

4.1

Do you speak a language other than English?

Would you like to access an interpreter to assist you with communicating with service providers?

It is your right to have an interpreter if you do not understand what a health or disability service provider is telling you.

To access an interpreter:

- Call the service that you want to talk to
- Tell them that you need an interpreter
- Tell them what language you speak
- Leave your name and telephone number

The service will call you back when an interpreter has been contacted. This may take some time so if you have an appointment that you need an interpreter to attend you need to give them some notice.

Interpreters can also be accessed by you by calling 131 450 and specifying the language that you require. This is the cost of a local call from your home phone and charged mobile rates if calling from your mobile phone. There is a cost for this service, which is from \$21 per 15 minutes.

<http://www.cmag.org.au>

Would you like to meet and talk with people from your own cultural background?

There are a number of places you can go that will be able to assist you with culturally appropriate support and services:

Migrant Resource Centres:

251 High St Preston	9496 0200
13 Munro St Coburg	9384 7900
187-189 High Street Thomastown	9463 7800
78-82 Second Ave Altona	9391 3355
45 Main Road, St Albans	9367 6044

Action on Disability within Ethnic Communities (ADEC)

175 Plenty Rd Preston 9480 1666

Do you need health related information in your own language?

Contact the Migrant Resource Centre in your area. The MRC has medical information translated into a number of languages

Do you need information about disability services?

To get information on disability services in your area contact:

• Local Council

You may like to read information sheet 4.7 of this kit 'How do I contact my local council?'

- **Action on Disability within Ethnic Communities (ADEC)** on 94801666

If you are able to access the Internet (if not at home then try a friend, library or neighbourhood house) visit www.healthtranslations.vic.gov.au

Here you will find all sorts of health related information translated into over 45 languages other than English.

If you do not have access to the internet, your local GP or doctor will be able to arrange interpreters in your language to help assist you with accessing the information you need.