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BETTER SYSTEM, BETTER HEALTH

Allied Health Professionals Interpreting Program

Supporting private AHPs to
communicate effectively
with non-English speaking
clients



www.ddwmpnh.com.au





How did the Program start?

How is the Program funded and managed within Darling Downs & West Moreton, Brisbane South and Brisbane North?

The Program enables registered AHPs to receive free access to:

- Immediate phone interpreting,
- Pre-booked phone interpreting
- On site interpreting

Benefits & Innovation



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- Raised the profile of interpreter use amongst all AHPs including Pharmacists
- Promote the reasons why health care providers should use professional interpreters
- Raised awareness of refugee health CD management, encouraging AHP to participate in refugee health care
- Provides professional support for the provider (from risk of litigation) to provide a high quality level of care
- Builds partnerships between PHNs and other key stakeholders
- Encourages discussions at local and state level
- Provides reporting data
- Raised awareness of refugee health issues within the funding organisation
- Links team members within an organisation

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Challenges



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- Monitoring monthly TIS invoices
- Understanding parameters of TIS service charges
- Lack of TIS interpreters in regional locations
- Keeping within budget
- Continuation of project
- Highlights the gaps when professional interpreter is not used
- Recruiting AHPs

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Recommendations



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- Acknowledge the challenges of using phone interpreting but understand the risks of not using a professional interpreter, or inappropriate use of family members to interpret
- Use other team members in your organisation to promote interpreter use
- Advocate for TIS to provide free access to AHPs nationwide
- Share learnings with one another: we are all working towards improving patient care



AHP Evaluation Survey Feedback



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*This is definitely an important program delivered by PHN. My clients are mostly refugees from this medical practice who have very limited English skills. It is not affordable for them to pay for the interpretation service privately. Being able to access this free service is great and **definitely would improve on clinical outcome and health status.***

*This is a very **valuable** service and **empowers** refugees and non-English speakers to be **proactive** and **access** healthcare that otherwise would not be available.*

*I feel the service is **excellent**. As a bulk-billing private practitioner I am unable to pay for this service and could not service CALD clients before - now I feel able to with **confidence**. It has helped me **extend** my service to some of the most **vulnerable** members of our community. I am so grateful.*

***Fantastic** program. Has enabled me to see clients that previously couldn't **access** my services.*



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Local Integrated
Primary Health Care

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