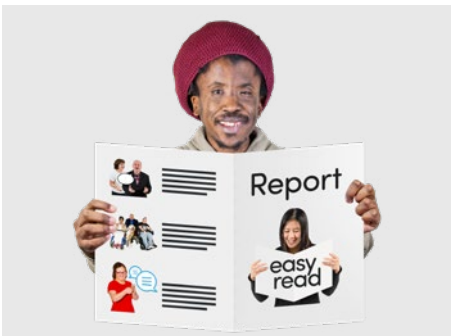




Report on Auslan interpreters in primary care

About this information



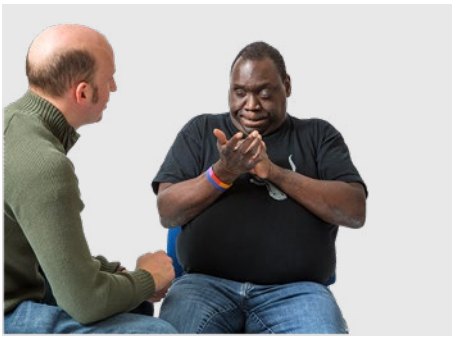
This information is about a report on when people use **Auslan interpreters** in **primary care**.



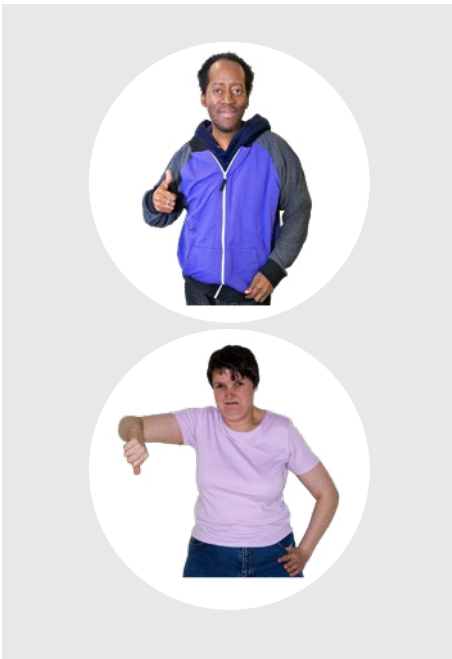
Auslan is the language deaf or hard of hearing people use to communicate.



An **Auslan interpreter** uses Auslan to support someone to communicate with another person.



The Department of Health and Aged Care wanted to see what it is like to get Auslan interpreter in primary care.



They wanted to find out what makes getting an Auslan interpreter in primary care

- Easy

- Hard.



The Department of Health and Aged Care asked **Australian Healthcare Associates** to write a report.



Australian Healthcare Associates is an organisation that work with the Government to make health care better.

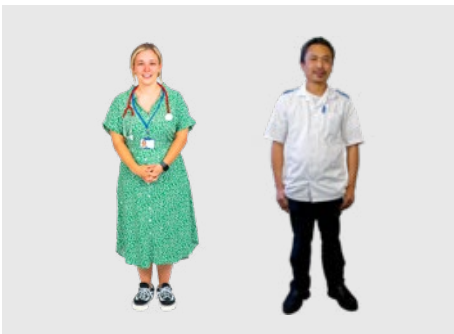
What is primary care



Primary care is the first place we go when we need health care.



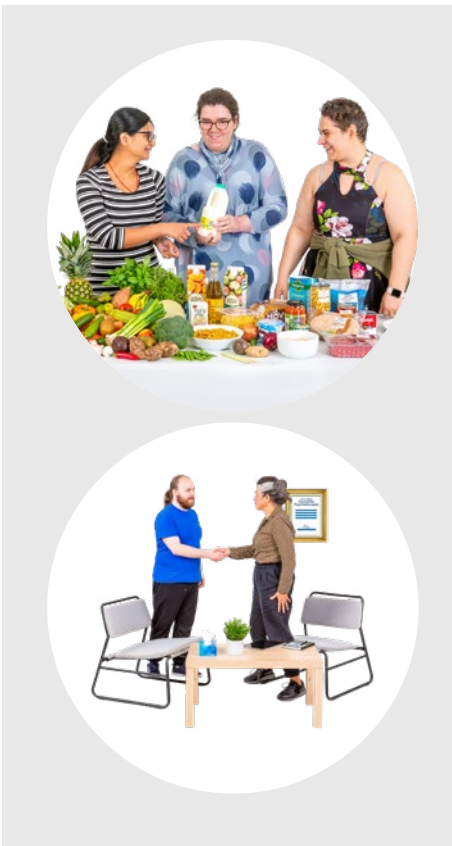
The first person we see when we get health care is called a **primary care worker**.



Primary care workers might be a GP or a nurse.



Or it might be an **allied health worker**.



Allied health workers support people with different things like

- How to eat healthy food
- Talk about feelings.

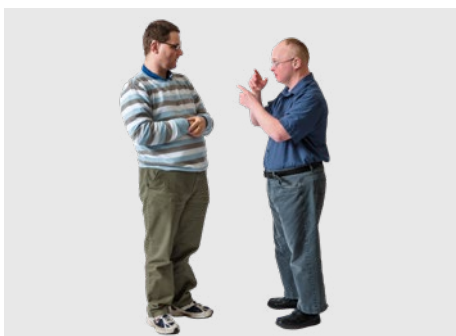
What we know already



The report looked at the things we already know.



We know that people who use Auslan have the right to an interpreter when they need one.



We know it is very important for people to get an Auslan interpreter when they need one.



Deaf or hard of hearing people need an Auslan interpreter when they are talking to primary care workers.



There can be big problems if the person and primary care worker do not understand each other.



It might mean that the person can not

- Tell the worker if they feel sick
- Give the worker information
- Get the primary health care they need.

What the report found out



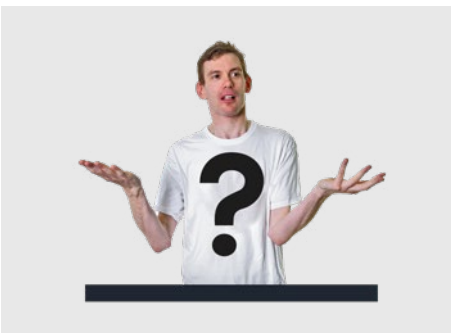
The report found out there are some reasons why Auslan interpreters are not being used.



We will list the reasons next.



1. Primary care workers do not know enough about what Deaf people need.



2. Primary care workers do not know enough about how to find and work with an interpreter.



3. There are not enough Auslan interpreters for people to use.



4. It can cost a lot of money to use an Auslan interpreter.



5. People who use Auslan do not always know about their rights.

Ideas to make things better



The report has some ideas about how to make using Auslan interpreters in primary care better.



We will list those ideas next.



1. Primary care workers should get information to help them learn about what the Deaf community needs.



2. Primary care workers should be trained to work with Auslan interpreters.



3. More people should be supported to be Auslan interpreters.

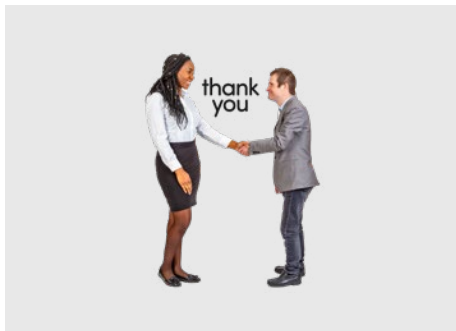


4. Governments should make it free to get Auslan interpreters.



5. People who use Auslan should get better information about their rights in health care.

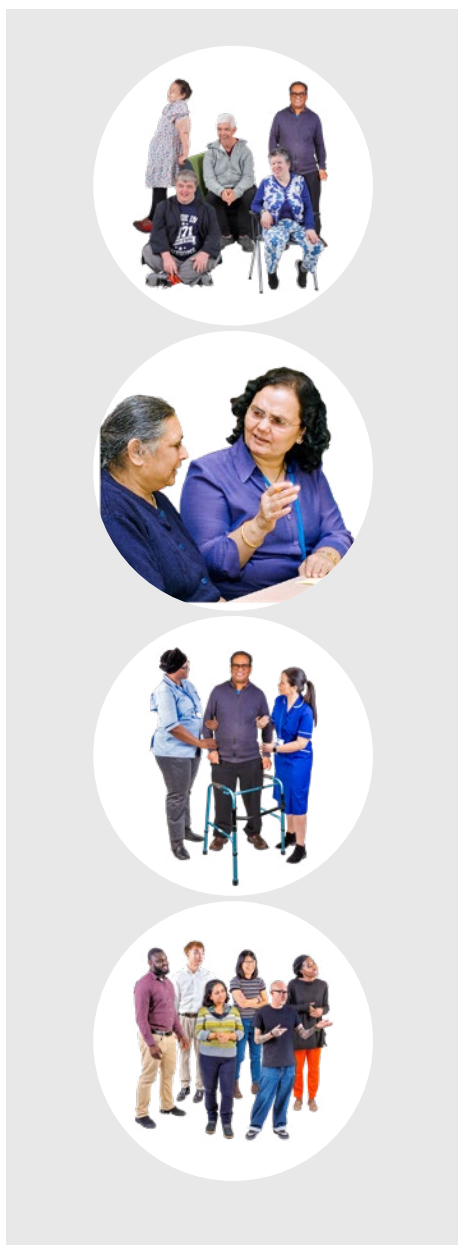
Thank you



We would like to thank people who helped with the report.

They are

- People who use Auslan
- Auslan interpreters
- Primary care workers
- Many others who helped with ideas for this report.

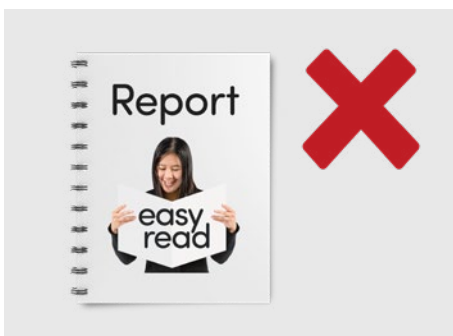


More information



You can look at the full report on the Department of Health and Aged Care website.

You can go to the website at www.health.gov.au



The report is not in Easy Read.



You can ask for support to read it.

Council for Intellectual Disability made this document Easy Read. **CID** for short.

You need to ask CID if you want to use any pictures in this document.

You can contact CID at business@cid.org.au.