

# Information sheet

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**Study title:** Evaluation of the Free Interpreting Service for allied health professionals

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## Introduction

The Australian Government is testing a new service that gives people who don't speak much English access to free interpreters when they use private allied health services like psychologists, optometrists and physiotherapists. The government has asked Australian Healthcare Associates (AHA) to find out if free interpreters help people get health care more easily.

Because you have used the new interpreter service, and are over the age of 18, we want you to fill in a survey.

You can choose if you want to take part. You don't have to fill in the survey. Even if you decide to, you can still change your mind at any time and withdraw from the survey.

## What will I have to do?

You will be asked to fill out a short survey that will ask:

- How satisfied were you with the interpreter service?
- Did having an interpreter help you understand your health and treatment better?
- How satisfied were you with the quality of interpreting?
- What would you have done if the service hadn't been available?
- How could the service have been better?

To make the survey easy to fill out, you will be able to choose your responses from a list. You can also answer how you like; you don't have to choose any of the answers in the list and can skip questions if you like.

The survey will take about 15 minutes. You can choose how you want to do the survey:

- **Online:** You can do the survey on your computer or phone using: [Free interpreting service evaluation](#).

- . The online survey is in English and other common languages. If your language isn't available, you can do the survey on the phone with a free interpreter.
- **On the phone:** You can do the survey over the phone with a free interpreter. Call 03 8632 9503 to arrange a time.
- **In writing:** You can do the survey in writing in any language. If you want a paper survey, email [FIS.evaluation@ahaconsulting.com.au](mailto:FIS.evaluation@ahaconsulting.com.au). We will send it to you with a reply-paid envelope.

If none of the options above work for you, email [FIS.evaluation@ahaconsulting.com.au](mailto:FIS.evaluation@ahaconsulting.com.au). We will try to find another way for you to take part.

## **Will I be paid?**

We will offer you a \$30 gift card to thank you for your time.

To receive the gift card, you will need to share your name and email address at the end of the survey. You can still do the survey without sharing these details, but we won't be able to send you the gift card.

## **What are the possible benefits?**

The government wants to use your feedback to make it easier for people to use interpreters when they need health care.

## **What are the possible risks?**

We don't expect any major risks if you participate.

## **Do I have to do the survey?**

It is your choice if you want to do the survey. It won't affect your relationship with allied health professionals or interpreters.

You can stop at any time, even after starting. If you want your responses deleted, just email [FIS.evaluation@ahaconsulting.com.au](mailto:FIS.evaluation@ahaconsulting.com.au). But if you didn't share your contact details, we won't be able to identify your responses, so we can't delete them.

## **What will happen to information I provide?**

Whatever you say will be private. It won't be shared with others unless you give permission or it has to be shared because of the law.

If an interpreter helps during your interview, they must follow an official code of ethics. This means they have to keep anything you say private. After the survey, they won't have access to your information.

We will survey around 60 people who have used the free interpreting service. When we write a report for the government, we will make sure that nobody can be identified. We will keep your survey responses for 5 years after the project ends. Then we will delete them.

## **Will I hear about the results of this study?**

We will give our report to the Department of Health, Disability and Ageing in November 2025. The department may publish the report.

## **Who is funding this study?**

This study is funded by the Australian Government Department of Health, Disability and Ageing.

## **Where can I get more information?**

You can contact us on:

Call 03 8632 9503

[FIS.evaluation@ahaconsulting.com.au](mailto:FIS.evaluation@ahaconsulting.com.au)

Or ask someone you trust to contact us on your behalf.

## **Who has reviewed this study?**

The Bellberry Human Research Ethics Committee has reviewed and approved this study in accordance with the National Statement on Ethical Conduct in Human Research (2023). This Statement has been developed to protect the interests of people who agree to participate in human research studies.

Should you wish to discuss the study or view a copy of the Complaint procedure with someone not directly involved, particularly in relation to matters concerning policies, information or complaints about the conduct of the study or your rights as a participant, you may contact the Operations Manager, Bellberry Limited on 08 8361 3222.

## **Consent**

By completing the survey, you show that you understand the information provided, are happy to take part, and agree to us using your survey responses in our report.