



Family interpreting increases the risk of inaccurate or incomplete clinical communication

# We all deserve to be understood

Ask for a NAATI-certified interpreter

**“I often request an interpreter because my mum would like to communicate directly, and the interpreter would interpret as if [the doctor] is saying it ... my mum worries that I only tell her the important things... She wants to hear exactly what is going on.”**

## Risks of relying on informal interpreters

- It may feel comfortable to ask a family member to interpret. However, this can increase the risk of:
- dangerous errors due to lack of terminology or by adding or removing information for emotional, cultural or personal reasons
  - telling their own version of events instead of accurately interpreting
  - your patient withholding relevant information for privacy reasons
  - stress and trauma for the family member.

Interpreters certified by NAATI are trained professionals who are bound by a code of ethics and uphold ethical standards including confidentiality, impartiality and accuracy.

**No person under the age of 18 should be asked to interpret.**

## Download practical resources from NAATI:

**Bilingual person vs interpreter: What's the difference?**



[naati.au/bilingualvsinterpreter](https://naati.au/bilingualvsinterpreter)

**How to work with an interpreter**



[naati.au/workwithinterpreter](https://naati.au/workwithinterpreter)

**Choosing the right professional for the job**



[naati.au/professional](https://naati.au/professional)



A connected community without language barriers