

Fact Sheet

# Interpreter symbol, card, guide and posters

SA Health is committed to ensuring the patient, consumer, family and carers' experience is as positive as possible.

## What is new?

Additional resources for culturally and linguistically diverse (CALD) consumers are now available. These are:

### Interpreter symbol poster



### Interpreter card



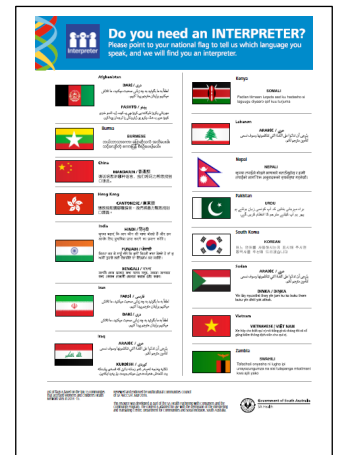
### Poster 1

Top 20 CALD communities accessing SA Health sites



### Poster 2

New and emerging communities accessing WCHN



## Why?

CALD resources ensure that patients/consumers who do not speak English, or have a low level of English proficiency, are respected, and their preferences and expressed needs will be met.

Health literacy plays an important role in enabling effective partnerships. The health service is responsible for making it as easy as possible for patients, consumers, families and carers to access, understand, appraise and apply information to make effective decisions about health and health care and take appropriate actions.

Resources will assist by:

- > making it easier for patients/consumers to request an interpreter
- > helping staff when arranging an interpreter for the patient/consumer, to ensure that the interpreter is provided in their preferred language and dialect.

## A guide to using the CALD resources

### Interpreter symbol poster



The symbol provides people with limited English proficiency a simple way to ask for language assistance when using government services. The national interpreter symbol is well recognised by the CALD community.

Using an interpreter is one of a number of ways of helping health services to communicate with people who have low, limited English proficiency, or who are from a CALD background.

**Suggested placement:** Main entrances, reception areas, emergency departments, admission centres, outpatient departments, day surgery units and wards etc.

# Fact Sheet

## Interpreter card



The interpreter card (business card size) enables the patient/consumer to identify their preferred language and dialect.

Staff will then ensure that the appropriate interpreter has been arranged, and the patient/consumer preferences and expressed needs have been met.

If the patient/consumer does not have an interpreter card yet and has pointed to their flag on the guide or poster, staff should assist the patient/consumer by filling out the card, so they have this available for the next time they visit a health service.

If time permits, an interpreter should be arranged or patient/consumer advised that an interpreter will be available for the next time they visit a health service.

Staff should ensure the information is recorded in the medical records and patient admission system.

**Suggested placement:** At reception / admission counter near the guide.

## Do you need an INTERPRETER? guide and posters

These posters display country flags and languages and asks the patient/consumer to:

*“Please indicate which language you speak and we will arrange an interpreter for you.”*

Instructions are available on the back of the guide, and developed for staff to use when they are unable to identify the language or dialect required for patient/consumer.



Poster 1 (LEFT) - List of countries and flags are based on the top 20 communities who accessed SA Health sites.

Poster 2 (RIGHT) – List of countries and flags are based on the top 15 new and emerging communities who accessed Women’s and Children’s Health Network.



**Suggested placement:** Main foyer entrances, reception areas, emergency departments, admission centres, outpatient departments, day surgery units and wards etc.

## Resource development and endorsement

The CALD resources have been developed by the SA Health Safety and Quality Community Advisory Group, SA Health Culturally and Linguistically Diverse (CALD) Consumer Experience Advisory Group and endorsed by Multicultural Communities Council SA (MCCSA).

The resources were developed in partnership with the Interpreting and Translating Centre, Department of Communities and Social Inclusion SA and the content is adapted for use with their permission.

Further information is available [Partnering with Cultural and Linguistically Diverse consumers](#).

## For more information

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