

Royal Childrens Hospital	POLICY:	Policy No: GACE9012
	GACE INTERPRETER SERVICES	Issue Date: 20.06.13
Gatehouse Centre (for the Assessment & Treatment of Child Abuse)		Review Date: 20.12.14
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1. Policy statement

The Gatehouse Centre has a commitment to the provision of quality services to all Gatehouse Centre clients. This commitment applies to clients from a non-English speaking background (NESB). The Gatehouse Centre will at all times ensure that these clients receive the best interpreter and CALD services that are available for RCH clients.

- Under no circumstances should CALD patients have to rely for interpreting services from staff, children, relatives, friends or neighbours
- RCH Interpreter and NESB department provides all services to CALD patients and their families. Therefore, non-RCH interpreters are not authorised to practice in RCH, even if they are sent from Government or other agencies.
- This policy applies to both business hours and after hours Gatehouse Centre clients.

2. Persons affected

All Gatehouse Centre Staff

3. Responsibilities

3.1 Internal Processes

- When families attend RCH and require an interpreter, the interpreter must be organized via RCH
- All enquiries and requests for interpreting assistance or CALD advice should be direct to the Director or Deputy Manager, Interpreter and CALD services. This can be done in the first instance via the intranet.
- Gatehouse Centre staff will inform RCH Interpreter Services of the need for an interpreter, with specific details of the language required and any other relevant information as soon as it becomes known an interpreter from RCH will be required.
- Gatehouse Centre staff will not leave an interpreter alone with a family. They will ensure an appropriate professional is always present whilst an interpreter is working with a family. The appropriate professional may be RCH staff or external agencies' staff, such as DHS or Police.
- If an interpreter is required after hours to assist in the interviewing of families regarding suspected child abuse, the Gatehouse Centre On-call worker should always be present whilst the interpreter is involved.

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- RCH interpreters will work as long as required with a family once the interview process has begun. However as the demand on the Interpreter Service is high, it is important to estimate the required time and advise of this when making the booking.

3.2 Processes with External Agencies

- Police & DHS can liase with the RCH Interpreter Service via Gatehouse Centre workers
- If police and/or DHS are in the middle of an investigation and then are required to attend RCH for medical issues they cannot, as a matter of course, continue to use the interpreter they may have been using once they are at RCH.
- Police & DHS may choose to inform the RCH Interpreter Service (via the Gatehouse worker) of the interpreter they have been using. RCH Interpreter Services Director will then determine if it is appropriate to continue to use the same interpreter. The appropriateness will depend on whether the interpreter in questions meets the interpreter standards required by RCH and on the individual circumstances of the situation.
- RCH interpreters can be used to interpret for all police and DHS investigations whilst the family are within RCH.
- RCH interpreters should not be asked to provide interpreter services for RCH families once the family has left RCH premises.

4. Other relevant references

RCH
policy

Interpreter