Useful links and resources

Working effectively with interpreters and translators

This handout lists the weblinks provided in the e-learning package videos for ease of access. Please use them to supplement your learning and practice.

Language services organisations

* The National Accreditation Authority for Translators and Interpreters Ltd (NAATI) is the national standards and accreditation body for translators and interpreters in Australia [https://www.naati.com.au](https://qheps.health.qld.gov.au/metronorth/health-equity)
* The Australian Institute of Interpreters and Translators (AUSIT) is the professional association for translators and interpreters in Australia [https://ausit.org](https://www.health.qld.gov.au/__data/assets/pdf_file/0014/152150/wct.pdf)
* The Australian Sign Language Interpreters’ Association (ASLIA) is a not-for-profit body and is the national peak organisation representing the interests of Auslan/English Interpreters and Deaf Interpreters in Australia [https://aslia.com.au](https://metrosouth.health.qld.gov.au/patients-and-visitors/your-time-in-hospital/informed-consent)

Indigenous language services

* The Protocol on Indigenous Interpreters for Commonwealth Government Agencies and various fact sheets: [https://www.pmc.gov.au/resource-centre/indigenous-affairs/protocol-indigenous-language-interpreting-commonwealth-government-agencies](https://www.swslhd.health.nsw.gov.au/refugee/appointment/)

Offering interpreter services

* Multilingual poster with language options: <https://www.multicultural.vic.gov.au/images/stories/documents/2013/interpreter%20symbol-%20multilingual%20poster.pdf>

Reporting issues

* Contact NAATI [https://www.naati.com.au/get-in-touch/get-in-touch/](https://www.naati.com.au)

Legislation, policies and guidelines

* Queensland Language Services Policy and Guidelines: [https://www.dlgrma.qld.gov.au/multicultural-affairs/policy-and-governance/language-services-policy.html](https://creativecommons.org/licenses/by-nc/4.0/deed.en)
* Guide for clinicians working with interpreters in healthcare settings & Competency Standards Framework for Clinicians: <https://culturaldiversityhealth.org.au/competency-standards-framework/>
* AUSIT Guidelines for Health Professionals: [https://ausit.org/AUSIT/Documents/Guidelines\_For\_Health\_Professionals.pdf](https://www.pmc.gov.au/resource-centre/indigenous-affairs/protocol-indigenous-language-interpreting-commonwealth-government-agencies)
* AUSIT Best Practices resources: <https://ausit.org/AUSIT/About/Ethics___Conduct/Best_Practices/AUSIT/About/Best_Practices.aspx>
* ASHA Collaborating with Interpreters: [https://www.asha.org/PRPSpecificTopic.aspx?folderid=8589935334&section=Key\_Issues](https://ausit.org?folderid=8589935334&section=Key_Issues)
* Mental health guidelines for interpreters endorsed by AUSIT and ASLIA: [https://www.naati.com.au/media/1912/mental-health-interpreting-guidelines-for-interpreterspdf.pdf](https://www.health.qld.gov.au/multicultural/health_workers/cultdiver_guide)

Video examples of interpreting

* UNSW Effective Cultural Communication in Oncology (ECCO) videos

Arabic female patient: <https://www.youtube.com/playlist?list=PLHSIfioizVW3vtbvYsb5FO-cvMGnIJnQ5>

Chinese male patient: [https://www.youtube.com/playlist?list=PLHSIfioizVW3lZx9iBwMOr-2Y6qgMd8mk](https://www.naati.com.au/get-in-touch/get-in-touch/?list=PLHSIfioizVW3lZx9iBwMOr-2Y6qgMd8mk)

* Australian Government Department of Immigration and Border Protection & Translating and Interpreting Service - Hints and tips for working with an interpreter: [https://www.youtube.com/watch?v=tx7Zotoe2Qo](https://www.dlgrma.qld.gov.au/multicultural-affairs/policy-and-governance/language-services-policy.html?v=tx7Zotoe2Qo)

Useful resources to supplement interpreting and translation

* Cultural information: [https://culturalatlas.sbs.com.au/](https://aslia.com.au)
* Queensland cultural profiles: [https://www.health.qld.gov.au/multicultural/health\_workers/cultdiver\_guide](https://ausit.org/AUSIT/Documents/Guidelines_For_Health_Professionals.pdf)
* Translated handouts: <http://healthtranslations.vic.gov.au/bhcv2/bhcht.nsf/pages/topics>
* Communication tools: [https://www.easternhealth.org.au/services/language-services/cue-cards/cue-cards-in-community-languages](https://www.youtube.com/playlist) and [https://www.health.qld.gov.au/\_\_data/assets/pdf\_file/0014/152150/wct.pdf](https://www.youtube.com/watch)
* Informed consent videos in multiple languages: [https://metrosouth.health.qld.gov.au/patients-and-visitors/your-time-in-hospital/informed-consent](https://www.naati.com.au/media/1912/mental-health-interpreting-guidelines-for-interpreterspdf.pdf)
* Appointment letter translation tool: [https://www.swslhd.health.nsw.gov.au/refugee/appointment/](https://www.easternhealth.org.au/services/language-services/cue-cards/cue-cards-in-community-languages)
* Metro North Hospital and Health Service Health Equity resources (Queensland Health access only): [https://qheps.health.qld.gov.au/metronorth/health-equity](https://www.asha.org/PRPSpecificTopic.aspx)

|  |
| --- |
| © State of Queensland (Children’s Health Queensland) 2019  [88x31](https://culturalatlas.sbs.com.au/)  This work is licensed under a Creative Commons Attribution Non-Commercial V4.0 International licence. To view a copy of this licence, visit <https://creativecommons.org/licenses/by-nc/4.0/deed.en>  You are free to copy, communicate and adapt the work for non-commercial purposes, as long as you attribute the State of Queensland (Children’s Health Queensland) and comply with the licence terms.  For copyright permissions beyond the scope of this licence contact: Intellectual Property Officer, Queensland Health, email ip\_officer@health.qld.gov.au, phone (07) 3708 5069. |
| © State of Queensland (Children’s Health Queensland) 2019  [https://creativecommons.org/licenses/by-nc/4.0/deed.en](http://creativecommons.org/licenses/by-nc/2.5/au/)  Copyright enquiries: ip\_officer@health.qld.gov.au |