



# Clinical Practice Procedures: Other/Translating and interpreting services

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Purpose	To ensure a consistent procedural approach to translating and interpreting services.
Scope	Applies to Queensland Ambulance Service (QAS) clinical staff.
Health care setting	Pre-hospital assessment and treatment.
Population	Applies to all ages unless stated otherwise.
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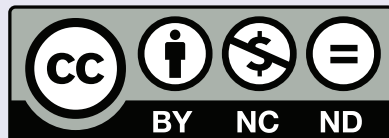
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# Translating and interpreting services

April, 2025

Culturally and linguistically diverse (CALD) patients for whom English is a second language, as well as hearing impaired patients, may face challenges when attempting to communicate with health providers, including QAS clinicians.

This has the potential to adversely affect the ability to convey important clinical information, from patient to clinician and vice versa, that risks compromising the type and quality of care received, as well as hindering the informed consent process.

In these circumstances, clinicians should consider consulting the services of an accredited bilingual interpreter or Auslan interpreter for the hearing impaired, as the situation requires.

1. The Translating and Interpreter Service (TIS National) provides a 24/7 confidential interpreter service to assist agencies in communicating impartially and effectively with people from CALD backgrounds.
2. Oncall Auslan interpreters (Oncall Interpreters) are accredited and hold either Certified Interpreter or Certified Provisional Interpreter qualifications and are available 24/7.

## Indications

- To aid in the clinical assessment and/or clinical management of patients from CALD backgrounds or patients who are hearing impaired.
- When the patient has requested a non-English language interpreter or Auslan interpreter.

## Contraindications

- Nil in this setting

## Complications

- Unavailability of, or delays in finding a non-English language interpreter or Auslan interpreter.

### Procedure – non-English language interpreting service

1. Using the Language Identification Tool, confirm which language the patient prefers – do not make assumptions.
2. Contact TIS National using the **Ambulance Priority Line (1300 655 010)**. The following narrative is suggested:

*'Can I please confirm I have contacted TIS National?  
I am a Paramedic with the Queensland Ambulance Service.  
Our TIS client code is [REDACTED]. I am currently treating a patient  
who speaks [XX], can you please arrange for an interpreter?'*

3. Treat patient in accordance with the appropriate Clinical Practice Guidelines.
4. Advise the receiving hospital of the patient's linguistic needs prior to arrival.

### Procedure – Auslan interpreting service

1. Call the Auslan direct booking phone number **(07 3115 6918)**
2. Provide the following details to the Oncall Consultant:

*I am from the Queensland Ambulance Service*

*I am from QAS Region: (1–8)*

*Officer's full name:*

*Officer's mobile phone number:*

*Officer's QAS email address:*

*QAS case number:*

3. The Oncall Consultant will create the booking and end the call.
4. The Oncall Auslan Consultant will then identify an available interpreter who will initiate a Teams meeting and you will be emailed a link to that meeting.
5. Click on the link to open the Teams app on your iPad and join the meeting when prompted.
6. Treat the patient in accordance with the appropriate Clinical Practice Guidelines.
7. Advise the receiving hospital of the patient's linguistic needs prior to arrival.



### Additional information

- To use the Auslan interpreting service, officers must have the Microsoft Teams app installed on their iPad. It is recommended that all officers pre-install the Teams app on their iPad at the earliest opportunity, and while connected to the QAS Wi-Fi Network (e.g., while at their home station).

**Note:** The Auslan interpreting service will not work via the Microsoft Teams web app in the Safari web browser. The Teams app must be installed on the iPad.

- It is Queensland Government Policy to use professional interpreters in situations where clients have difficulties communicating in English. Untrained interpreters should only be used when professional interpreters are not available or in an urgent situation.
- **When using a language or hearing impaired interpreting service:**
  - Always talk to the patient, not the interpreter (e.g. ‘how are you feeling?’ not ‘how is the patient feeling?’)
  - If the patient does not understand, it is your responsibility to relay the message in another way – it is not the role of the interpreter to do this.
  - Use plain English and avoid medical terminology.
  - Pause after 2–3 sentences to allow the interpreter time to translate.
  - Ask one question at a time.
  - Use specific rather than general terms (e.g. daily not frequently).

- Use active, not passive words (e.g., ‘I will take your blood pressure’ not ‘your blood pressure will now be taken’).
- Avoid slang as it can not always be translated.
- Do not make comments that you would not want the patient to hear. They may understand more than you think.

- The Interpreter symbol (*pictured right*) is a national public information symbol endorsed by the Australian, State and Territory Governments. The symbol is used by government services, including the QAS, to indicate that language assistance is available.
- All QAS patient transport vehicles should be fitted with the TIS logo.



# Language identification Tool

Please point to your language. We will arrange an interpreter at no charge.

Adapted from the Language Identification Card from [https://www.health.qld.gov.au/multicultural/interpreters/QHIS\\_FAQ.asp](https://www.health.qld.gov.au/multicultural/interpreters/QHIS_FAQ.asp)



## Afrikaans

Wys asseblief jou taal aan ons uit. Ons sal 'n tolk vir jou reël, teen geen ekstra koste nie.

Afrikaans

## Shqip

Ju lutemi bëni me shenj tek gjuha juaj. Ne do të organizojmë një përkthyes falas për ju.

Albanian

## አማርኛ ቋንቋ

እባክዎን ወደ ቋንቋዎ ያመልክቱልን። አስተርጓሚ በነፃ ይገኛልዎታል።

Amharic

## العربية

الرجاء أن تشير إلى لغتك التي تتحدثها. وسوف نرتب لك حضور مترجم فوري مجاني.

Arabic

## ՀԱՅԵՐԷՆ

Հարցեցե՞ք մատնանշել ձեր խոսած լեզուն, եւ ձեզ անվճար քարոզման մը կ'ապահովենք.

Armenian

## বাংলা

অনুগ্রহ করে আপনার ভাষা উল্লেখ করুন । আমরা বিনামূল্যে একজন দোভাষীর ব্যবস্থা করব ।

Bangla (Bengali)

## Bosanski

Molim vas pokažite mi svoj jezik. Organizovaćemo vam besplatno tumača.

Bosnian

## Български

Моля, посочете кой е Вашият език. Ние ще организираме безплатен преводач за Вас.

Bulgarian

## မြန်မာ

သင်ပြောသည့်စကားကို လက်ညှိုးထိုးပြီး ညွှန်ပြပါ။ အခကြေးငွေ မယူဘဲ စကားပြန် တစ်ယောက် ခေါ်ပေးပါမည်။

Burmese

## 廣東話

請指出您的語言。我們將免費為您安排口譯員。

Cantonese

## Hrvatski

Molim vas pokažite mi svoj jezik. Organizovat ćemo vam besplatno tumača.

Croatian

## Čeština

Ukažte prosím vaši řeč na seznamu. Zdarma vám zařídíme tlumočnicka.

Czech

## Dansk

Vær venlig at pege på dit sprog. Vi vil sørge for en gratis tolk.

Danish

## دری

لطفاً نشان دهید لسان شما کدام است. ما برای شما یک ترجمان بطور رایگان تهیه میکنیم

Dari

## Thon muonyjään

Nyoth thuondu.ok abī ran war yi thok guir tēnē yin ke cīn guruc (wēu) tāu piny.

Dinka

## Nederlands

Kunt u aanwijzen welke taal u spreekt? Wij regelen kosteloos een tolk voor u.

Dutch

## Eesti Keel

Palun osutage keelele millist valdate. Meie korraldame teile eestikeele tõlgi, tasuta.

Estonian

## فارسی

لطفاً زبانی را که به آن صحبت میکنید با انگشت نشان دهید. ما بطور رایگان ترتیب حضور مترجم می‌دهیم

Farsi (Persian)

## Vaka Viti

Dusia na nomu vosa ena nomui qaqalo. Ketou na vakarautaka edua na daunivakadewa ena sega ni saumi.

Fijian

## Filipino

Paki-turo mo kung alin ang iyong wika. Mag-aayos kami ng walang bayad na tagapagsalin sa wika.

Filipino

## Suomi

Osoita sormella puhumaasi kieltä. Järjestämme tulkin maksutta.

Finnish

## Français

Désignez-nous votre langue. Nous vous fournirons gratuitement un interprète.

French

## Gaeilge

Pointeáil chuig do theanga le do thoil. Eagróimid ateangaire duit saor in aisce.

Gaelic

## Deutsch

Bitte zeigen Sie auf Ihre Sprache. Wir werden kostenlos einen Dolmetscher organisieren.

German

## Ελληνικά

Υποδείξτε τη γλώσσα που μιλάτε. Θα κανονίσουμε για διερμηνέα χωρίς χρέωση.

Greek

## हिन्दी

कृपया अपनी भाषा इंगित करें । हम एक दुभाषिए का बंदोबस्त करेंगे और आपको इसका कोई शुल्क भी नहीं देना पड़ेगा ।

Hindi

## Hmoob

Thov taw tes rau koj yam lus. Peb mam li nrhiav neeg pes lus rau koj, tsis raug nqi dab tsi li.

Hmong

## Magyar

Kérjük mutasson rá, milyen nyelven beszél. Gondoskodunk díjmentes tolmácsolásról.

Hungarian

## Bahasa Indonesia

Silahkan menunjuk ke bahasa Anda. Kami akan memanggil seorang penerjemah bagi Anda secara cuma-cuma.

Indonesian

## Italiano

Indica la tua lingua. Ti forniremo un interprete gratuitamente.

Italian

## 日本語

スタッフにあなたの母国語を知らせてください。通訳を無料で手配いたします。

Japanese

## ភាសាខ្មែរ

សូមចង្អុលទៅភាសារបស់លោកអ្នក។ យើងខ្ញុំនឹងរៀបចំចាត់ចែងអ្នកបកប្រែជូនដោយឥតគិតថ្លៃ។

Khmer

## 한국어

여러분의 해당 언어를 손가락으로 지적해 주십시오. 무료로 통역사를 예약해 드리겠습니다.

Korean

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## ພາສາລາວ

Lao

ກະຣຸນາຊີ້ໃສ່ພາສາຂອງທ່ານ. ເຮົາຈະຈັດທານາຍພາສາໃຫ້ໂດຍບໍ່ຄິດຄ່າ.

## Latviski

Latvian

Lūdzu norādi uz savu valodu. Mēs Jums sagādāsim bez maksas tulku.

## Lietuvių kalba

Lithuanian

Parodykite pirštu savo kalbą. Mes parūpinsime vertėją nemokamai.

## Македонски

Macedonian

Покажете го вашиот јазик. Ќе организираме преведувач бесплатно.

## Bahasa Melayu/Malaysia

Malay

Sila pilih bahasa anda. Kami akan menyediakan perkhidmatan penterjemah secara percuma.

## Malti

Maltese

Jekk jogħġbok ipponta l-lingwa tiegħek. Aħna ser ingibulek interpretu u int ma tħallas xejn.

## 中文

Mandarin

请指出您的语言。我们将免费为您安排口译员。

## Kuki Airani Maori

Maori

Tou mai i toou reo, ka tuku atu matou i tetai tangata uri reo noou, kare e tutaki.

## Norsk

Norwegian

Vennligst pek på språket du ønsker. Vi vil sørge for tolk uten ekstra omkostninger.

## Tok Pisin

PNG Pidgin

Plis soim tokples blong yu. Bai mipela i painim wanpela man o meri long halipim yu. Dispela em i fri sevis.

## Język polski

Polish

Prosimy wybrać z listy język, którym władasz. Pozwoli nam to zamówić ci bezpłatnie tłumacza.

## Português

Portuguese

Favor indicar seu idioma. Nós arranjaremos um intérprete de graça.

## Limba Romana

Romanian

Va rugam indicati limba pe care o vorbiti. Va vom angaja un interpret gratis.

## Romani chib

Romany

Trubul te cêgosarel tumari chib. Ame akharasa tolmac/traduktor tumen (chi-lovengo)

## Русский

Russian

Покажите, на каком языке Вы говорите. Мы предоставим Вам переводчика бесплатно.

## Gagana Samoa

Samoan

Faamolemole faasino mai lau gagana. Ole a matou sailia se faamatalaupu mo oe e aunoa ma se totoi.

## Српски

Serbian

Молим вас покажите ми свој језик. Организоваћемо вам бесплатно тумача.

## සිංහල

Sinhalese

කරුණාකර ඔබගේ භාෂාව පෙන්වන්න. අපි ඔබ සඳහා අය කිරීමකින් තොරව, භාෂා පරිවර්තකයෙකු ලබා දෙන්නෙමු

## Slovenčina

Slovak

Ukážte prosím Vašu reč na zozname. Bezplatne sa Vám postaráme o tlmočníka.

## Slovensko

Slovenian

Prosimo da pokažete kateri je vaš jezik. Organizirali bomo brezplačnega tolmača.

## Español

Spanish

Indique por favor su idioma. Le conseguiremos un intérprete sin coste.

## Kiswahili

Swahili

Tafadhali onyesha lugha yako kwa kidole. Tutakuandalia mkalimani wa kukusaidia bure (yaani bila malipo).

## Svenska

Swedish

Var god och peka på ditt språk. Vi kommer att kostnadsfritt arrangera en tolk.

## தமிழ்

Tamil

உங்கள் மொழியைக் குறிப்பிடவும். நாம் இலவசமாக உரையெய்ந்பாளரை ஒழுங்கு செய்வோம்.

## Tetun

Tetum

Halo favór hatudu ho ita-nia leman-fuan lingua ne'ebé ita ko'alia. Ami atu arranja ema ne'ebé ko'alia lingua Tetun atu mai ajuda. Ne'e mak gratis.

## ไทย

Thai

โปรดชี้ไปที่ภาษาของท่าน เราจะจัดหาลำให้ท่านโดยไม่มีค่า

## Faka-Tonga

Tongan

Kataki 'o tuhu ki he Lea Faka-Tonga. Te mau lava 'o 'omai ha fakatonulea pea 'e 'ikai totongi.

## Türkçe

Turkish

Lutfen kendi dilinizi belirtiniz. Sizin için ücretsiz bir tercüman temin edeceğiz.

## Українська

Ukrainian

Будь-ласка, вкажіть вашу мову. Ми безкоштовно організуємо послуги перекладача.

## اردو

Urdu

مہربانی کر کے اپنی زبان کی طرف اشارہ کیجیے۔ ہم آپ کے لیے ترجمان کا مفت انتظام کریں گے۔

## Tiếng Việt

Vietnamese

Hãy chỉ ngôn ngữ của quý vị. Chúng tôi sẽ sắp xếp một thông dịch viên miễn phí.

## Cymraeg

Welsh

Pwyntiwh at eich iaith chi. Byddwn yn trefnu cyfieithydd yn rhad ac am ddim.