

Interpreter Services

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This copy printed 4 May 2021.

Issue Date: **19 Nov 2015**
Manual: **Management**

Last Revised Date: **04 May 2021**
Version No.: **2.0**

Next Review Date: **04 May 2024**
Policy No.: **MA 04.03**

Policy Statement

To support effective communication with consumers of BFSMI as per MA 04.02 Communication with Consumers.

Policy Outcomes

Provide and facilitate appropriate communication to consumers that may require an interpreter service.

Definitions

Interpreter – someone who conveys an oral message or statement from one language to another

Translator - is someone who conveys written messages or statement from one language to another

TIS – Translating and Interpreting Service (Commonwealth service – FSPH pays)

TTY – telecommunication device for the deaf. Has a small readout capability.

NIRS – National Relay Service (NRS) – free service for clients with TTY phones/internet/mobile phones

NABS – National Auslan Interpreter Booking and Payment Service

Auslan Connections – language access service

This policy is an adjunct to the Joanna Briggs Policy “Interpreter Services” which defines the need and process for identification of an interpreter need and communication strategies to enable effective communication

Interpreter Use:

Any use of Interpreter Services must be documented in the patients’ health record.

1. Use of non-recognised interpreters (including family and friends) may be utilised under the following situations
 - Where no telephone interpreter service is available then:
 - Health staff fluent in the language or
 - Relatives or family
2. The approved Interpreter Service is the Commonwealth TIS.
3. A service fee applies for the user of an interpreter and this must be authorised by the manager/ or Hospital Co-Ordinator and Director Clinical Services/Nurse Manager on call prior to a services being used.
4. The approving manager is to communicate to the DCS/delegee the engagement/purchase of that service and record the reasons why
5. A purchase order is raised in accordance with normal purchasing protocols so payment will be facilitated

Booking of the TIS service is undertaken by:

- i) TIS Voice Phone Interpreting (available 24/7) 1800 131 450
- ii) TIS Immediate phone interpreter service contact phone number (available 24/7) – 131450
- iii) TIS Pre-booked phone interpreter bookings 1300655081
- iv) TIS Postal Address – TIS National, GPO Box 241, Melbourne 3001

Signing Interpreters for the deaf can be made by contacting the following resources
NABS 1800 246 945 (National Auslan Interpreter Booking Service)

- Email bookings to: bookings@nabs.org.au
 - Fax 1800 246914
 - Online booking form (www.nabs.org.au) on website
- Auslan Connections
 - Phone 1300 010 877
- Use of skype facilities are available at FSPH if required – please arrange through IT services if/as required for interpreter needs.
- Costs are involved and the use of this service must be pre-approved by the Manager/ Hospital Co-ordinator and DCS.

Reviewed By

Quality Officer
Senior Manager – Clinical Governance
Director of Clinical Services

Related Documents

MA 04.02 Communication with Consumers
TIS National Service charges – for updated costs copy the address below into internet browser
www.tisnational.gov.au/Agencies/Forms-for-agencies/New-Job-booking-form
[Friendly Society Private Hospital Joanna Briggs Clinical Manual 2019](#)
www.NABS.org.au – On line Booking Form

References

1. Friendly Society Private Hospital_Joanna Briggs, 2021, Clinical Manual
2. Queensland Health, 2007, Working with Interpreters, Guidelines
3. Interpreter Services in Queensland Health, accessed April 2021 - <https://www.health.qld.gov.au/multicultural/interpreters/qhis-for-staff>
4. Australian Government, 2015, Department of Immigration and Border protection, Use of Interpreter Services
5. www.tisnational.gov.au
6. www.NABS.org.au