

Australian Government
Department of Home Affairs



TIS National Interpreting Service

Working Effectively with Interpreters in Aged Care
6 April 2021



Acknowledgement of Country

We acknowledge the Traditional Owners throughout Australia on whose land we meet today and recognise the continuing connections to land, water, and communities.

We pay our respect to Aboriginal and Torres Strait cultures and to Elders, both past and present, acknowledging the vibrancy and importance of their ancient and continuing culture.

TIS National Services

-  Immediate phone interpreting
-  Pre-booked phone interpreting
-  On-site interpreting/ Video Conference
-  Automated Telephone Interpreting Service (ATIS)



How does language affect an individual's access to services?

Negotiating services for someone who speaks a language other than English can be difficult when:

- there is limited information available in their preferred language
- services display culturally insensitive attitudes towards them
- staff are not adequately trained in cross-communication
- they are afraid that they may be misunderstood
- they are reluctant to share personal and/or private information due to fear of shame/stigma
- services do not use trained interpreters

When should I use an immediate telephone interpreter?

- Non-English speaking client indicates they want immediate access to an interpreter
- Or when an immediate message needs to be conveyed to a client



When should I pre-book a phone interpreter?

Pre-book a phone interpreter if:

- You have a scheduled appointment with the client
- The assignment is complex and may take time
- You require specialist knowledge
- Where the availability of interpreters in a particular language is limited



When should I use an on-site or video conference Interpreter?

- Assessments
- Care plans
- Admissions
- Right and Responsibilities
- Collecting personal information
- Gaining consent
- Complaints and Feedback
- Pastoral Care



Telehealth Video Interpreting

Our Telehealth video interpreting service is currently available to:

- General practitioners
 - Medical specialists
 - Nurse practitioners, and
 - Allied health professionals
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- Video conferencing platforms are: Skype, Zoom, WebEx, Microsoft Teams or Healthdirect Video Call
 - You will need:
 - Access codes or credentials to join the video conference
 - A hyperlink for the interpreter to join the video session, and
 - The contact name and phone number for interpreter should they encounter any issues

Funded interpreting for Aged Care Providers

TIS National works closely with the Department of Health to provide the funded interpreting services to My Aged Care consumers and their registered providers including:

- Residential Aged Care Facilities Program
- Home Care Package Program (HCP)
- Commonwealth Home Support Program (CHSP)
- Regional Assessment Service (RAS) in Victoria
- Continuity of Support Program (CoS)
- National Aged Care Advocacy Program (NACAP)
- Short Term Restorative Care Program (STRC)
- Aged Care System Navigator Program (ASCN)
- Transition Care Program
- Older Person's COVID-19 Support Line

If you are interested in finding out more about funded interpreting for your program please email tispromo@homeaffairs.gov.au or call 1300 655 820

The role of family, friends and staff

Every reasonable effort must be made to use a credentialed interpreter before a family member, staff or friend is asked to assist.

It is not acceptable to ask children under 18 years of age to interpret for your CALD clients

Some of the **risks and impacts** for both the non-English speaking client and your organisation by using family include:

- inappropriate health care decisions being made, such as incorrect or lack of any medical diagnosis
- instances where complex medical or legal terms are misinterpreted
- decisions being made by someone, other than the person receiving the service i.e. husband or a child.
- a conflict of interest, for example where a family member is interpreting information regarding a Will
- unintended harm or exposure to emotionally distressing information for carers
- compromises the accountability and standards of conduct, compared to those provided by a credentialed interpreter.
- if no interpreter is used there can be potential risks to non-English speaker, such as emergency visits to hospital, lack of social/community connections and therefore reduced quality of life

The role of the interpreter

The role of an interpreter is to:

- Provide a professional interpreting service ensuring accurate communication between English and non-English speakers
- Convey the whole spoken message from one language to another adopting the delivery and tone of the source message, without distortion or omission
- Maintain the integrity, impartiality and confidentiality of assignments
- Maintain the ethical and professional standards of the AUSIT Code of Ethics and Code of Conduct
- Australian interpreters are credentialed and work as independent contractors through a language service provider.

Your role

Agency Clients have an important role to play to ensure interactions with non-English speaking clients and interpreters run smoothly, these can include:

- Taking the lead and driving the conversation
- Clarifying information when you identify either the non-English speaking client or interpreter may be struggling to understand
- Allow the interpreter to clarify information throughout the session
- Find alternate ways of communicating that will make sense to the non-English speaking client in their own language
- Be respectful and appreciate that interpreters are not machines, they can be impacted by exposure to sensitive topics and by the behavior of non-English speaking clients

Cultural Sensitivities

- Being sensitive to cultural differences means being aware that cultural differences and similarities between people exist, without assigning them a value positive or negative, better or worse, right or wrong
- Gender – for sensitive appointments may request male/female
- For sensitive appointments, frequently check in with client, to ensure they are feeling safe
- Family Values – being aware of how these values may differ depending on the culture
- Shame/Stigma – examples of situations that may cause shame/stigma to the family. E.g. **Some families may** deny mental health conditions exist and avoid seeking treatment due to shame and or stigma

NAATI Accreditation



- TIS National recruits interpreters who are credentialed by the National Accreditation Authority for Translators and Interpreters (NAATI)
- NAATI is the national standards and accreditation body for translators and interpreters in Australia
- NAATI's primary purpose is to strengthen inclusion and participation in Australian society by assisting in meeting its diverse and changing communication needs and expectations

AUSIT Code of Ethics

TIS National interpreters are bound by the *AUSIT Code of Ethics and Code of Conduct*.

- Professional conduct
- Confidentiality
- Competence
- Impartiality
- Accuracy
- Clarity of role boundaries
- Maintaining professional relationships
- Professional Development
- Professional solidarity

Interpreter availability

- TIS National recognises that an interpreter is not always available, due to numerous factors such as demand, availability, location, lead time and the size of the interpreter pool in a specific language
 - Telephone interpreters draw on the national pool of interpreters. Onsite requests can be more difficult to fulfil as availability is limited to interpreters being available in the local area
 - The TIS National Interpreter Liaison team continuously analyses unmet demand trends for specific languages nationally and works with communities to appoint interpreters in these locations
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Working effectively with Interpreters

Hints and Tips for working with Interpreters



Australian Government
Department of Immigration
and Border Protection

TIS TRANSLATING
AND
INTERPRETING
SERVICE

TIS National

Hints and tips
for working with
interpreters

Tips for Onsite Interpreting

- Organise a private area where the session can take place (onsite/telehealth only)
- Introduce yourself and brief the interpreter on the main topics you will be discussing
- Arrange seating in a triangular form to allow for easy communication between the interpreter and the non-English speaking client (onsite/telehealth only)
- Position yourself, so that the CALD client is directly facing you and the interpreter is sitting to the side
- Be aware of cultural differences, such as the level of appropriate eye contact
- Always speak in the first person and speak directly to the CALD client
- Allow the interpreter to clarify information if necessary
- Use clear language and short sentences and pause often
- Avoid using jargon, slang, idioms or proverbs
- Allow interpreters to have short breaks if the assignment is lengthy and or complex in nature
- Working with Interpreters Video:
- <https://www.tisnational.gov.au/About-TIS-National/Videos/Hints-and-tips-for-working-with-interpreters-video.aspx>

Tips for Telephone Interpreting

- If the call will go beyond half an hour or is complex or sensitive in nature, notify the TIS National operator who will flag this with the interpreter before accepting the call
- Ensure the interpreter is aware of the type of telephone you are using and if they are on speaker phone
- Brief the interpreter on the main topics you will be discussing
- Always speak in the first person and speak directly to the non-English speaking client
- Allow the interpreter to clarify information, if necessary
- Use clear language, short sentences and pause often
- Avoid using jargon, slang, idioms or proverbs
- Allow interpreters to have short breaks if the assignment is lengthy and or complex in nature
- Clearly indicate the end of the conference call to everyone involved

Specific Questions - Tips for working with interpreters

Sound quality

- If you are having difficulty hearing the interpreter, you can request that the interpreter moves to a quieter area and or takes you off speaker. If the call quality does not improve you can advise that you will disconnect the call and call straight back with the same job number.

Disconnections

- For immediate phone interpreting you must call back within five minutes of being disconnected to continue with the same interpreter and job. Calls can only be reconnected within five minutes, to ensure the interpreter is not disadvantaged by being unable to accept other work they may be offered. You can be re-connected by pressing *0 (star, zero) or by calling 131 450 and quoting your job number.
- For pre-booked phone assignments if the call gets disconnected you are entitled to call back anytime within the pre-booked job timeframe and quote the same job number.

Case Studies - Tips for working with interpreters

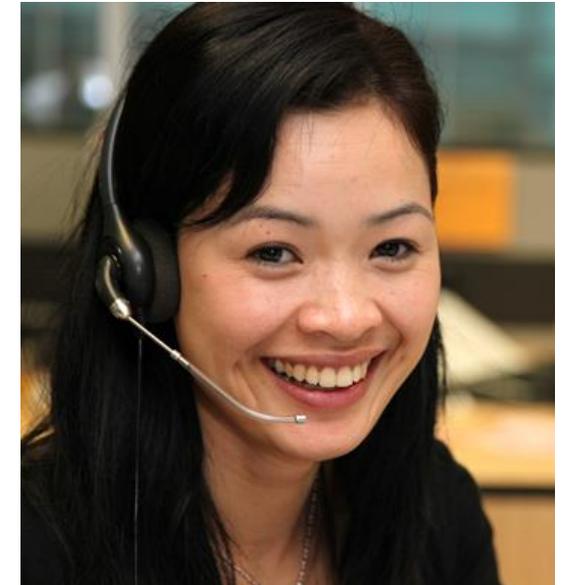
Providing Feedback to TIS National

We want to hear what you think about:

- the quality of our services
- our booking processes
- the conduct or performance of our interpreters or operators
- any other experience you have using our services

[See below link to Global Feedback Unit to lodge formal feedback:](#)

<https://www.homeaffairs.gov.au/help-and-support/departmental-forms/online-forms/complaints-compliments-and-suggestions>



Questions?

