Speech Pathology

Links from e-learning videos

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://www.naati.com.au/get-in-touch/get-in-touch/)
* The Australian Institute of Interpreters and Translators (AUSIT) is the professional association for translators and interpreters in Australia [https://ausit.org](https://agedcare.health.gov.au/sites/default/files/documents/09_2017/20170914_-_fact_sheet_-_interpreting_support_for_service_providers.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://culturaldiversityhealth.org.au/competency-standards-framework/)

Offering interpreter services

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

Sourcing interpreters and translators independently

* NAATI Online Directory of interpreters and translators: [https://www.naati.com.au/MyNaati/](https://www.health.qld.gov.au/multicultural/health_workers/cultdiver_guide)[OnlineDirectory](https://www.naati.com.au/MyNaati/OnlineDirectory)

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://aslia.com.au)
* Guide for clinicians working with interpreters in healthcare settings & Competency Standards Framework for Clinicians: [https://culturaldiversityhealth.org.au/competency-standards-framework/](https://www.internationalphoneticassociation.org/content/ipa-handbook-downloads)
* 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](https://www.health.qld.gov.au/__data/assets/pdf_file/0014/152150/wct.pdf)
* ASHA Collaborating with Interpreters: <https://www.asha.org/PRPSpecificTopic.aspx?folderid=8589935334&section=Key_Issues>

Video examples of interpreting

* UNSW Effective Cultural Communication in Oncology (ECCO) videos

Arabic female patient: [https://www.youtube.com/playlist?list=PLHSIfioizVW3vtbvYsb5FO-cvMGnIJnQ5](http://accent.gmu.edu/browse.php?list=PLHSIfioizVW3vtbvYsb5FO-cvMGnIJnQ5)

Chinese male patient: [https://www.youtube.com/playlist?list=PLHSIfioizVW3lZx9iBwMOr-2Y6qgMd8mk](https://ausit.org/AUSIT/About/Ethics___Conduct/Best_Practices/AUSIT/About/Best_Practices.aspx?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>

Reporting issues

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

Useful resources to supplement interpreting and translation

* Speech sound database: [http://accent.gmu.edu/browse.php](https://qheps.health.qld.gov.au/metronorth/health-equity)
* Intelligibility in context scales: <http://www.csu.edu.au/research/multilingual-speech/languages>
* IPA sound files: [https://www.internationalphoneticassociation.org/content/ipa-handbook-downloads](https://www.pmc.gov.au/resource-centre/indigenous-affairs/protocol-indigenous-language-interpreting-commonwealth-government-agencies)
* Cultural information: <https://culturalatlas.sbs.com.au/>
* Queensland cultural profiles: [https://www.health.qld.gov.au/multicultural/health\_workers/cultdiver\_guide](https://metrosouth.health.qld.gov.au/patients-and-visitors/your-time-in-hospital/informed-consent)
* Translated handouts: [http://healthtranslations.vic.gov.au/bhcv2/bhcht.nsf/pages/topics](http://www.refugeehealthnetworkqld.org.au/interpreters/)
* 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](https://ausit.org)
* Informed consent videos in multiple languages: [https://metrosouth.health.qld.gov.au/patients-and-visitors/your-time-in-hospital/informed-consent](http://healthtranslations.vic.gov.au/bhcv2/bhcht.nsf/pages/topics)
* 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](https://www.naati.com.au)
* Translated information about food and fluid textures: <http://iddsi.org/translations/>

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.dlgrma.qld.gov.au/multicultural-affairs/policy-and-governance/language-services-policy.html)

Aged care

* Aged care language services through TIS National: [https://agedcare.health.gov.au/sites/default/files/documents/09\_2017/20170914\_-\_fact\_sheet\_-\_interpreting\_support\_for\_service\_providers.pdf](https://www.youtube.com/playlist)

Mental health

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

Private practice and NGOs

* Free language services for allied health providers in some Primary Health Networks: [http://www.refugeehealthnetworkqld.org.au/interpreters/](https://www.naati.com.au/MyNaati/OnlineDirectory)

For more information

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This handout is part of the [*Working effectively with interpreters and translators*](https://www.speechpathologyaustralia.org.au/SPAweb/Document_Management/Projects/elearning_for_speech_pathologists.aspx) e-learning package

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