

# **MAKING THE BEST USE OF INTERPRETERS**

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## Abstract

In this presentation the link between the ability to make the best use of interpreters and the assessor's cultural awareness and responsiveness is explored. This link is part and parcel of the communication process in assessment. In terms of cultural awareness and responsiveness, I will focus on the cultural and family values, norms and expectations within the client system.

I propose that the interactions between the client and interpreter and assessor take place within a social context in which themes such as relationships and status, roles, traditional vs Western ways of managing health are played out. This social context forms the background of the cultural exchange in assessment. Information gathering and client goal setting on the part of the assessor to come up with an agreed support plan forms the foreground.



# INTRODUCTION

A brief background of who I am



**HOW IMPORTANT IS THE ROLE OF AN INTERPRETER  
TO ENSURE PEOPLE FEEL COMFORTABLE WITH THE  
NASC PROCESS?**



Some points to consider for cultural responsiveness to make the most of using interpreters; I will expand on these points with the rest of my slides.

- The client's mother tongue
- Building rapport with your client prior to engaging an interpreter
- Cultural sensitivity
- Cultural norms around homecare vs residential care
- Daycare or respite care for carer stress management
- Using a professional interpreter vs a family member and/or caregiver as interpreter
- Extent of client's dependency on the interpreter to represent him/her for linguistic purposes in the assessment
- The relationship between client and interpreter, importance of the approach
- Gender factors affecting communication and/or assigned to carry out practical support tasks
- Any reported family dynamics
- EPOA



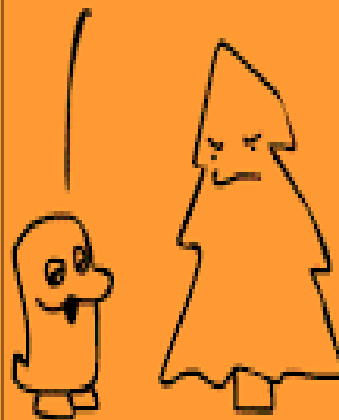


WHAT KIND OF TREE  
ARE YOU, MAGIC TREE?

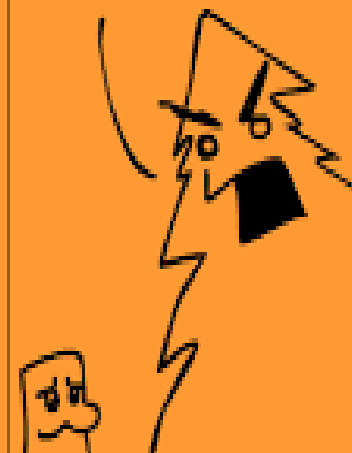


UM...  
MAGIC?

NO... I MEAN LIKE...  
PINE? SPRUCE? FIR?



CULTURAL  
SENSITIVITY!!

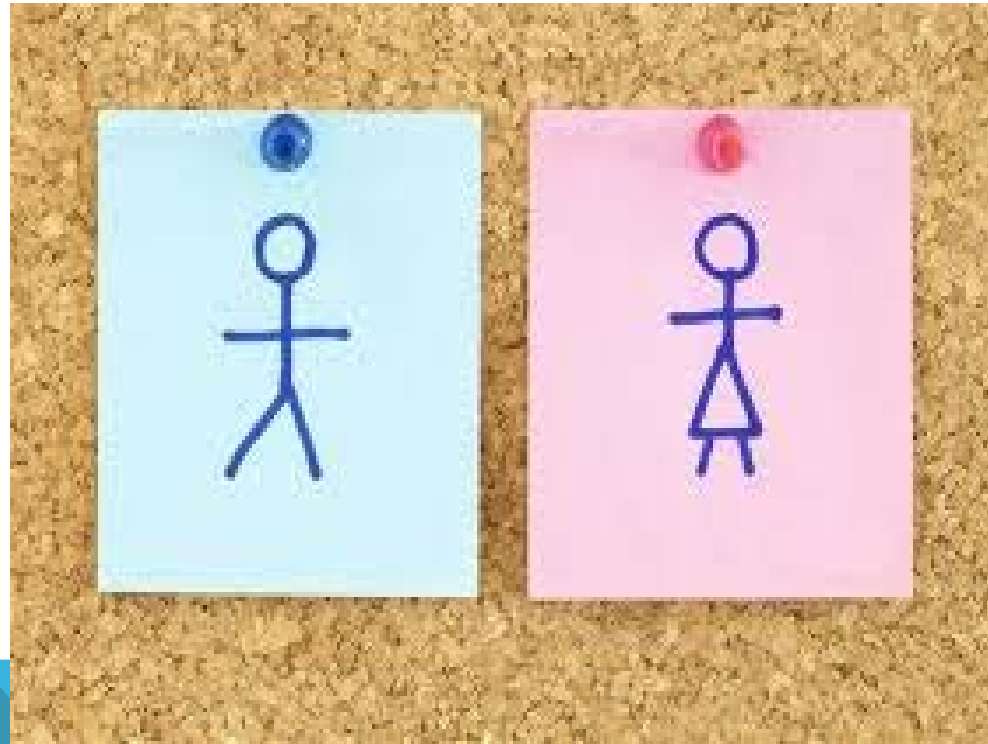


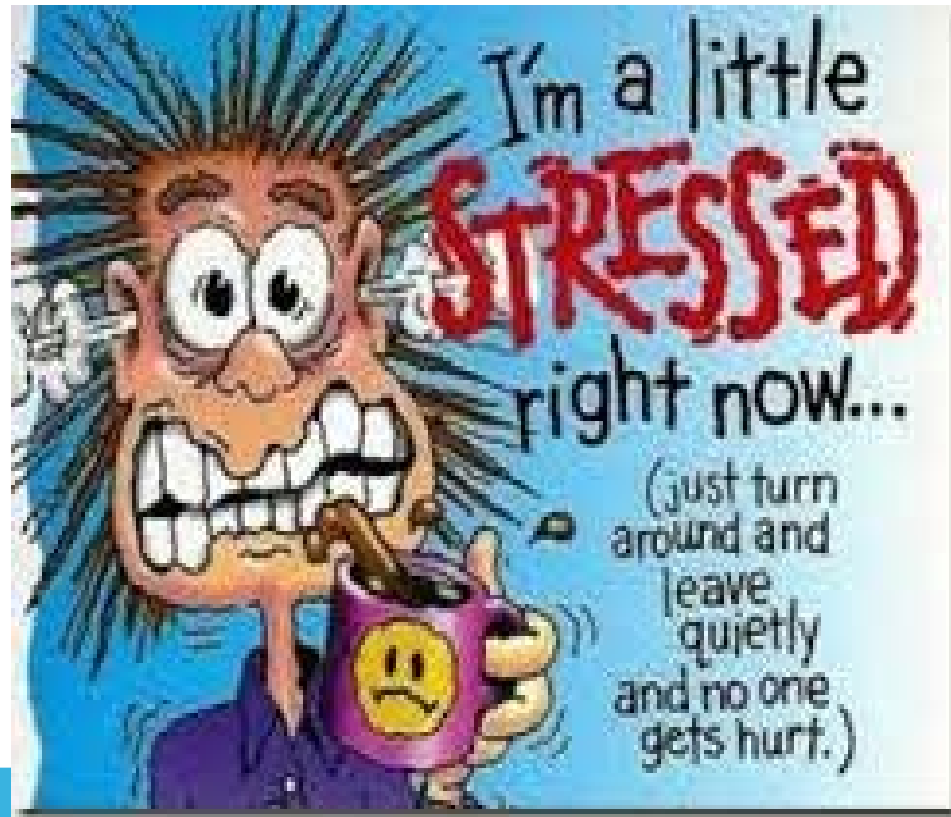






*Trust Me, I'm An*  
**INTERPRETER**





**POWER OF ATTORNEY**

I give power of attorney  
over all my property to that very nice  
attorney-fella, Lloyd Duhaime.

Wed. January 14, 2009

Yotto R. Ichigou

Witnessed by

Notso R. Ichiguy



## SO TO WRAP UP

**Referrals-....**I think you all know how to make contact with professional interpreters however if you are looking for health professionals to interpret for you in the Pacific languages I would recommend that you contact your local Pacific Service Providers to see if they can help out. Your clients may already have support/advocacy from those providers and therefore they will only be a telephone call away.

As a health professional its your decision whether you use a trained or an untrained interpreter. This is the benefit of that first visit where you built your rapport with the client, you would have a good idea on whether the client and primary caregiver requires a professional interpreter or whether the family member can the job.

I hope I have been able to give you some ideas from a social work and cultural perspective on **how to best use interpreters** to ensure client and family are comfortable with the NASC process.

THANK YOU