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**Interpreting services in Victoria's health system:  
Perspectives from the Culturally and Linguistically Diverse Consumers Research Project**

This paper will present the findings of a qualitative study eliciting from people of culturally and linguistically diverse backgrounds (CALD) their experiences and perspectives of using language services in Victoria's health system. Eighty-six people from the Italian, Vietnamese, Iraqi and South Sudanese communities were interviewed by bilingual co-researchers in a focus group setting.

The vast majority of discussion, review and evaluation in the field of language service provision in health have been conducted from a service provider (health and language service) perspective. CEH initiated this project in order to fill a perceived gap. The project's objectives were to analyse:

- How CALD communities access and use interpreter services in facilitating access to health services
- How CALD communities perceive the effectiveness of interpreter services provision within the health system
- What factors assist CALD communities to access interpreter services
- Whether there are differences between newly arrived communities experiences of using interpreter services in a health setting

The paper presents the findings of these interviews, including the use of participants' quotes, as well as a series of recommendations that respond to these findings.