

**SYDNEY WEST AREA HEALTH SERVICE**



# HCIS

HEALTH CARE  
INTERPRETER SERVICE

## HACC INTERPRETING SERVICE

Cumberland Prospect & Nepean

# Information Package

HACC Interpreting Service is funded by the NSW Department of Human Services Ageing Disability and Home Care for HACC service providers in the Cumberland Prospect and Nepean Local Planning Areas and is delivered by SWAHS Health Care Interpreter Service.

# HACC INTERPRETING SERVICE in the Cumberland Prospect and Nepean LPAs

When working with clients who do not speak English well, or at all, HACC funded service providers should always use professional interpreters, so that they meet the required professional practice standards. In NSW, CALD clients are entitled to the services of a professional interpreter to assist them to communicate effectively with government funded service providers.

## BOOKING AN INTERPRETER WITH SWAHS HEALTH CARE INTERPRETER SERVICE

HACC service providers in the Cumberland Prospect and Nepean Local Planning Areas have free access to professional interpreters through a new HACC Interpreting Service funded by DADHC and delivered by Sydney West Area Health Service Health Care Interpreter Service through the Multicultural Access Project. To access HACC Interpreting Service use the attached **Booking Form** and follow the **Guide for HACC Service Providers**.

## WORKING WITH HEALTH CARE INTERPRETERS / FREE TRAINING

This training course can be delivered to HACC funded services in the Cumberland Prospect and Nepean Local Planning Areas to build up their competence required for effective communication with people from culturally and linguistically diverse backgrounds when working with a health care interpreter. Appropriate booking procedures will also be discussed and explained. The three-hour training session will be provided annually in both planning areas. Upon request, this training can also be delivered directly to your organisation as an in-service session.

## FOR MORE INFORMATION

Contact:  
Monika Latanik,  
Multicultural Access Project and HACC Interpreting Service  
SWAHS Multicultural Health Network  
Ph: 8838 2175  
email:  
[Monika.Latanik@wsahs.nsw.gov.au](mailto:Monika.Latanik@wsahs.nsw.gov.au)

## Health Care Interpreter Service HACC Interpreting Service Booking Form

for HACC funded services in the Cumberland Prospect and Nepean Local Planning Areas

<b>APPOINTMENT TYPE:</b> (Please circle)			
<b>ON-SITE INTERPRETING</b>	<b>HOME VISIT: YES / NO</b>	<b>PHONE INTERPRETING</b>	<b>GROUP INTERPRETING*</b>
<b>LANGUAGE REQUIRED:</b>			
<b>DATE REQUIRED:</b>			
<b>TIME REQUIRED:</b>		<b>FROM:</b>	<b>TO:</b>
<b>ALTERNATE DATE(S):</b> (Required field)		<b>ALTERNATE TIMES(S):</b> (Required field)	
<b>DADHC LOCAL PLANNING AREA: *</b> (Please circle)	<b>CUMBERLAND PROSPECT</b>		<b>NEPEAN</b>
<b>CLIENT'S LOCATION *:</b> (Please circle the LGA)	<b>Auburn, Holroyd, Parramatta, Baulkham Hills, Blacktown</b>		<b>Penrith, Hawkesbury, Blue Mountains</b>
<b>SERVICE TYPE:</b> (Please specify)	<i>Domestic Assistance, Personal Care, Day Care, Social Support, Respite, Meals, Case Management, Transport, Counselling/Information, Home Maintenance &amp; Mod, Dementia Support etc Other:</i>		
<b>ORGANISATION:</b> (Please specify)	<i>eg. BCS, Anglicare, CareConnect, Kincare, SydWest Multicultural Services, Wesley etc Other:</i>		
<b>VENUE ADDRESS:</b>			
<b>CLIENT'S NAME(S):</b>			<b>NUMBER OF CLIENTS (If group):</b>
<b>CLIENT/HACC TARGET GROUP</b>	<b>Frail aged</b>	<b>Person with a disability</b>	<b>Carer</b>
<b>SERVICE PROVIDER NAME AND TITLE:</b>			
<b>PERSON BOOKING THIS APPOINTMENT:</b>			
		<b>CONTACT No.</b>	<b>FAX No.</b>
<b>CALL CLIENT?</b>	<b>YES</b>	<b>NO</b>	<b>CONTACT NUMBERS:</b> Home: Mobile:
<b>RELATED COMMENTS</b> (eg. Special requests such as preferred sex of the interpreter)			

**DATE:** \_\_\_\_\_

**To book a HCIS interpreter:**  
fax this form on **9840 3789** or email: [hcis@wsahs.nsw.gov.au](mailto:hcis@wsahs.nsw.gov.au) or call **9840 3456**

\* When booking an interpreter, you are required to advise HCIS whether you are a HACC funded service operating in the Cumberland Prospect or Nepean LPA and inform whether your client lives in the Auburn, Baulkham Hills, Blacktown, Holroyd, Parramatta, Penrith, Hawkesbury or Blue Maintains LGA. This information is needed to establish your eligibility for using HCIS. Provide other information by following this form.

\*For group interpreting sessions please provide information about topics to be presented. This could be a brochure, power point presentation, session outline or any other form of information material that could be of assistance to our interpreters in preparation for the session.

HCIS would appreciate at least one-week notice, however, services will be provided on shorter notice whenever possible.

*If you need more information on HACC Interpreting Service Cumberland Prospect & Nepean, please contact Multicultural Access Project, SWAHS on 8838 2175 (direct) or 8838 2179 (Multicultural Health Unit).*

# HOW TO ACCESS HACC INTERPRETING SERVICE A GUIDE FOR HACC SERVICE PROVIDERS

SYDNEY WEST AREA HEALTH SERVICE

## HEALTH CARE INTERPRETER SERVICE

provides free interpreting services to HACC funded service providers in the Auburn, Blacktown, Hills, Holroyd, Parramatta, Penrith, Hawkesbury and Blue Mountains LGAs

### SERVICES AVAILABLE:

#### FACE TO FACE INTERPRETING

*(on-site interpreting / home visits and group interpreting)*

should be used for first interviews, assessments, care plans, family conferences, handling sensitive situations and complaints, counselling, education, information and consultation sessions

#### TELEPHONE INTERPRETING

should be used for referrals, simple questions and messages or for administrative matters

### BOOKING PROCEDURES:

For urgent requests call

Ph: **9840 3456**

For non-urgent requests  
fax or email the form

Fax: **9840 3789**

Email: [hcis@wsahs.nsw.gov.au](mailto:hcis@wsahs.nsw.gov.au)

#### Provide the following information:

- the **name** of your **organisation** and service type
- the **client's location** including DADHC **Local Planning Area (LPA)** and **Local Government Area (LGA)**
- the **type of appointment** you want to book (on-site/home visit, phone or group interpreting)
- the correct **language** or **dialect** required
- the **date, time** and **duration** required and if possible provide **alternate dates**
- the **exact location** if booking on-site or group interpreting
- the **client's name** and number of clients for group interpreting
- **your name, position** and **contact numbers**
- indicate if you want HCIS to call the client to inform them about the appointment
- state any **special requests** such as preferred gender of the interpreter
- if possible provide **one week notice**.

*If you experience difficulties in arranging bookings or you are dissatisfied with any aspect of HCIS speak to the HCIS Call Centre Supervisor on 9840 3792 or email your concerns to [Monika\\_Latanik@wsahs.nsw.gov.au](mailto:Monika_Latanik@wsahs.nsw.gov.au)*

***HCIS is confidential, free, available 24 hours/day, 7 days a week.***

In a case HCIS is not able to provide you with an interpreter call

**Translating and Interpreting Service (TIS) on 131 450**

You will be required to pay for the TIS service unless your service/organisation has an exemption.

The TIS National operator will need the following information: ■ your organisation client code (if your organisation does not have a client code, this can be arranged at the time of your request for service) ■ the name of the client and their contact details ■ the language or dialect you require. The TIS operator will then connect you to an interpreter in the requested language and, if required, phone the non-English speaking client you wish to speak with. To arrange a client code for your organisation ring TIS Client Liaison and Promotion Officer on 1300 655 820.

# USING PROFESSIONAL INTERPRETERS

## to communicate with NESB clients

An essential element of access and equity is the provision of language services to assist clients who do not speak English well, or at all. Language services enable NES clients and English speaking service providers to communicate freely and accurately to ensure mutual understanding in order that the most appropriate, effective and professional services are provided.

Western Sydney is one of the most culturally and linguistically diverse regions in NSW. This diversity is growing and it is also a significant feature of our older population. People from culturally and linguistically diverse (CALD) backgrounds may face the double difficulty of not knowing what services are available, as well as not speaking English well enough to seek adequate and effective access to HACC services.

### WHY USE PROFESSIONAL INTERPRETERS?

Professional interpreters are highly-trained and accredited professionals who are bound by a professional code of ethics. They will facilitate communication and convey messages accurately without addition, omission or editing, ensuring that the message is relayed accurately without being 'filtered'.

### WHEN TO USE PROFESSIONAL INTERPRETERS?

Professional interpreters should be used for interviews, assessments, family conferences and handling sensitive situations and complaints, as well as to provide counselling, education, promotion and information. Using face to face interpreting would be the most effective way of engaging and communicating with a NES client in these situations. Telephone interpreting can be used for referrals and to convey simple questions and messages, or for administrative matters.

### WHY NOT USE RELATIVES OR BILINGUAL STAFF?

The use of non-professional interpreters such as relatives, friends, children or bilingual staff to interpret for clients and workers is a breach of the duty of care owed to the client. The language ability of relatives or friends may not be sufficient to accurately interpret for a client. They may be emotionally involved in the discussed situation and there is no guarantee of impartiality and confidentiality. This practice may also contribute to further the client's dependency on relatives and friends.

The use of bilingual staff to interpret is also inappropriate. Their language skill is unknown and they may unintentionally pass inaccurate information or messages. However, bilingual staff are encouraged, and they can be used to successfully deliver their service directly in their other language.

# TIPS ON WORKING WITH INTERPRETERS

## THE ROLE OF A PROFESSIONAL INTERPRETER

The interpreter is there to:

- Facilitate communication, **not** conduct the interview
- Ensure the message gets across accurately and without being "filtered". They are **not** there to give advice or opinions and are required to be objective and impartial.
- Interpret what is said. The interpreter will interpret only what is said by the service provider or the client, without adding or subtracting anything.
- Assist with the immediate communication needs, **not** to act on either party's behalf, fill out long forms, take comprehensive client histories, or conduct in-depth information sessions. The interpreter will interpret as the service provider takes details or a history.

## PREPARING FOR AN INTERVIEW WITH AN INTERPRETER

Before the interview:

- Brief the interpreter about the history of the case and about your role if appropriate.
- Discuss whether you have ever used an interpreter, and whether you and the interpreter have a preferred style.
- Discuss the reasons for this particular interview. The interpreter can do a better job if they have an idea of the overall aim of the session.
- Talk to the interpreter about any cultural or religious issues that may arise or be of importance.

## WORKING WITH AN INTERPRETER OVER THE PHONE

- The operator may not immediately have a person available in the requested language, but will put you in contact with an appropriate interpreter as soon as possible.
- Speak directly to the client as you would in a face-to-face interview. For example "What is your name? **NOT** "Ask her what her name is".
- Pause frequently to allow information to be transliterated.

## WORKING WITH AN INTERPRETER DURING AN INTERVIEW

During the interview:

- Introduce yourself and the interpreter and make sure the client knows that you are conducting the interview and what the interpreter's role is.
- Sit so that you are directly facing the client, and maintain eye contact with them, if culturally appropriate. Interpreters usually sit next to the client and slightly back. Exception is made in case of Auslan or Sign Language interpreters who must sit next to the service provider while signing to a Deaf client.
- Tell the client what is going to happen and allow them to raise any concerns they might have.
- Advise the client through the interpreter that the discussion is totally confidential, and the interpreter is bound by a strict Code of Ethics.
- Always speak directly to the client (“I” and “you”, or “Mrs Prasad, tell me ...”).
- Speak only a little more slowly than usual. Pause frequently and avoid slang, jargon or jokes.
- Use the tone of voice you would use with any client. Show interest, concern, confusion, etc, as would be appropriate in English.
- Avoid "private" conversations with the interpreter. If you need to clarify something, then do so - but make sure you tell the client, through the interpreter, exactly what you are doing.
- Conversely, the interpreter may ask you to clarify or paraphrase a point. Be patient, and explain to the client what is happening.
- Remember sometimes there is no direct translation, so the interpreter needs more time (and more words) to explain concepts, which may not be familiar to the client.
- If the interpreter is taking over, stop the session and quietly remind them that you are conducting the session.

## IMPORTANT POINTS TO REMEMBER

- Interpreters work on tight appointment schedules.
- Appointments that involve an interpreter take a little longer than usual so when arranging the appointment you will need to allow more time to include the use of an interpreter. This is necessary, as the interpreter may not be able to stay longer on short notice.
- Do your best to ensure that you are not delayed to the appointment.
- It is necessary to notify HCIS of all cancellations as soon as possible.

A copy of SWAHS Health Care Interpreter Service User's Guide can be provided upon request.

# NSW HEALTH CARE INTERPRETER SERVICE

## Language Identification Chart

Auslan Australian Sign Language	Shqip Albanian	አማርኛ Amharic	عربي Arabic	Հայերեն Armenian	ܐܘܪܝܝܢܐ Assyrian	বাংলা Bengali	Bosanski Bosnian	Български Bulgarian	မြန်မာ Burmese
廣東話 Cantonese	客家話 Hakka	福建話 Hokkien	國語 Mandarin	上海話 Shanghaihinese	潮州話 Teochew	Hrvatski Croatian	Cesky Czech	Dansk Danish	داری Dari
Nederlands Dutch	Eesti Estonian	فارسی Farsi	Vosa Vaka-Viti Fijian	Tagalog Filipino	Soumi Finnish	Français French	Deutsch German	Ελληνικά Greek	עברית Hebrew
हिन्दी Hindi	Magyar Hungarian	Bahasa Indonesia Indonesian	Italiano Italian	日本語 Japanese	ខ្មែរ Khmer	한국어 Korean	كوردی Kurdish	ລາວ Lao	Latvietis Latvian
Lietuviu Lithuanian	Македонски Macedonian	Bahasa Malay Malay	Malti Maltese	नेपाली Nepali	Poliski Polish	Português Portuguese	ਪੰਜਾਬੀ Punjabi	پښتو Pushtu	Român Romanian
Русский Russian	Samoa Samoan	Српски Serbian	සිංහල Sinhalese	Slovenski Slovenian	Slovensky Slovak	Somalo Somali	Español Spanish	Swahili Swahili	Svenska Swedish
ܣܘܪܝܝܐ Syriac	தமிழ் Tamil	Tetun Tetum	ไทย Thai	Fakatonga Tongan	Türkçe Turkish	Українська Ukrainian	اردو Urdu	Việt ngữ Vietnamese	Wallisian Wallisian

HCCIS, Revised 2000