



## Interpreting and Translation

### Policy

NYCH endeavours to provide clients and families of culturally and linguistically diverse backgrounds with the same quality of service as is afforded to all other clients and their families through the provision of interpreting services. NYCH will make every attempt to identify the preferred language of the client prior to or at the time of the client presenting for the service.

- The need for interpreter services may be determined through the client's request, via client's intake or by an assessment made by the practitioner.
- The client has the right to refuse interpreter services.
- In order to comply with the Duty of Care and professional standards, and with management approval, staff may refuse treatment to a client who does not agree to interpreter services, other than in emergency situations.
- NYCH does not condone the use of family members to act as interpreters unless it is an emergency. Children under the age of eighteen years **should not** be used as an interpreter unless there is an extreme emergency and only as an interim measure (DHS Language Services Policy 2005 pp 26-27). If a family member is used to interpret, a professional interpreter should be booked as a follow up to verify the interpretation provided.
- Interpreters are to be appropriately accredited. The reasons for not using professional interpreters when required must be documented to cover legal liability.
- Conference phones are available at the sites for telephone interpreting. Staff can also perform a 3-way conversation with the clients and the interpreters from VITS when using mobile phones or home phones which do not have a conference facility.
- Whenever a client who does not speak English comes to the desk or makes queries on the phone, Reception staff endeavours to use the telephone interpreting service to communicate with the client. Reception staff is to accept calls from interpreting agencies that transfer phone calls from a client for some reason or another.
- NYCH has a centralized booking system for face-to-face interpreting. The interpreter-booking officer is the Reception staffs at the sites.
- For on-the-spot-interpreting: (e.g. emergencies, or to organize an appointment at a different time for a client, or if a booked interpreter has been unable to attend) any available bilingual staff member can assist as an immediate response. However, time should be kept to a minimum and followed up with the use of telephone interpreting as set out above.