



Fluency in a language other than English does not equate to a person being able to interpret.

We all deserve to be understood

Ask for a NAATI-certified interpreter

Like any professional, interpreters require training, expertise and skill, beyond just “knowing the language”.

Health authorities, including NSW Health, emphasise that being fluent in another language does not mean someone can accurately interpret complex medical conversations. Engaging with untrained interpreters, including family or friends, can create serious risks for both patients and clinicians.

Guidance from the RACGP also highlights that informal interpreters cannot guarantee confidentiality, impartiality or accuracy. In contrast, engaging qualified interpreters improves communication and understanding, reduces errors, and supports better treatment adherence and health outcomes.

For safe, clear and effective healthcare communication ask for a NAATI-certified interpreter.

NAATI-certified translators and interpreters:



Have formal training and proven language proficiency



Ethical & intercultural competence



Actively maintain their skills and language through work practice and professional development



naati.au/verify



A connected community without language barriers