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| **Purpose** | To provide guidelines and contacts in situations where service users and/or their families/whānau require interpreter services. |
| **Scope** | All service users and/or their families/whānau if a need for interpreter services has been identified. |
| **Policy** | Family/whānau members are not appropriate to use as interpreters when obtaining information from the service user for the purpose of assessing and discussing treatments and interventions.  The service will only use approved interpreters as defined in this document. |
| **Interpreter or Translator Costs** | Publicly funded interpreter and translator services (free of charge) will be accessed whenever possible  When a cost will be incurred, prior approval will be sought for this charge to be met by the individual resident or the agency funding the service user’s service provision. |
| **References** | |
| **Legislation** | Health & Disability Services Code of Consumers’ Rights Regulations 1996  **Mental Health (Compulsory Assessment and Treatment) Act (1992):** [Section 6](http://www.legislation.govt.nz/act/public/1999/0140/latest/DLM48994.html) |
| **Guidelines**  **and Standards** | * [Cross-Cultural Resource for Health Practitioners](http://www.ecald.com/Resources/Cross-Cultural-Resources/Toolkits-Manager/type/View/ID/1856) * [NZS 8134:2008 Health and Disability Services Standards](http://www.health.govt.nz/system/files/documents/pages/81341-2008-nzs-health-and-disability-services-core.pdf) |
| **Best Practice Literature** | * [A National Approach to Interpreting and Translation Services in Aotearoa](http://www.hdc.org.nz/media/235802/national%20approach%20to%20interpreting%20and%20translating%20discussion%20paper%202007.pdf) * [Working with interpreters: Guidelines for mental health professionals Victoria Transcultural Psychiatry Unit.](http://www.vtmh.org.au/docs/interpreter/VTPU_GuidelinesBooklet.pdf) |
| **Definitions** | |
| **Interpreter** | An interpreteris a trained professional, fluent in at least two languages. The interpreter facilitates communication between parties who do not have a common language, or have limitations in communicating. This includes sign language. |
| **Translator** | A translatoris a trained professional, competent in at least two languages, and adheres to professional ethics. The translator’s role is to work on written texts from a source language into a target language, reproducing accurately both the content and the style of the original text using resources such as dictionaries.  This includes Braille. |
| **Guidelines for hiring an interpreter** | A competent interpreter must be **bilingual** and **bicultural** and have:   * Good linguistic and communication skills in at least two languages. * Intimate understanding of two cultures. * A good educational background to be able to deal with a great variety of subject matter. * Personal maturity and life experience to deal with sensitive matters. * Familiarity with the subject matter and terminology. * Good listening skills. * Good memory skills. * Skills in achieving participation and communication on both sides.     The interpreter must:   * Ensure the service user understands what is happening. * Explain to staff factors underlying the resident’s responses or decisions. * Point out misunderstandings and challenge prejudiced statements or conclusions. * Remind health professionals to use simple language and not to use jargon that may lead to misunderstanding by the interpreter. * Abide by the Interpreters’ Code of Ethics. |

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| **Interpreter Contacts** | Interpreter services | [Waitemata Auckland Translation & Interpreting Service (WATIS)](http://www.watis.org.nz/info/index.php) is a supplier for the provision of the following services  • 24 hours a day 7 days a week on-site and telephone interpreting for all languages, including sign language.  [Healthnavigator – Interpreter Services Contact Information](https://www.healthnavigator.org.nz/languages/i/interpreter-services/) |
| For DHB service users: | Use the specific DHB’s supplier and processes.  Responsibility to arrange this is with the clinically responsible DHB service. |
| Sign language interpreter services: | [Sign Language Interpreters Association of NZ](http://www.slianz.org.nz/) |
| Braille | [The Braille Authority of New Zealand Trust](http://banzat.org.nz/UsefulLinks.htm) |



**Processes**

**Manager/team leader**

Service users’ and their family/whānau need for interpreter services will be identified at the following stages/components of service delivery:

First contact

Referral process

Support/treatment planning

Screening and assessment

Complaints processes

Informed Consent processes

Treatment reviews

When open disclosure is made

Discharge processes

When the service user or their family/whānau requests an interpreter.

Any other time when the need for an interpreter has been identified.

# Consultation

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| Group/Role | Date |
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