

Welcome to the Primary Health Interpreting Services Newsletter

Primary Health Interpreting Services are funded by the Northern Regional Alliance Limited (NRA) (formerly NDSA) and are part of the Auckland Regional Settlement Strategy Migrant Health Action Plan to improve access to primary health services for non-English speaking communities.

Making Family Violence Screening Safe and Working with Interpreters

Battered women are high users of health services and health workers are one of the groups of professionals to whom women are most likely to disclose abuse. On the other hand, health services often fail to identify those women who are victims of male partner violence, with the consequent risk that symptoms, especially depression, may be treated without the violence which is producing those symptoms being addressed (Ministry of Women's Affairs, 2007). Health service providers play a vital role in protecting women and children. Health practitioners play a vital role in assisting women's decisions about using the criminal justice system, child protection services and other support services.

Screening questions are asked in private by clinicians, usually at the assessment stage. Women who would like help for themselves and their families are linked to nominated specialist agencies in the community. Key criteria to ensure successful screening of migrant women include ensuring privacy and carefully assessing the need for an interpreter.

Assessing the need for an interpreter

Migrant women and children affected by domestic abuse may be neglected by health service providers because practitioners fail to use interpreters; may defend inactivity as "respecting cultural differences" and may feel that they are not



Working with an interpreter during screening

Once an interpreter has been arranged, service providers should brief the interpreter on the situation and the areas to be covered before the interview begins. The interpreter may offer information about relevant cultural factors relating to family violence and sexual assault. This information should be noted but should not be regarded as definitive. **It must be noted that not all interpreters are familiar with family violence perspectives within their own community and some may not be able to offer any views.**

Following the interview, the service provider should debrief the interpreter to ensure that the interpreter has an opportunity to air any concerns about any aspect of the case and have these answered and to thank the interpreter for her services.

It should always be remembered that the interpreter is not an advocate or a counsellor and should not be asked to provide advice, or an opinion on clinical matters or any other assistance, beyond an interpretation of the interview between the woman and the service provider.

To gain more knowledge and skills about working with Interpreters, it is recommended that you enrol into the face to face or online **CALD 4: Working with Interpreters** course, via the www.caldresources.org.nz (eligibility criteria applies).

Providing free interpreting services for Primary Health Providers in the Auckland Region

qualified to intervene with these families.

While people may speak English at work and in the community or when greeting the healthcare professional, these factors do not lessen the need for an interpreter. During the family violence screening interview and in healthcare settings women may use their own language to talk about abuse, for example, talking about parts of the body or sexual acts. In addition, interviews in situations of family violence and sexual assault are most often stressful for all concerned. Language competency skills decrease in stressful situations and a woman may be more fluent in her first language in a time of crisis (Hiltz & Anderson, 2002).

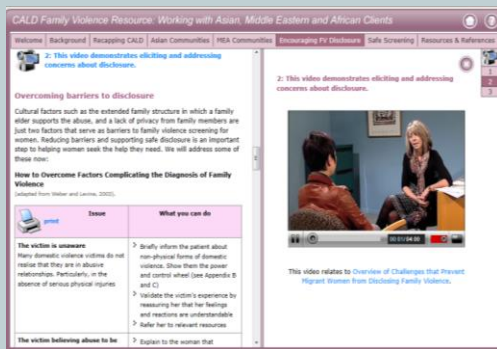
It is important to use a professional interpreter. It is strongly recommended that service providers book a female interpreter when non-English speaking women are being screened for family violence and / or sexual assault.

Providing a female interpreter may not always be possible for women from some of the smaller and/or newly arrived language groups. In these instances, and if there is a male interpreter available, the woman for whom the interpreter is needed should be asked, if possible, if she will agree to assistance being provided by a male interpreter.

Confidentiality becomes an issue in smaller communities or recently arrived groups. A woman may be reluctant to use an interpreter because she knows the interpreter and/or fears that details of the matter will be made public.

Reassure the patient that you and the interpreter will respect her rights to confidentiality at the beginning of the interview.

If you have completed your CALD 1 Culture and Cultural Competency and have attended Screening for Family Violence Training, you can also access the new online supplementary "CALD Family Violence Resource for Practitioners – Working with Asian, Middle Eastern and African Clients" available for viewing via your CALD user account www.caldresources.org.nz by 1st July 2014.



How to Access the Service...

When: When patients are not able to communicate in English or have a hearing impairment and require an interpreter when making an appointment with their GP or primary care provider.

Who: Only GPs or primary care providers can book interpreters directly (not the patients) with the interpreter services.

How: (a) For immediate / same day appointments, face to face and telephone interpreters can be booked over the phone.

(b) For advanced appointments, face to face and telephone interpreters can be booked by fax or via the interpreter service online booking system.

Free primary health interpreting services are available to:

- General Practices (Including GP consults to rest homes)
- All PHO services:
 - Retinal Screening services
 - Psychological services
 - Podiatrist services
 - Physiotherapists
 - Breast screening
- Accident & Medical Clinics
- Age Concern
- Alzheimers Auckland Charitable Trust
- Arthritis NZ (Auckland region only)
- Asthma Auckland
- Auckland Eye (Retinal Screening services only) ADHB only
- Birthcare
- Cancer Society (Auckland region only)
- Community based retinal screening services
- Community Laboratory Services
- Community Radiology Services
- Epilepsy New Zealand (Auckland region only)
- Family Planning (Auckland region only)
- Fertility Associates (Auckland region only)
- Hepatitis Foundation of NZ (Auckland only)
- Home-based Support Services
- Hospices
- Independent Midwives
- IRIS Geneva
- Life Unlimited Hearing Services
- NZ Hearing Ltd
- Parent and Family Resource Centre
- Pharmacy Services
- Plunket Nurses
- Positive Women Incorporated
- Pre-school and School Oral Health Services
- School Nurses
- The Parkinsonism Society of NZ Inc
- University of Auckland Hearing and Tinnitus Clinics
- University of Auckland Optometry Clinic
- Vision West

For more information about the service criteria and how to register with the provider in your area contact:

• **Waitemata Auckland Translation and Interpreting Services**

Call centre: 0800 887 765 Fax: (09) 486 8307 Email: watis@waitematadhb.govt.nz Website: <http://www.watis.org.nz>

• **Counties Manukau District Health Board Interpreting and Translation Service**

Call centre: 0800 744 735 Fax: (09) 276 0198 Email: phip@cmdhb.org.nz

• **Auckland District Health Board Interpreting Service**

Call centre: (09) 630 9943 Fax: (09) 623 4695 Email: phip@adhb.govt.nz Website: <https://interpreters.adhb.govt.nz>