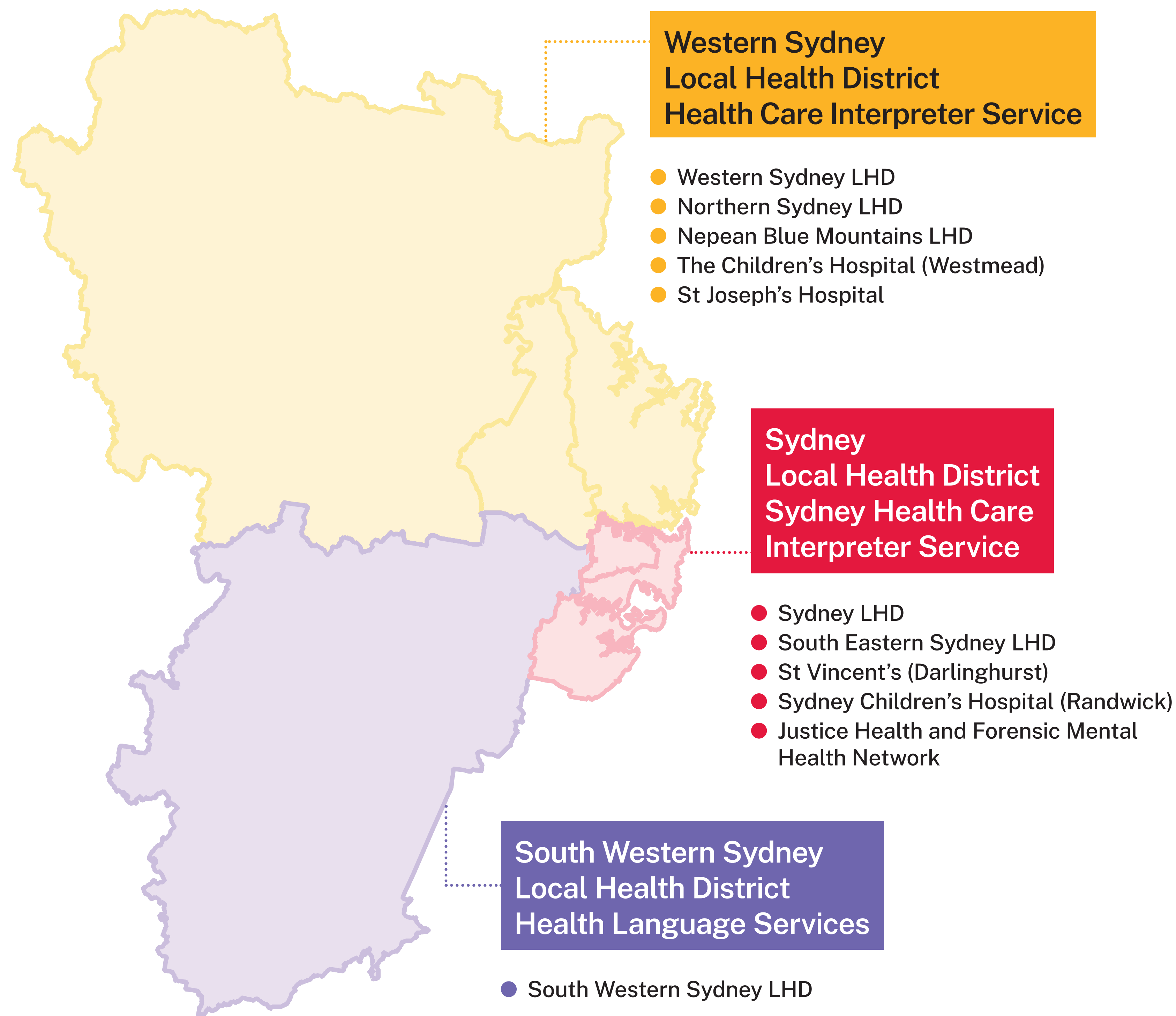


NSW Health Care Interpreter Services

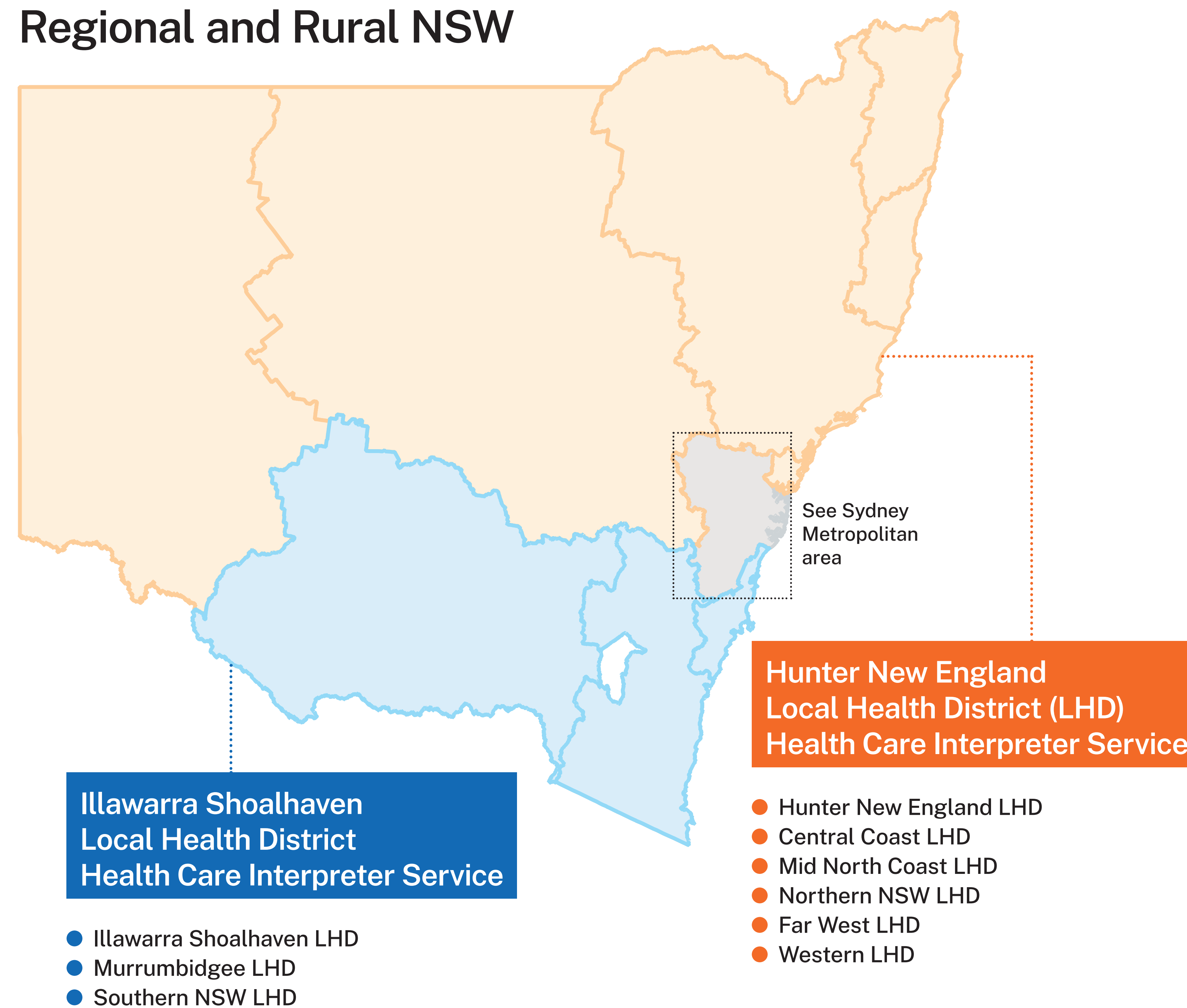
- Accurate communication is essential to providing health care that is safe and high quality.
- Patients, their families and carers who speak a language other than English have the right to free, confidential and professional interpreters when they use public health services in NSW.
- NSW Health provides interpreting services 24 hours a day, 7 days a week, onsite or by telephone and video, in over 120 languages, including Auslan.

- NSW Health has been providing professional health care interpreting services for more than 45 years. NSW Health is the largest employer of interpreters in NSW. We have a unique model of providing interpreting services through five NSW Health Care Interpreter Services (HCIS), as shown in the maps below.
- When linguistically diverse patients access public health care services, HCIS provide life enhancing, and at times life-saving, communication supports to ensure accessible, safe and high quality health care services for linguistically diverse communities in NSW.

Sydney Metropolitan Area



Regional and Rural NSW



NSW is one of the most linguistically diverse states in the world.

The 2021 census shows that more than 2.2 million people in NSW speak a language other than English at home.

It also shows that 4.5% of our people don't speak English well or at all.



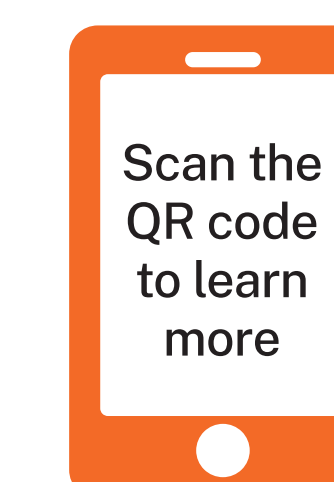
More than one in four people in NSW communicate in a language other than English at home



Over 360,000 people in NSW don't speak English well or at all

- Health care interpreters and translators provide a critical clinical support service, which is essential to ensure accessible, safe and high quality health care services for linguistically diverse communities in NSW.

- HCIS are hosted by local health districts and employ a permanent staff of more than 200 FTE highly skilled professionally certified interpreters, and also engage up to a thousand sessional interpreters each year to provide language services.



For more information visit our website about HCIS