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# Interpreting (WATIS) & Translation Services

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## Overview

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**This document** This document outlines the policy relating to when and how to use interpreting and translation services including procedures for booking interpreters; requesting translation services, and guidelines on how to work with interpreters effectively

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**Contents** This document contains the following topics

<u>Topic</u>	<u>See Page</u>
Introduction .....	2
References .....	3
Definitions .....	3
Policy .....	4
Preferred Supplier .....	4
Types of interpreting services available to WDHB staff.....	4
Obligations to use a competent interpreter .....	5
Assessment of need .....	6
When to use a trained and competent interpreter .....	7
When an untrained interpreter can be used .....	8
When an untrained interpreter can be used <i>contd.</i> .....	9
Accuracy of Interpreting.....	9
When to use a trained Telephone Interpreter.....	10
When to use a trained Site Interpreter .....	11
WATIS Roles and Responsibilities.....	12
Guidelines on How to Work with an Interpreter Effectively .....	17
How to request an Interpreter.....	21
How to Access the Document Translation Service.....	22
Appendix 1: Risks Associated with Using Untrained Interpreters .....	23
Appendix 2: Job Order Form .....	25
Appendix 2: Job Information Form .....	26
Appendix 2: WATIS Online system .....	27

## Interpreting (WATIS) & Translation Services

### Introduction

**Purpose** This document outlines the policy relating to when and how to use interpreting and translation services including procedures for booking interpreters; requesting translation services, and guidelines on how to work with interpreters effectively.

**Scope** Applies to all staff employed at Waitemata DHB where there is an identified need for an interpreter in order to:

- achieve informed consent or
- achieve understanding for clients who cannot speak, hear or understand, or have difficulty speaking, hearing or understanding the English language or for whom English is not the first or preferred language.

**Associated documents** The table below identifies associated documents.

Type	Title/Description
Legislation	Mental Health (Compulsory Assessment and Treatment) Amendment Act, 1999 Health & Disability Services Code of Consumers' Rights Regulations 1996 Children, Young Persons & their Families Act 1989
Standards	Health & Disability Sector Standards Interpreter' Code of Ethics
Policy	Informed Consent Published Patient Information
References	<ul style="list-style-type: none"> <li>• Waitemata DHB (2001): Healthcare Needs of Asian People, (Ngai et al)</li> <li>• MoH (2003): Asian Public Health Report</li> <li>• MH Commission (2003): Mental Health Issues for Asian in New Zealand, a Literature Review</li> <li>• Office of Ethnic Affairs: Ethnic Perspectives in Policy</li> <li>• Purnell, L.D &amp; Paulanka, B.J (1998): Transcultural Health Care: A Culturally Competent Approach. F.A Davis Company, Philadelphia, PA, 1998</li> <li>• Ahuja, A. S. (2003). Working with interpreters in mental health.</li> </ul>

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## Interpreting (WATIS) & Translation Services

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### Introduction, Continued

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#### References

- Buwalda, H. (2005): Basic competencies for mental health interpreters. <http://www.asylumsupport.info/publications/mlshs/mentalhealth.htm>
- California Healthcare Interpreters Association Standards & Certification Committee.(2002). California standards for healthcare interpreters: Ethical principle, protocols, and guidance on roles and intervention.
- Minas, H., Stankovska, M., & Ziguras, S. (2001). Working with interpreters:Guidelines for mental health professionals Victoria Transcultural Psychiatry Unit.

#### Definitions

**An interpreter** is 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.

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 client understands what is happening
- Explain to staff factors underlying the client's responses or decisions.
- The interpreter needs to alert clinicians if there are any misunderstandings, prejudicial statements or conclusions that he/she thinks may have an impact on the communication process
- 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.

**A translator** is 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.

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## Interpreting (WATIS) & Translation Services

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### Policy

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<b>Purpose</b>	<p>This policy</p> <ul style="list-style-type: none"><li>• outlines the obligations for staff to use competent interpreters, and</li><li>• provides guidance on situations when interpreters should be used.</li></ul>
<b>Preferred Supplier</b>	<p>Waitemata Auckland Translation &amp; Interpreting Service (WATIS) is the preferred supplier for the provision of the following services effective from 15<sup>th</sup> October, 2001:</p> <ul style="list-style-type: none"><li>• 24 hours a day 7 days a week on-site and telephone interpreting for all languages, including sign language</li><li>• Document translation</li></ul> <p><b>Always</b> request an interpreter through WATIS call centre.</p> <p><b>Do not</b> request directly through the interpreters themselves or other providers.</p>
<b>Types of interpreting services available to WDHB staff</b>	<p><b>On Site Interpreting</b> – a trained interpreter is required to work in person and be present at the meeting / interview to facilitate communication between parties. This is the most costly means of communication but is the most appropriate and effective in certain circumstances.</p> <p><b>Telephone Interpreting</b> - a trained interpreter is required to facilitate communication between parties over a telephone. This is the most cost-effective means of communication and a highly recommended option but may not be appropriate to use in certain circumstances.</p> <p><b>Appointment Confirmation Assignment</b> - a trained interpreter is required to contact a client by telephone to confirm, cancel or reschedule their next appointment for a clinic. This is a very useful and cost effective service for managing communication between clients and clinics or booking clerks.</p> <p><b>Telephone assignment</b> – a trained interpreter is required to make several telephone calls relating to the same client e.g. reminding them to take their medications; or checking on their health status on behalf of the health professionals (public health nurses or social workers). This is a very useful and cost effective service for managing an episode of care, and highly recommended for community health services.</p>

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## Interpreting (WATIS) & Translation Services

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### Policy, Continued

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#### Obligations to use a competent interpreter

**Right 5 of the Code of Health and Disability Services Consumers' Rights** gives clients the right to effective communication:

- (1) Every consumer has the right to effective communication in a form, language, and manner that enables the consumer to understand the information provided. Where necessary and reasonably practicable, this includes the right to a competent interpreter.
- (2) Every consumer has the right to an environment that enables both consumer and provider to communicate openly, honestly and effectively.

The Code includes client rights to receive full information and give informed consent. For this reason, where a client has limited ability to hear, speak or understand English, an interpreter may be required.

#### **Section 6 of the Mental Health (Compulsory Assessment and Treatment) Amendment Act 1999–**

- 6 (1) This section applies to:
- (a) A court, tribunal, or person exercising a power under this Act in respect of a person; and
  - (b) A court or tribunal conducting proceedings under this Act in respect of a person.
- (2) The court, tribunal, or person must ensure that the services of an interpreter are provided for the person, if –
- (a) One of the following applies:
    - (i) The first or preferred language of the person is a language other than English, including Maori and New Zealand Sign Language; or
    - (ii) The person is unable, because of physical disability, to understand English; and
  - (b) It is practicable to provide the services of an interpreter.
- (3) The court, tribunal or person must ensure, as far as reasonably practicable, that the interpreter provided is competent.

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## Interpreting (WATIS) & Translation Services

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### Policy, Continued

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**Assessment of need** All staff are required to assess whether the client with whom they are communicating, speaks, hears and understands adequate English to participate equally with them in discussion.

If unsure whether a client's understanding of English is adequate in the situation, staff should ask the client if they require an interpreter. If client declines but staff remain unsure the following approaches are suggested:

- Ask the client open ended questions that require an answer in the form of a sentence. Avoid questions that require only a Yes or No response.
- Ask the client to repeat in their own words what you have said to them
- If it is felt that an interpreter is needed, suggest that you would like the interpreter to assist you with your understanding.

Where it is clear that the client's understanding is limited, then a decision should be made about how communication can be improved. It may be that:

- A hearing aid needs to be installed, a battery changed, the client's usual communication method brought or a signing interpreter called.
- Sources of information can be obtained from the patient's GP, family, friends, or admission notes.
- A family member or a support person, or friend, or a staff member can interpret if the client chooses and the circumstances are unlikely to affect the client's ability to understand the information provided. This may be appropriate if the client and family members are not in a distressed, traumatized and emotional state; or the matter is not confidential or very significant. See the section on "***when an untrained interpreter can be used***".
- An interpreter is required.

In general, an interpreter should be used in situations where a client's lack of ability to speak or hear and understand the English language could restrict both the client's ability to understand information provided and staff understanding the client's needs. It is important to note that the ability to converse in English does not indicate adequate comprehension of clinical information. The capacity to speak and understand English when it is acquired as a second language may deteriorate in situations involving illness, shock, pain or stroke. Failing to use a competent interpreter may result in misdiagnosis and inappropriate care and treatment.

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## Interpreting (WATIS) & Translation Services

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### Policy, Continued

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- When to use a trained and competent interpreter**
- Any one or more of the following situations indicate the need for a trained and competent interpreter to be used:
1. The client is not accompanied by a family member, support person or friend at the point of admission or treatment;
  2. There are no readily available family members, friends, support persons or staff members who can be contacted to interpret for simple/non-medical related information;
  3. When dealing with children, especially where English is a second language (Children, Young Persons & their Families Act, section 9)
  4. The client does not wish to use a family member, friend, support person or staff member to interpret;
  5. Both the client and/or family members express the need for a competent interpreter;
  6. Staff need to determine a client's medical history or require the client to describe their ailment / injury – generally at admission or intake;
  7. The explanation of confidential or sensitive issues is involved, e.g. termination of pregnancy, birth of a baby with obvious impairments or serious medical condition, treatment of a sexually transmitted disease;
  8. The client and/or family are very distressed, emotional or traumatised and need to be reassured;
  9. The client is undergoing an invasive procedure or treatment intervention and needs to fully understand the risks, benefits and options before giving consent;
  10. The client needs to understand pre-operative and post-operative instructions;
  11. The client needs to understand discharge procedures and referrals including providing information about medication;
  12. There is a need to manage overall communication with a client and family members through an entire episode of care;
  13. The client is undergoing therapy, counseling and crisis intervention, under the Mental Health Act and their first or preferred language is not English (including Maori and New Zealand Sign Language) or the person is unable to understand English because of a hearing or intellectual impairment.

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## Interpreting (WATIS) & Translation Services

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### Policy, Continued

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#### **When an untrained interpreter can be used**

For the purposes of this policy, “Untrained Interpreters” include Asian Health volunteers or staff members, friends, support persons and family members.

The use of an untrained interpreter can be unsafe from a clinical safety perspective, and can be culturally inappropriate.

- It is not recommended that untrained interpreters be used as there are risks and difficulties associated with their use. *See Appendix 1 for identified risks.*
- It is not recommended that children under the age of 20 be used to interpret for parents.

However, in some situations an untrained interpreter may be used as follows:

1. The client specifically requests the use of his/her family members and there are no conflicts of interest between the person acting as interpreter and the client; or
2. In the absence of family members, the client agrees to the use a friend or a support person or a staff member to interpret, or
3. The client and/or family members are not in an emotional or traumatised state.
4. Senior consultants/ clinicians/ medical staff / managers are confident that the use of an untrained interpreter is adequate, appropriate and effective for the situation.
5. Communicating simple instructions or non-medical related information e.g. explaining administration processes, conveying test results that are clear (i.e. there is no need for concern or future treatment), confirming a clinic time or appointment.
6. In those emergency situations where there is insufficient time to obtain a trained or competent interpreter.
7. Used in conjunction with trained telephone interpreters to provide overall management of communication for an entire episode of care for a client (e.g. the untrained interpreter can assist the district nurse or social worker to interpret the simple and general information while a trained telephone interpreter facilitates the communication of medical-related or sensitive issues).

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## Interpreting (WATIS) & Translation Services

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### Policy, Continued

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**When an untrained interpreter can be used**  
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In a situation that a competent interpreter is necessary staff must arrange for one if it is practical to do so. Staff exercising powers in respect of clients under the Mental Health Act should ensure that a competent interpreter is accessed where the clients preferred language is not English, although English is the clients first language.

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**Accuracy of Interpreting**

The interpreter is required to interpret what is said accurately and faithfully, without alteration and addition. If there are any doubts about the accuracy of interpreting, it is appropriate for staff to ask the interpreter what they have been saying.

To assist with accurate interpretation avoid the use of jargon. While interpreters are trained in medical terminology, jargon can lead to misunderstanding by the interpreter.

**Note:**

- Interpreters may need more words to explain the concept in the client's language
  - Word for word translation would make absolutely no sense in other languages
  - Patients who come from rural areas or refugees may have limited education so they may not have knowledge about common conditions like diabetes – interpreters may have to clarify several times on behalf of the patient to ensure understanding
  - Cultural protocol may require that the interpreter feels it necessary to apologise for asking the question
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## Interpreting (WATIS) & Translation Services

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### Policy, Continued

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**Serious Issues or Incidents** Any serious issues or incidents regarding WATIS interpreters or service should be directed to the WATIS Call Centre on 09 442 3211 or extn 2211, or by email to [watis@waitematadhb.govt.nz](mailto:watis@waitematadhb.govt.nz). E.g.:

- Interpreter did not show for appointment
- Interpreter or staff were impolite
- Questionable conduct

A WDHB incident report should be completed where appropriate.

Note: If an interpreter is 15 minutes late for an appointment, contact WATIS Call Centre immediately so that the call centre staff can locate the interpreter for you.

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**When to use a trained Telephone Interpreter** It is highly recommended that a trained telephone interpreter be used in the following situations:

1. The information required is extremely urgent;
  2. The information is of a type that could ordinarily be discussed with the client over the telephone e.g. admission and check out procedures; and the interpretation is required only for a brief period of time i.e. less than an hour;
  3. Used in conjunction with untrained interpreters to provide overall management of communication for an entire episode of care for a client. This might occur when the family member, support person, Asian health volunteer accompanies a social worker / district nurse to a client's home and assists with simple and basic interpretation, while a trained telephone interpreter is organised to facilitate the communication of medical-related or sensitive issues.
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## Interpreting (WATIS) & Translation Services

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### Policy, Continued

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Telephone interpreting is not effective where:

- the discussion over a telephone is inappropriate or not suitable
  - the interpretation will take more than one hour
  - the client and/or family are distressed, traumatised and very emotional
  - trying to obtain detailed/technical/accurate clinical information or history from a client
  - there is clear evidence of some degree of hearing impairments e.g. in older adults
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#### **When to use a trained Site Interpreter**

It is more appropriate to use an on-site interpreter in the following situations:

1. The interpretation will take more than one hour;
  2. Staff need to determine a client's detailed /technical /medical history or require the client to describe his/her medical ailment / injury – generally at admission or intake;
  3. The explanation of confidential or sensitive issues is involved e.g. termination of pregnancy, birth of a deformed child or treatment of sexually transmitted disease;
  4. The client and/or family are very distressed or emotional or traumatised and need to be reassured;
  5. The client is receiving a significant diagnosis and needs to understand their condition to be able to participate in decisions about the care and treatment options;
  6. The client is undergoing an invasive procedure or treatment intervention and needs to fully understand the risks, benefits and options before giving consent;
  7. The client needs to understand the pre-operative and post-operative instructions;
  8. The client needs to understand discharge procedures and referrals, including information about medication;
  9. The client is undergoing therapy, counselling and crisis intervention under the Mental Health Act.
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## Interpreting (WATIS) & Translation Services

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### WATIS Roles and Responsibilities

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**Waitemata  
Auckland  
Translation &  
Interpreting  
Service  
(WATIS)**

Waitemata Auckland Translation & Interpreting Service (WATIS) role is to facilitate quality and cost-effective interpreting and translation services for Waitemata DHB.

WATIS is responsible for:

- managing a 24 hours a day 7 days a week call centre to coordinate all interpreting requests for spoken language and sign language for Waitemata DHB.
- recruiting and endeavouring to maintain an adequate pool of qualified and experienced interpreters for all languages.
- developing interpretation service policy .
- providing awareness training to support the policy, that is aimed at dealing with how to work effectively with an interpreter to improve service delivery and ensure the appropriate use of interpreters.
- monitoring quality and performance of interpreter and translation services.
- providing advice to Auckland University of Technology on any interpreting and workforce development issues.
- providing advice and support for ongoing professional development of interpreters where funding permits.
- ensuring quality and continuous improvement of process.
- ensuring complaints are managed within timeframe .
- managing appointment confirmation process effectively to ensure that DNAs are below 7% for all interpreter-assisted appointments
- providing effective rostering of interpreters to achieve financial savings.
- billing and management reporting.

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## Interpreting (WATIS) & Translation Services

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### WATIS WATIS Roles and Responsibilities, Continued

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#### Call Centre Staff

The role of the call centre staff is:

- to roster interpreters effectively by mapping and matching job orders to achieve the most cost-effective option for the organisation
- to achieve the best outcome for the client

#### IMPORTANT NOTE

- For any issues or queries contact the WATIS call centre on 442 3211 or extn 2211 or email [watis@waitematadhb.govt.nz](mailto:watis@waitematadhb.govt.nz)
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#### Assessing the client's need for an interpreter

The professional working with the client is responsible for assessing the client's need for an interpreter.

The responsible staff member should:

- assess and identify the need .
- identify who to interpret for the client e.g. trained or untrained interpreter.
- ascertain the spoken, written or sign language requirement.
- ascertain client's preference for which gender of interpreter.
- ascertain which type of interpreting service is suitable for the situation
- complete or arrange for completion of the job request form with full and accurate instructions for the call centre to organise the interpreter accordingly.

Staff who schedule clinic appointments for patients/clients are responsible for identifying the need for an interpreter to facilitate communication with the client such as confirming, cancelling or rescheduling appointments.

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## Interpreting (WATIS) & Translation Services

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### WATIS WATIS Roles and Responsibilities, Continued

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#### **Organising and booking an interpreter**

Staff responsible for organising and booking an interpreter include:

1. Those responsible for assessing or identifying the client's need for an interpreter **OR**
2. Support staff of the senior professional working with the client e.g. Ward clerk **OR**
3. Staff responsible for scheduling clinic appointments for clients

The responsible staff member should:

- book an interpreter 24 hours in advance whenever possible.
- provide WATIS with accurate and important information details including:
  - sign or spoken language and dialect requirements
  - gender preference
  - type of interpreting service
  - date and time of appointment – an indication of the length of time required (allowing time for pre and post interview sessions)
  - patient's address/contact telephone number/ or indicate who and where the interpreter should be reporting to for the job.
  - appropriate scripts or instructions for interpreters to use when talking to the client in cases where an interpreter is requested to facilitate telephone assignments and appointment confirmation tasks.
- obtain an authorisation and RC and Account code for the requisition of the interpreter.
- send the request to WATIS by fax and confirming the request by telephone.
- inform the client of who has been assigned the interpretation job especially when there is an unmatched situation.

The above information will enable WATIS call centre staff to find an appropriate interpreter where possible. Refer to *Appendix 2* for a sample of the Job Order Form or online booking form. Section A and B must be completed in full, accurately and legibly.

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## Interpreting (WATIS) & Translation Services

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### WATIS WATIS Roles and Responsibilities, Continued

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#### **Cancelling a request for an interpreter**

Staff members responsible for canceling a job order will normally be the same person responsible for organising an interpreter.

- A job order must be cancelled promptly if no longer required.
  - Sign language assignment cancelled less than 7 days before the start time will incur a minimum payment.
  - An assignment cancelled less than 3 hours before the start time of the site and telephone interpreter assignments will incur a minimum payment.
  - If WATIS is not given enough time to organise the cancellation the service will incur a minimum cancellation payment.
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#### **Authorising a request for an interpreter**

The unit managers, or staff with delegated authority, are responsible for:

- Checking that the interpreter has an ID on and is the authorised person.
- Approving the interpreter's Job Order forms.
- Approving the interpreter's timesheets or job information forms.
- Checking the accuracy of the interpreter's job information form.
- Writing the RC and Account code on the job information form for payment.
- Providing feedback to WATIS on performance of interpreters or the call centre staff.
- Providing a car park exit ticket free of charge for the interpreter.

#### **IMPORTANT THINGS TO REMEMBER**

1. To avoid incurring additional costs remember to sign the timesheet and job information form immediately after the interpretation session.
  2. Make sure the information on the timesheet/job information form is accurate.
  3. Provide feedback to WATIS
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## Interpreting (WATIS) & Translation Services

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### WATIS WATIS Roles and Responsibilities, Continued

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**Cancellation – minimum time** – If an assignment is cancelled at least three hours before the start time of the assignment then the interpreter is not entitled to any payment.

#### **On-site Interpreting for spoken languages**

- If the assignment is cancelled with less than 3 hours advance notice (and the interpreter has not arrived at the job site), the interpreter is entitled to 1-hour pay.
- If the interpreter arrives at the job site and the client/patient did not turn up or the client's appointment is cancelled without prior notice to the interpreter, then the interpreter is entitled to full payment.

#### **On-site Interpreting for Sign Languages**

- If the assignment is cancelled between 7 and 4 days before start of appointment, the interpreter is entitled to 25% of the original booking value.
- If the assignment is cancelled between 3 and 2 days before start of appointment, the interpreter is entitled to 50% of the original booking value.
- If the assignment is cancelled within 2 days before start of appointment, the interpreter is entitled to full payment.

#### **Telephone Interpreting**

- If the assignment is cancelled with less than 3 hours advance notice the interpreter is entitled to 30 minutes pay.

#### **Telephone Assignments**

- If the interpreter rings a client/patient and there is no answer after several attempts, the interpreter is entitled to the full payment. This claim can only be made after the interpreter reports the status of the assignment to the requester of the assignment.

#### **Appointment Confirmation**

- If the interpreter rings a client/patient and there is no answer after several attempts, the interpreter is entitled to the full payment. This claim can only be made after the interpreter reports the status of the assignment to the WATIS Call Centre
- If the interpreter rings a client/patient and is told by the client/patient that he/she is not able to attend the clinic, the interpreter must report the status of the assignment to the WATIS Call Centre before closing off the job. The interpreter is entitled to full payment after informing WATIS.

## Interpreting (WATIS) & Translation Services

### Guidelines on How to Work with an Interpreter Effectively

**Purpose**                      **Responsibility:** Staff member communicating with client.  
**Frequency:** As required.  
**Objective:** To achieve effective communication to enable client understanding and participation in decision making.

**Procedure**                      Guidelines on how to work with an Interpreter effectively

Stage	Description
1	<p><b>When requesting for interpreter from WATIS, staff member/practitioner should:</b></p> <ul style="list-style-type: none"> <li>• Ascertain the language/dialect/culture of the patient/client accurately.</li> <li>• Process a request for an interpreter (for mental health services, request an interpreter that is trained to work in mental health, or the same interpreter previously used if available as first option with matching language/dialect – this may vary according to the situation as dictated by the patient/client’s wishes or practitioners’ discretion).</li> </ul>
2	<p><b>Before the interview/consultation process, practitioner should:</b></p> <ul style="list-style-type: none"> <li>• Check ID and Job Order of the interpreter.</li> <li>• Ensure that before the session commences there is a pre-briefing in a quiet place) with the interpreter only to: <ul style="list-style-type: none"> <li>- briefly discuss purpose and objectives of the session, the use of terminology and the mode of interpreting (simultaneous, or consecutive interpreting methods).</li> <li>- discuss patient/client’s status and cultural background information (especially for mental health intervention)</li> <li>- ask for cultural advice.</li> <li>- remind them of the importance of confidentiality.</li> </ul> </li> <li>• If it is a group/family meeting identify a leader for the session.</li> </ul>

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## Interpreting (WATIS) & Translation Services

### Guidelines on How to Work with an Interpreter Effectively, Continued

Stage	Description
3, <i>Cont</i>	<p><b>During the Session, <i>practitioner should:</i></b></p> <ul style="list-style-type: none"> <li>• Arrange ‘triangle’ seating so as to facilitate eye contact and communication flow between practitioner and patient/client. For simultaneous interpreting, the interpreter may need to sit nearer the patient/client. (especially for mental health intervention).</li> <li>• Introduce the interpreter to the patient/client/ family and allow some time for the client to become comfortable with the interpreter.</li> <li>• Explain the interpreter’s role and the requirement of the interpreter to maintain confidentiality (under the Code of Ethics).</li> <li>• Explain the mode of interpreting and the need to pause at the end of each sentence so that interpreter can interpret to the patient/client.</li> <li>• Explain to patient/client that interpreter may need to clarify information from time to time in order to interpret accurately.</li> <li>• Keep eye-contact with the client, and speak directly to the patient/client, using ‘I’ and ‘you’.</li> <li>• Keep your questions and statement reasonably brief and concise.</li> <li>• Remember you are in charge of the interview, so if the patient/client starts to behave in a disorderly manner, intervene accordingly. Likewise, intervene if the interpreter and the patient/client are speaking in asides.</li> <li>• Avoid jargon or colloquial language which is particularly difficult to translate and explain any concepts or difficult terms. Where technical terms have to be used, it is the responsibility of practitioner to explain their meaning, not the interpreter.</li> <li>• Be aware of the body language of both interpreter and client. (If necessary clarify with interpreter during debriefing).</li> <li>• If you need to leave the room, make a telephone call or do anything which is not clear to the other parties, explain actions prior to doing so.</li> <li>• Not enter into direct conversation with interpreter.</li> <li>• Not ask the interpreter for their opinion.</li> <li>• Pause at regular intervals for the Interpreter to assimilate and interpret.</li> <li>• Allow enough time for the interpreter to convey information. Sometimes it may only take you three words to explain but it may take more time for the Interpreter to convey the information.</li> </ul>

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## Interpreting (WATIS) & Translation Services

### Guidelines on How to Work with an Interpreter Effectively, Continued

Stage	Description
4	<p><b>After the interview/consultation process, <i>practitioner</i> should</b></p> <ul style="list-style-type: none"> <li>• Check with the interpreter whether there was anything that might have been missed (e.g. non-verbal communication, culture-bound statements by the client).</li> <li>• Check with interpreter whether he/she is all right, or found it difficult to deal with during the interview session due to its content.</li> <li>• Clarify culture-bound issues with the interpreter.</li> </ul>
5	<p><b>If unhappy with interpreter's performance because of any of the following situations:</b></p> <ul style="list-style-type: none"> <li>• Interpreter did not interpret everything that was said.</li> <li>• Interpreter carried on 'asides' with the client or the client's family, without interpreting any of this to you.</li> <li>• Interpreter was speaking on behalf of the client/carer/guardian.</li> <li>• Interpreter answered mobile phone call during interview.</li> <li>• Interpreter behaved towards the client in a demeaning manner, either verbally or nonverbally.</li> </ul> <p><b><i>Practitioner should discuss this with the interpreter first:</i></b></p> <ul style="list-style-type: none"> <li>• Discuss the behaviour that was considered unacceptable.</li> <li>• Assume, in the first instance, that the interpreter was not aware of the problem. For some language groups (especially newly arrived communities) trained interpreters are not available so the person interpreting may not be familiar with some aspects of interpreting.</li> <li>• If the interpreter refuses to acknowledge the problem or if it is repeated, bring this to the attention of the person responsible for the interpreter service who can follow up the situation.</li> </ul>

*Continued on next page*

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## Interpreting (WATIS) & Translation Services

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### Guidelines on How to Work with an Interpreter Effectively, Continued

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Stage	Description
6	<b>Feedback, <i>practitioner should</i></b> <ul style="list-style-type: none"><li>• Provide verbal feedback to the interpreter; and /or</li><li>• Provide written feedback to the interpreter service by completing the evaluation section of the Interpreters Job Information Form (see Appendix 3)</li></ul>
7	<b>Things to note</b> <ul style="list-style-type: none"><li>• A WATIS interpreter must be wearing the Waitemata DHB ID</li><li>• If an interpreter is late or causes concern please notify WATIS immediately</li><li>• A WATIS interpreter must have a WATIS Job Number.</li><li>• If you have any queries please contact the WATIS coordinator.</li></ul>

## Interpreting (WATIS) & Translation Services

### How to request an Interpreter

**Purpose**                      **Frequency:**        As required  
**Objective:**                To get the most appropriate person, at the right time, at the best price, to assist as required.

**Process**                    The table/diagram below describes the job ordering process.

Stage	Description	
1	Staff identify the need for an interpreter.	
2	Staff complete the Job Order Form	Or  Staff book an interpreter online via <a href="http://www.watis.org.nz">www.watis.org.nz</a> (to register for online booking please contact WATIS)
3	Staff send approved order form to Waitemata Auckland Translation & Interpreting Service (WATIS) by fax 09 486 8307; and then phone 09 442 3211 to ensure the order is received	
4	WATIS Call Centre finds an appropriate interpreter and confirms availability.	
5	WATIS Call Centre confirms back to the unit/service by phone and by fax.	
6	Staff complete the Customer Evaluation of interpreter's Performance Section of the Job Information Form and send to WATIS co-ordinator by internal mail.	

## Interpreting (WATIS) & Translation Services

### How to Access the Document Translation Service

**Purpose**                      **Responsibility:** Staff member requiring written information translated  
**Frequency:**                As approved by the unit manager  
**Objective:**                  To ensure that the documents etc. are interpreted professionally translated at a reasonable cost.

**Written Translation of information**                Staff may access the document translation service through WATIS by emailing the written document to [WATIS@waitemataDHB.govt.nz](mailto:WATIS@waitemataDHB.govt.nz) to obtain a quote.

**Process**                      The table below describes the process for organising translations

Stage	Description
1	Staff discuss need and obtain authorisation.
2	Staff prepare a draft copy of the document for translation
3	Staff send a request by fax or email to Waitemata Auckland Translation & Interpreting Service (WATIS) attaching a copy of the document for translation to obtain a quote.
4	WATIS provides time frame and a estimated quote with a quotation sheet.
5	Staff accepts the quote and confirms the order by return the quotation sheet with the approval from the unit manager including the RC and Account codes.
6	Staff to contact WATIS if the item is not returned within the agreed timeframe.

**Obtaining a Quote for Document Translation**                The following information will help to provide you a quote for document translation services:

- Contact Person
- Contact Phone/Fax Number
- Language(s) required
- Format/Layout requirements
- Timeframe

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## Interpreting (WATIS) & Translation Services

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### Appendix 1: Risks Associated with Using Untrained Interpreters

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**The risk and difficulties associated with using untrained Interpreter**

It is important to note the high level of risk and difficulties associated with using untrained interpreters:

***Inaccurate interpretation***

The untrained interpreter may:

- Have a limited command of the English language and therefore be unable to accurately interpret the information.
- Lack the confidence to ask for clarification.
- Omit vital information in instructions or add extra information of their own accord thus altering the message.
- Have no knowledge of a code of ethics.

***Bias and distortion***

The untrained interpreter may:

- Include their personal opinions and bias.
- Take sides either with the client or health professional.
- Censor information being conveyed by the health professional to protect the client.
- Censor information being conveyed by the client to protect the client or family.
- Abuse their power.

***No confidentiality***

The untrained interpreter may not:

- Recognise the importance of confidentiality and may not feel bound by it.
- Enable the client to be open and honest in the interview because the client fears their confidential information being revealed to the interpreter that it will be relayed by the interpreter to the client's family and community.

***No explanation of cultural differences***

The untrained interpreter may not:

- Be aware of the need to indicate cultural differences, values, and expectations between the health professional and the client.
- Understand the possibility of misinterpretation by the client where staff use facial expressions, gestures and other forms of non-verbal communication since these often have different meanings in other cultures and could be offensive or humiliating to the client.

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## Interpreting (WATIS) & Translation Services

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### Appendix 1: Risks Associated with Using Untrained Interpreters, Continued

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**The risk and difficulties associated with using untrained Interpreter,**  
*cntd*

- Understand the possibility of misunderstanding where some people from a different cultural background consider it impolite to say NO and will say YES even if the question is not understood.
- Understand these cultural issues enough to explain them.

#### *A misunderstanding of roles*

The untrained interpreter may:

- Not understand that he/she is neither working for the service nor an advocate for the client but must remain neutral.
- Not realise that they have to interpret what is said in both languages.
- Have a conversation with the client and relay only what seems useful
- Answer a lot of questions him/herself without reference to the client, especially if he/she is a family member.
- Not see the point in interpreting questions he/she knows the answers to, and therefore limit the communication with the client.

#### *Personal unsuitability*

People who are brought in to interpret on an ad hoc basis are often inappropriate because they may be:

- Of the inappropriate gender.
- Much older or much younger than the client in a culture where such things matter.
- From a completely different background or even from a group antagonistic to the client's own group.
- Untrustworthy or unscrupulous.

#### *A lower standard of service*

If untrained interpreters are used:

- The quality of service may not be maintained.
  - There is no guarantee of accuracy.
  - There is no duty of confidentiality.
  - The client's rights may be breached.
  - They may exploit the client's dependency.
  - The burden of guilt for any serious mistakes made could be costly to the untrained interpreter.
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## Interpreting (WATIS) & Translation Services

### Appendix 2: Job Order Form



### Job Order Form


**To: Waitemata Auckland Translation & Interpreting Service (WATIS)**  
C/- Asian Health Support Services, located on Ground Floor of North Shore Hospital, Private Bag 93 503, Takapuna  
DDI 09 442 3211 extn 2211 FAX: 09 486 8307 extn 2307 Email: [watis@waitemataDHB.govt.nz](mailto:watis@waitemataDHB.govt.nz)

(PLEASE WRITE IN BLOCK LETTERS)

<b>SECTION A: INSTRUCTIONS FOR CALL CENTRE STAFF</b>	
Please TICK appropriate box: <input type="checkbox"/> <b>ADVANCE BOOKING</b> <input type="checkbox"/> <b>URGENT BOOKING</b>	
<b>PLEASE TICK one of the following to assist with the matching of interpreters (not applicable for sign-language)</b>  <input type="checkbox"/> <b>Medical related/interpreting for patients/clients with special needs</b>  <input type="checkbox"/> <b>Non-Medical related interpreting eg for APC or simple instructions</b>	<b>PLEASE TICK which type of interpreting service you require</b> <input type="checkbox"/> <b>SINT – Site Interpreting</b>  The following are NOT applicable to sign languages: <input type="checkbox"/> <b>TINT – Telephone Conference Interpreting</b> <input type="checkbox"/> <b>TA – Telephone Assignment eg pre-op instructions</b> <input type="checkbox"/> <b>APC – Appointment Confirmation with Patient/Client</b>
Attach Patient Label here	Patient Phone Number:
<input type="checkbox"/> <b>SIGN LANGUAGE</b> <input type="checkbox"/> <b>SPOKEN LANGUAGE</b> _____	
<b>INTERPRETER PREFERENCE</b> Female / Male	
<b>Date of Appointment:</b>	<b>Time:</b>
Location (applicable for SINT only)	Who to contact for conference call : (applicable for TINT only)
Who to report to:	Phone no:
<b>Approx. length of time</b>	
<b>OTHER INSTRUCTIONS:</b> for TA and APC job orders please provide a copy of a script or instructions for the Interpreter to convey to the client/patient eg pre-operative instructions, confirm appointment details etc	
<b>SECTION B: REQUESTER NAME:</b>	
<b>PHONE:</b>	<b>FAX:</b>
<b>DESIGNATION:</b>	<b>DEPT:</b>
<b>SIGNATURE:</b>	<b>Date:</b>
	<b>RC Code (eg 180 1800)</b>
<b>Cost Code</b>	<b>Ac Code (4920)</b>
<b>SECTION C: FOR WATIS OFFICE USE ONLY</b>	
Job Number:	Interpreter Assigned:
Received Date/Time:	<input type="checkbox"/> Job Canc by Customer Date/Time _____
Assigned Date/Time :	<input type="checkbox"/> Unable to fill the job in 30 minutes

## Interpreting (WATIS) & Translation Services

### Appendix 2: Job Information Form

 <p><b>Waitemata</b> District Health Board <i>Te Wai Awhina</i></p>	<p><b>Asian Health Support Service</b> <b>Waitemata Auckland Translation &amp; Interpreting Service (WATIS)</b> Private Bag 93-503, Takapuna</p>	<p><b>Receipt No: XXXXX</b></p>																																																												
<p><b>Name:</b> .....</p> <p><b>Job Number:</b> .....</p> <p><input type="checkbox"/> <b>SINT On-site Interpreting</b>      <input type="checkbox"/> <b>TINT Tele-Interpreting</b></p> <p><input type="checkbox"/> <b>APC Appointment Confirmation</b></p> <p><input type="checkbox"/> <b>TA Tele-Assignment</b></p> <p><input type="checkbox"/> <b>Needs Assessor</b></p> <p>Appointment Date: .....</p> <p>Appointment Time: .....</p> <p>Hospital/Service: .....</p> <p>Ward/Location: .....</p> <p>Requester: .....</p> <p>Patient/Client No: .....</p> <p>Patient/Client Surname: .....</p> <p>Patient/Client First Name: .....</p>	<p><b>Language:</b> .....</p> <p><b>Cost Code :</b> .....</p> <p><b>EVALUATION OF CONTRACTOR'S PERFORMANCE</b> (please circle)</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;"></th> <th colspan="3" style="text-align: center; border-bottom: 1px solid black;">Excellent</th> <th colspan="2" style="text-align: center; border-bottom: 1px solid black;">V. Poor</th> </tr> <tr> <th></th> <th style="text-align: center;">1</th> <th style="text-align: center;">2</th> <th style="text-align: center;">3</th> <th style="text-align: center;">4</th> <th style="text-align: center;">5</th> </tr> </thead> <tbody> <tr> <td>Promptness</td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> </tr> <tr> <td>Appearance</td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> </tr> <tr> <td colspan="6"><u>For Interpreters Only</u></td> </tr> <tr> <td>Appropriate information obtained</td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> </tr> <tr> <td>Interpreting skills</td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> </tr> </tbody> </table> <p><b>PATIENT SATISFACTION</b> (please circle)</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;"></th> <th colspan="3" style="text-align: center; border-bottom: 1px solid black;">V Helpful</th> <th colspan="2" style="text-align: center; border-bottom: 1px solid black;">Unhelpful</th> </tr> <tr> <th></th> <th style="text-align: center;">1</th> <th style="text-align: center;">2</th> <th style="text-align: center;">3</th> <th style="text-align: center;">4</th> <th style="text-align: center;">5</th> </tr> </thead> <tbody> <tr> <td> </td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> </tr> </tbody> </table> <p><b>Comments:</b></p> <p>.....</p> <p><b>Signature of Approval</b></p> <p>.....</p> <p><b>Please print Name &amp; Role:</b></p>		Excellent			V. Poor			1	2	3	4	5	Promptness	1	2	3	4	5	Appearance	1	2	3	4	5	<u>For Interpreters Only</u>						Appropriate information obtained	1	2	3	4	5	Interpreting skills	1	2	3	4	5		V Helpful			Unhelpful			1	2	3	4	5		1	2	3	4	5	<p>Arrival Time: .....</p> <p>Start Time: .....</p> <p>Finish time: .....</p> <p><input type="checkbox"/> <b>Normal Hours</b>      <input type="checkbox"/> <b>After Hours</b></p> <p><b>Contractor's Comments:</b></p> <p>.....</p> <p><b>Contractor's Signature</b> .....</p>
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<p>Please remove yellow copy and leave with customer/service. Please send white copy to Asian Health (WATIS) office</p>																																																														

# Interpreting (WATIS) & Translation Services

## Appendix 2: WATIS Online system

The image displays two screenshots of the WATIS online system. The top screenshot shows the login page, which includes a navigation menu with links for Home, Interpreting Services, About Us, Contact Us, and Help. The main content area features a 'Login' form with fields for 'Email Address' and 'Password', a 'Login' button, and a link for users who have forgotten their password. The bottom screenshot shows the 'Make Booking' page, which is a detailed form for scheduling an appointment. It includes sections for 'Client Name', 'Service Type Selected', 'Doctor Name', 'Language', 'Preferred Gender / Interpreter', 'Interpreter Type', 'NES Client/Patient Information', 'Booking Start Date/Time', 'Approximate Duration', 'Appointment Site', 'Appointment Location', 'Interpreter Report To on Arrival', 'Client/Patient Report To when Arrival', 'Additional Booking Instructions', and 'I would like to be notified by'. The form contains various dropdown menus, text boxes, and radio buttons for selecting options.