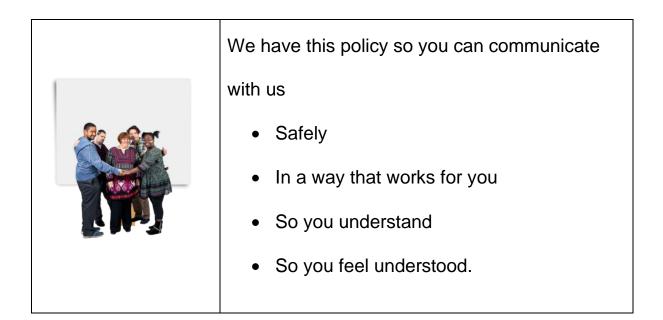
Getting health information in your language	
NSW	NSW Health wrote this information.
We	When you see the word we it means NSW Health.
easy read	We wrote this guide in Easy Read. We use pictures to explain some ideas.
	You can ask for help to read this guide. This might be a Family member Friend Support worker.

Your rights in health services	
	You have a right to be understood when you get health care.
	You also have the right to understand health information the same way as everyone else.
Policy	We have a policy to make sure NSW Health staff know about your rights. The policy says what the rules are for us when
	we communicate with you.



Getting support to communicate	
Не	alth care interpreters
	When you get NSW Health services you have the right to have support from an interpreter .
Polski Cymraeg बारना निभि الصومالية	An interpreter is someone who can put words from one language to another.
	An interpreter is also someone who can put words into a language like Australian Sign Language. Auslan for short.
	Auslan is a language that people from the deaf community use to communicate and understand information.

	We will get you an interpreter if
English	 English is not your first language
	 You are deaf
	 You are Deafblind.

	Health care interpreters
	Are free
CONFIDENTIAL	 Keep your information private
	 Give the right information
	 Do not let their personal views change the service they provide
	 Are professionally trained like a doctor or nurse

What can you get support with	
	Interpreters can support you understand
	 What happens when you come to hospital
Hospi	 What happens when you leave hospital
	• Treatment
	Medication
Consent 5 Yourname	 Consent. Consent is when you say it is ok for someone to do something.

How you get an interpreter	
	We will book the interpreter for you if you need one.
	It is your right to ask for an interpreter if we do not offer you one.
	We can get you an interpreter any time of the day or night.

A health care interpreter can help you
 In person
 Over the phone
Over video.
You have the right to say no to have an interpreter.

Whei	When you can use an interpreter	
	We will talk to you with an interpreter every time we talk about your health.	
	The only time we may not use an interpreter is if it is an emergency.	
	Your family and friends do not count as an interpreter.	
	This is because our interpreters know how to talk to you about complex things.	

	It is important for you to understand about the complex things.
	This so you can make the right choice for your health.
	It is still okay for family and friends to support you with some communication.
Needs $1 \bigcirc 6 \bigcirc$ $2 \bigcirc 7 \bigcirc$ $3 \bigcirc 8 \bigcirc$ $4 \bigcirc 9 \bigcirc$ $5 \bigcirc 10 \bigcirc$	This might be if you have some more needs like behaviours of concern.

Help to understand written information	
Health care translators	
	You can get support from a translator to understand written health information.
	A translator is someone who can explain written words from one language to another.
English	You might need a translator if English is not your first language.
	A translator can help write things in your language.

	They might translate things like
1 2 3	 Instructions for taking medication
	 Instructions for looking after yourself outside of hospital
	 Letters from a doctor
C Junon	• Forms.

We will ask a translator to help you.
It is your right to ask for a translator if we do not offer you one.

