



Western Health is committed to supporting our community at the COVID-19 Vaccination Hubs.

This QRG outlines the approval and booking process required to engage an interpreter service for vaccine recipients at a Western Health Vaccination Hub.

### **General principles for utilising Interpreter Services**

The provision of interpreter services will be in collaboration with translated written material in the preferred language of the vaccine recipient.

Information about COVID vaccines and consent can be found at:

[COVID-19 vaccine information in your language | Australian Government Department of Health](#)

The process of consent is a dialogue between the Immuniser and vaccine recipient in a language that is comprehensive and understandable by the recipient, inclusive of:

1. Identifying that a recipient requires language services
2. Identifying the recipients preferred language
3. Seeking approval for interpreter services
4. Obtaining the most up-to-date consent, vaccine side effect, and post vaccination translated material from the DHS website
5. Engagement of Interpreter Services to match the needs of the recipient
6. The use of Interpreter Services to supports the process of informed consent for the recipient
7. Allowing the recipient the opportunity to ask questions and be provided with information in a way they can understand

### **Staff responsibilities in engaging with Interpreter Services**

To ensure the appropriate use of Interpreter Services, staff must liaise with their Unit Manager or Associate Unit Manager. Staff are required to complete a record of the request (see pro forma in appendix) and provide the pro forma to their manager for authorisation prior to booking. An approval for booking interpreter services is a completed authority for interpreter services pro forma with authorising signature.

Details of booking are to be recorded on the pro forma and returned to the unit manager for retainment.



### How to Book Interpreter Services

Once authorisation is obtained, staff can make a booking by calling All Graduates Interpreter Services:

1. Staff from the Vaccination Hub to call All Graduates on (03) 9605 3000 and quote client ID: WES11068
2. All Graduates booking coordinator will ask the staff to provide his/her own name, language requested, CALD name, estimated duration of the call with an interpreter
3. All Graduates booking coordinator will place the staff on hold and start sourcing a suitable interpreter (this may take up to a few minutes depending on availability)
4. All Graduates booking coordinator connect interpreter with the staff and drop themselves from the conference call once they confirm the lines are connected.

All bookings are to be made Monday to Sunday 08:00am to 6:00pm only.

Pro forma must contain:

- Recipients name
- Language
- Date
- Start time
- Finish time
- Name of requesting staff
- Authorising name (manager)
- Authorising signature

### Responsibilities at completion of Interpreter Services

When Interpreter Services are no longer required the staff member will record the stop time of the service and provide the completed pro forma to manager for their record.



## Summary of Roles and Responsibilities

Staff requesting Interpreter	Unit Manager/AUM	Recipient	Interpreter
<ul style="list-style-type: none"><li>• Identifies recipient need for interpreter services</li><li>• Provides recipient with written information in preferred language</li><li>• Completes pro forma in AppendixOne</li><li>• Seeks authorisation for Interpreter Services booking</li><li>• Contacts Interpreter Services via telephone</li><li>• Record the start time of the interpreter service on the pro forma</li><li>• Engages in dialogue with Interpreter and recipient via telephone</li><li>• When the interpreter service is no longer required, record the stop time of the service on the pro forma</li><li>• Provides completed pro forma to manager</li></ul>	<ul style="list-style-type: none"><li>• Authorises use of Interpreter Services</li><li>• Retains completed pro forma</li></ul>	<ul style="list-style-type: none"><li>• Listen and Speak with Interpreter via telephone</li></ul>	<ul style="list-style-type: none"><li>• Facilitate communication between recipient and vaccine Hub staff via telephone</li></ul>



