Language Services

Contacts	Business hours	After hours
Aboriginal		
CaLD		
Sign language		

Provide:

- telephone or on-site
- patient details URMN and/gender
- language/dialect
- time, place and length of appointment
- staff member.

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Before booking an interpreter please identify:

- what language/dialect is spoken
- any other language and/or cultural factors/patient preference e.g. interpreter gender
- the appropriate type of interpreting required, i.e. face-to-face, telephone or video.

When working with an interpreter:

- allow sufficient time
- communicate with the consumer through the interpreter
- speak clearly and do not shout
- brief and debrief the interpreter when necessary.

ww2.health.wa.gov.au/languageservices

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