

Evaluation of the Free Interpreter Service for allied health professionals program

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 are asking you to fill in a survey.

The information sheet and survey are available online in the following languages:

- Arabic
- Burmese
- Dari
- Karenni
- Kurdish (Kurmanji)
- Persian (Farsi)
- (S'Gaw) Karen
- Somali
- Turkish
- Vietnamese

You can also do the survey over the phone with a free interpreter or request a copy in writing.

It will take about 15 minutes. AHA will offer you a gift card as a thank you for your time.

For more information or to get started, either:

- Visit: [Free interpreting service evaluation](#).
- Contact AHA on 61 3 8632 9503 or at FIS.evaluation@ahaconsulting.com.au. You can ask them to take you through their questions over the phone (with an interpreter if you need one), or to send you translated written information with a copy of their questions and a reply-paid envelope.

If you would like to take part, you can do so any time before 31 October 2025.