.gov.au/multicultural/interpreting/int_resources.htm

HOW TO WORK WITH AN INTERPRETER ON THE PHONE (in plastic sleeve)

This information sheet is on the back of the above resource and has a summary of the key points of working with an interpreter on the phone. It can be found in the plastic sleeve in this ‘interpreters’ section. It can also be found online: http://qheps.health.qld.gov.au/multicultural/interpreting/int_resources.htm

WORKING WITH INTERPRETERS GUIDELINES

The guidelines give effect to the Queensland Government and Queensland Health Languages Services policies. The aim is to facilitate effective interpreting services for people accessing or receiving Queensland Health services and who require an interpreter. It can also be found online: http://qheps.health.qld.gov.au/multicultural/interpreting/int_resources.htm

‘LANGUAGE IDENTIFICATION’ CARD (in plastic sleeve)

The Queensland Health Language Identification Card has been developed as a tool to help you identify a person’s language. It should be kept at reception areas for use. It contains the following statement in 66 languages:

“Please point to your language. We will arrange an interpreter at no charge.”

INTERPRETER SERVICE POSTER (in plastic sleeve)

This poster should be removed from the plastic sleeve and displayed in a patient/client seating area. Additional posters can be requested from: multicultural@health.qld.gov.au

INTERPRETER STICKERS (in plastic sleeve - some HSDs only)

Some Health Service Districts have interpreter stickers that are affixed on the front of patient charts to flag staff to the need to engage an interpreter for this patient. If your Health Service District has such a system in place, stickers can be placed in the spare plastic sleeve.