

Information for injured people about medical assessments with an interpreter

This information sheet will help you understand what will happen when you have an interpreter present at a medical assessment.

The interpreter's role is to clearly and accurately translate what is said between you and the Medical Assessor at the medical assessment. The interpreter must:

- keep the message the same
- not give opinions
- always adhere to the interpreting code of ethics which requires impartial, confidential and accurate interpreting.

We will arrange and cover the costs for an approved interpreter to attend your medical assessment. You cannot use a member of your family or a friend as your interpreter.

The assessment

- You will be introduced to the interpreter and their role will be explained to you.
- The interpreter should be seated near you and the Medical Assessor so the interpreter can see everyone's faces.
- During the assessment, you may need to pause regularly to allow for the interpretation.
- You should look at and speak to the Assessor, not to the interpreter.
- Only one person should speak at a time.

What happens if a physical examination is required

If you are having physical injuries assessed, the Medical Assessor may need to physically examine you. Depending on your injuries you may be asked to remove or loosen clothing to allow the examination to be done. In some instances the Medical Assessor may ask to take a photograph, for example if you have any scarring.

The interpreter is to remain present for the physical examination, however for your privacy, you will not be visible to the interpreter if you are required to remove or loosen clothing.

To contact us

Medical Assessment Service
Level 19, 1 Oxford Street, Darlinghurst NSW 2010
Phone: 1300 137 131

We are open from 8.30 am to 5 pm Monday to Friday (except public holidays).

For more information, please refer to the information sheet *What to expect at a Medical Assessment Service medical appointment* available on the SIRA website, www.sira.nsw.gov.au.