

# Information for interpreters about medical and legal assessments

This information sheet will help you understand what to do when there is an interpreter present at an assessment conference.

The Motor Accidents Dispute Resolution Services is a division of the State Insurance Regulatory Authority, delivering the services of the Medical Assessment Service (MAS) and the Claims Assessment and Resolution Service (CARS).

This information sheet will help you understand your role when interpreting for MAS and CARS.

As interpreter, your role is to clearly and accurately translate what is said between the injured person and those present at a medical appointment or a claims assessment conference. It is important that you:

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

## Who are Medical Assessment Service and Claims Assessment and Resolution Service

The MAS resolves certain medical disputes, and CARS assesses claims and resolves disputes that arise in connection with claims made under the NSW Motor Accidents Compulsory Third Party (CTP) scheme. Our objective is to provide independent, fair, timely and cost effective dispute resolution services to people injured in motor accidents and the CTP Green Slip insurers against which they make a claim.

## What is a Medical Assessment Service medical assessment?

A MAS medical assessment is a determination by an independent Medical Assessor of a medical dispute between an injured person and an insurer about a motor accident claim. It may involve a medical examination of the injured person.

## What is a Claims Assessment and Resolution Service assessment conference?

A CARS assessment is a determination by a Claims Assessor of a dispute about a claim or liability for a claim and the amount of damages payable. It may include a face to face assessment conference involving the Claims Assessor, the claimant, the insurer and their legal representatives, where a claim or the dispute in connection with a claim is discussed and evidence taken and considered.

## Before the assessment

- Introduce yourself to the Assessor and show your NAATI accreditation or other identification. These details will be recorded by the Assessor.
- Confirm that you do not have a conflict of interest with anyone related to the current matter, for example you are not a family member. If you do have a conflict of interest, you must advise the Assessor immediately.
- The Assessor may explain any technical words and concepts before the assessment begins. They may also show you pictures, documents or objects that will be shown to the injured person or referred to in the assessment.

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- The Assessor will advise how you may seek clarification during the assessment, for yourself or from the injured person or any other party.
  - The Assessor may ask whether you have any questions, issues or concerns.

## During the assessment

- You will be introduced to the injured person and allowed to briefly explain your role.
- Seat yourself where you can see everyone's faces.
- The Assessor will pause regularly to allow for the interpretation.
- You need to speak directly to the injured person. The injured person has been advised to speak directly to the Assessor.
- Avoid more than one person speaking at once.
- Translate exactly what the injured person says to the Assessor. Do not paraphrase or reword what the injured person says.

## What to do if a physical examination is required at a medical assessment

If the injured person is having physical injuries assessed at a MAS medical assessment, the Medical Assessor may need to physically examine the injured person. You are to remain present for the physical examination, however to protect the privacy of the injured person, you must not be visible to the injured person if they are required to loosen or remove clothing.

## What to do if you are running late

If you are running late, you or your agency must contact us to let us know exactly how late you will be. The assignment may need to be cancelled depending on the length of the delay.

If you need to cancel, you must request your agency contact us immediately.

## To contact us

Motor Accidents Dispute Resolution Services  
Level 19, 1 Oxford Street  
Darlinghurst NSW 2010

Telephone: **1300 137 131**

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