

# FREQUENTLY ASKED QUESTIONS

---

## Access and Equity

**1** My patient speaks another language other than English, are there additional supports to assist?

Yes, the ReturnToWorkSA website has translation into 26 languages. On the initial conversation between the injured worker and the claims agent, the need for interpreting/ translation services are established. However, if the requirement for interpreting services are not flagged at this time, they can be requested by the injured worker, employer, medical practitioner, allied health provider and claims agent at any time through the life of the claim. Once it is established that translation/ interpreting services are required, all written correspondence will also be translated and provided to the injured worker in their preferred language.

**2** I believe my patient requires interpreting services, how do I communicate this to the claims agent?

If you identify that your patient would benefit from interpreting services, the best way to let the claims agent know is to write this on their Work Capacity Certificate.

**3** My patient brings a family member to medical appointments to assist with translating, is this ok?

While it may be the preference for some injured workers to utilise their family members to assist with translation at some medical appointments, for Independent Medical Examinations and Medical Case Conferences professional translating services are required and will be arranged by the claims agent. Interpreting services can be provided on site face to face or via telephone.

**4** Who pays for translation and interpreting services?

The translation and interpreting services are at no cost to the injured worker and billed directly to the claims agent. Should the claim not be accepted for whatever reason, these services will remain part of a claims cost and not recovered from the injured worker.

**5** What other assistance is available for my patients?

The National Relay Service can also be utilised for patients that are deaf or have hearing and/ or speech impairments.

If your patient requires additional information from our website in Braille, audio, e-text or large print they can contact ReturnToWorkSA on 131855 for these services.