

## Getting health information in your language



NSW Health wrote this information.



When you see the word **we** it means NSW Health.



We wrote this guide in Easy Read.

We use pictures to explain some ideas.



You can ask for help to read this guide.

This might be a

- Family member
- Friend
- Support worker.

## Your rights in health services



You have a right to be understood when you get health care.



You also have the right to understand health information the same way as everyone else.



We have a **policy** to make sure NSW Health staff know about your rights.

The **policy** says what the rules are for us when we communicate with you.



We have this policy so you can communicate  
with us

- Safely
- In a way that works for you
- So you understand
- So you feel understood.

# Getting support to communicate

## Health care interpreters



When you get NSW Health services you have the right to have support from an **interpreter**.



An **interpreter** is someone who can put words from one language to another.








An interpreter is also someone who can put words into a language like Australian Sign Language.

**Auslan** for short.



Auslan is a language that people from the deaf community use to communicate and understand information.

	We will get you an interpreter if
	<ul style="list-style-type: none"><li>• English is not your first language</li></ul>
	<ul style="list-style-type: none"><li>• You are deaf</li></ul>
	<ul style="list-style-type: none"><li>• You are Deafblind.</li></ul>

	Health care interpreters
	<ul style="list-style-type: none"> <li>• Are free</li> </ul>
	<ul style="list-style-type: none"> <li>• Keep your information private</li> </ul>
	<ul style="list-style-type: none"> <li>• Give the right information</li> </ul>
	<ul style="list-style-type: none"> <li>• Do not let their personal views change the service they provide</li> </ul>
	<ul style="list-style-type: none"> <li>• Are professionally trained like a doctor or nurse</li> </ul>

<h2 style="text-align: center;">What can you get support with</h2>	
	<p>Interpreters can support you understand</p>
	<ul style="list-style-type: none"> <li>• What happens when you come to hospital</li> </ul>
	<ul style="list-style-type: none"> <li>• What happens when you leave hospital</li> </ul>
	<ul style="list-style-type: none"> <li>• Treatment</li> </ul>
	<ul style="list-style-type: none"> <li>• Medication</li> </ul>
	<ul style="list-style-type: none"> <li>• Consent.</li> </ul> <p><b>Consent</b> is when you say it is ok for someone to do something.</p>

## How you get an interpreter



We will book the interpreter for you if you need one.







It is your right to ask for an interpreter if we do not offer you one.



We can get you an interpreter any time of the day or night.



	A health care interpreter can help you
	<ul style="list-style-type: none"><li>• In person</li></ul>
	<ul style="list-style-type: none"><li>• Over the phone</li></ul>
	<ul style="list-style-type: none"><li>• Over video.</li></ul>
	You have the right to say no to have an interpreter.

## When you can use an interpreter



We will talk to you with an interpreter every time we talk about your health.



The only time we may not use an interpreter is if it is an emergency.



Your family and friends do not count as an interpreter.



This is because our interpreters know how to talk to you about complex things.



It is important for you to understand about the complex things.



This so you can make the right choice for your health.



It is still okay for family and friends to support you with some communication.



This might be if you have some more needs like behaviours of concern.

## Help to understand written information

### Health care translators



You can get support from a **translator** to understand written health information.



A **translator** is someone who can explain written words from one language to another.



You might need a translator if English is not your first language.



A translator can help write things in your language.

	<p>They might translate things like</p>
	<ul style="list-style-type: none"> <li>• Instructions for taking medication</li> </ul>
	<ul style="list-style-type: none"> <li>• Instructions for looking after yourself outside of hospital</li> </ul>
	<ul style="list-style-type: none"> <li>• Letters from a doctor</li> </ul>
	<ul style="list-style-type: none"> <li>• Forms.</li> </ul>



We will ask a translator to help you.



It is your right to ask for a translator if we do not offer you one.

## Get more information



You can talk to your doctor about

- Interpreters
- Translators.



You can call the **Translating and Interpreting Service** if you need to talk to us on the phone in another language.

Their number is 131 450.



You can use the **National Relay Service** if you

- Are deaf
- Have trouble hearing or speaking.

Their number is 133 677.