

## INTERPRETER SERVICES

### POLICY STATEMENT

Every individual has the legal right to an interpreter when dealing with Bay of Plenty District Health Board (BOPDHB) health service providers.

Maori individuals and their whanau have the right to access Te Reo Māori to support their clinical and cultural safety and quality of care as per the Maori Language Act 1987.

### PURPOSE

- To assist BOPDHB staff to determine the need for and access interpreters for patients / clients.
- To facilitate clear communication between patients who are unable to understand and / or do not wish to converse in English, including patients who are deaf, and the staff of BOPDHB.
- To enable BOPDHB to provide safe patient care inclusive of cultural requirements that is patient / whanau centred.

### EXCLUSIONS

There are no exclusions

### REFERENCES

- [Interpreting in New Zealand: Let's keep talking – Guidelines for Agencies using Interpreters](#)
- [New Zealand Society of Translators and Interpreters Code of Ethics and Code of Conduct](#)
- Code of Health and Disability Services Consumers Rights
- BOPDHB CARE values
- Health and Disability Services Act 1993
- Human Rights Act 1993
- Privacy Act 1993
- Health & Disability Services Standards NZS 8134:2008

### ASSOCIATED DOCUMENTS

- Bay of Plenty District Health Board policy 1.5.1 protocol 1 Interpreters – Guidelines for Use
- Bay of Plenty District Health Board Form FM.I9.1 Interpreter Service Record
- Bay of Plenty District Health Board Language Line Introduction Pack
- Bay of Plenty District Health Board How to Use Language Line

Manual Name: Clinical Policy	Page 1 of 1	NOTE: The electronic version of this document is the most current. Any printed copy cannot be assumed to be the current version.
Section Name: The Patient / Client	Version No: 7	
Policy Steward: Medical Director	Authorised by: Chief Executive Officer	