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

- The Australian Institute of Interpreters and Translators (AUSIT) is the professional association for translators and interpreters in Australia https://ausit.org

- 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

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

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/

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

- 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

- 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

- Mental health guidelines for interpreters endorsed by AUSIT and ASLIA: https://www.naati.com.au/media/1912/mental-health-interpreting-guidelines-for-interpreterspdf.pdf

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

- 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

Useful resources to supplement interpreting and translation

- Cultural information: https://culturalatlas.sbs.com.au/

- Queensland cultural profiles:
  https://www.health.qld.gov.au/multicultural/health_workers/cultdiver_guide

- 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 and
  https://www.health.qld.gov.au/__data/assets/pdf_file/0014/152150/wct.pdf

- Informed consent videos in multiple languages:
  https://metrosouth.health.qld.gov.au/patients-and-visitors/your-time-in-hospital/informed-consent

- Appointment letter translation tool:
  https://www.swslhd.health.nsw.gov.au/refugee/appointment/

- Metro North Hospital and Health Service Health Equity resources (Queensland Health access only): https://qheps.health.qld.gov.au/metronorth/health-equity