

LIFELINE

DV-ALERT: INTERPRETER TRAINING VIDEO

SCENE 1: COMMUNITY HEALTH CENTRE (IN A ROOM)

INT - DAY

PRE-BRIEFING BETWEEN FRONTLINE WORKER AND INTERPRETER.

(INTERPRETER is seated and there
is an empty chair next to her.
FRONTLINE WORKER walks into
frame.)

FRONTLINE WORKER:

Hi, my name's Anna.

(Shakes hands with INTERPRETER
then sits down)

INTERPRETER:

Hi, it's good to meet you. I'm Leila.

FRONTLINE WORKER:

Thank you for coming in today.

Before we start, can I just check that
you're certified at professional
level? Can I take a look at your
interpreter ID card?

INTERPRETER:

No problem, here's my NAATI ID card.

(Hands NAATI ID card over to
FRONTLINE WORKER)

You'll see I'm certified at
professional level.

FRONTLINE WORKER:

Great, that all looks good.

(Hands card back to INTERPRETER)

2.

Thank you for coming in to work with me today. I'd like to tell you a bit about the client before we start. She's come in seeking health services that we're keen to provide. In addition to that, we've got some concerns about her safety that we're going to explore in the interview. This could require us to have a conversation that's far broader than just health services.

INTERPRETER:

Okay.

(Nods to show understanding)

FRONTLINE WORKER:

Of course, confidentiality will be of the utmost importance in this meeting. I'm sure you're familiar with the AUSIT Code of Ethics, and the confidentiality requirements of your role here today?

INTERPRETER:

Yes, of course. I understand and I'm committed to confidentiality and impartiality.

FRONTLINE WORKER:

Great.

(Pause)

So, there is the potential that the client will share some distressing information. Are you okay with that?
(INTERPRETER nods)

3.

OK. And, can we agree that if at any stage you need to stop, then just ask for a break? This will indicate to me that you need to stop and that you need to speak with me in private. Is that ok?

INTERPRETER:

I should be okay. I'll ask for a break if at any stage I feel I can't continue.

FRONTLINE WORKER:

OK, good. I also need to advise you that if you recognise the client we might need to stop the interview from going ahead. Is that alright?

INTERPRETER:

Okay. I'll let you know if the client is known to me once we enter the room.

FRONTLINE WORKER:

OK, great. For this interview, I prefer that we use the consecutive mode of interpreting. Are you happy with this?

INTERPRETER:

Yes, no problem.

FRONTLINE WORKER:

Okay. So, at the start of the interview I'll explain to the client that you'll be interpreting everything each of us says, without omission.

4.

It's important that you interpret as closely as possible what the client's saying, even if it doesn't make sense. Silences, hesitations and disjointed ideas will all be important to communicate to me. If at any point you need clarification from me or need further explanation of something, please feel free to stop me. Is this all OK?

INTERPRETER:

(Nods in understanding)

Yes, that's all OK.

FRONTLINE WORKER:

Do you have any questions or concerns before we go in?

INTERPRETER:

No, I think we can go ahead. If any concerns come up in the discussion I'll raise them with you in the debrief.

(FRONTLINE WORKER nods. FADE OUT)

5.

SCENE 2: COMMUNITY HEALTH CENTRE (WAITING ROOM)

INT - DAY

ASHA IS SEATED IN A CHAIR, WAITING.

(FRONTLINE WORKER walks into frame
with INTERPRETER. ASHA stands up
once they enter.)

FRONTLINE WORKER:

Hello Asha.

INTERPRETER:

(Interprets from Arabic to English
in the first person, to ASHA)

ASHA:

(In English. ASHA appears a little
frightened)

Hello.

(ASHA stands up and the FRONTLINE WORKER shakes hands
with ASHA.)

FRONTLINE WORKER:

(Appears quite warm and inviting)

I'm Anna. I'll be helping you here at
the clinic today. If you'd like to
come with me I've just got a room
waiting for us over here.

(INTERPRETER interprets from
English to Arabic. ASHA nods.

FRONTLINE WORKER gestures to another room that is out of frame. ASHA stands up from the chair and follows ASHA and they walk out of frame)

6.

SCENE 3: COMMUNITY HEALTH CENTRE (IN A DIFFERENT ROOM)
FRONTLINE WORKER, INTERPRETER AND ASHA ARE SEATED IN CHAIRS

IN A TRIANGULAR CONFIGURATION. INTERPRETER IS EQUIDISTANT TO FRONTLINE WORKER AND ASHA.

(As FRONTLINE WORKER speaks, she maintains eye contact with ASHA, even while the INTERPRETER is interpreting. ASHA only speaks in Arabic.)

FRONTLINE WORKER:

Thank you for coming to meet with me today. My job here is to work with you to see what services we have that might be useful to you.

INTERPRETER:

(Interprets from English to Arabic)

FRONTLINE WORKER:

This is Leila who will be interpreting for us today. Are you happy to proceed?

INTERPRETER:

(Interprets from English to Arabic)

ASHA:

(In Arabic)

Yes, thank you.

INTERPRETER:

(Interprets from Arabic to English in the first person)

FRONTLINE WORKER:

Thank you for filling out all the information before coming in today. That really helps. I'd just like to let you know that we keep all the information that you've given us, confidential.

INTERPRETER:

(Interprets English to Arabic)

7.

FRONTLINE WORKER:

Everything is secure and stored here very safely. And I just want to let you know that anything you share here today is confidential, and what that means is that everything that's said here today will be interpreted for you and for me.

INTERPRETER:

(Interprets from English to Arabic)

FRONLINE WORKER:

The only thing I can't keep confidential is if you tell me that you're going to harm yourself or somebody else, you know, then I really would like to try and help you, so I would have to talk to my supervisor or someone else. Is that ok?

INTERPRETER:

(Interprets from English to Arabic)

ASHA:

(ASHA nods in understanding.

Replies in Arabic.)

Yes.

INTERPRETER:

(Interprets from Arabic to English)

FRONTLINE WORKER:

That's great. Well, we'll start off by just having a look at some of the information here.

INTERPRETER:

(INTERPRETER interprets from English to Arabic for ASHA.)

(FRONTLINE WORKER looks down at paperwork)

FRONTLINE WORKER:

I'm aware that you're married? Is it OK if I ask about this?

8.

INTERPRETER:

(Interprets from English to Arabic for ASHA.)

ASHA:

(In Arabic)

Yes, um... I'm married. I can see you're married too. Is that your ring?

INTERPRETER:

(Interprets from Arabic to English)

FRONTLINE WORKER:

Yes. I'm married as well. 8 years so far.

INTERPRETER:

(Interprets from English to Arabic for ASHA.)

(INTERPRETER, FRONTLINE WORKER and ASHA smile softly. Pause)

FRONTLINE WORKER:

So, Asha, what's your husband's name?

INTERPRETER:

(Interprets from English to Arabic for ASHA.)

ASHA:

(In Arabic)

Um, my husband's name is Nadim.

INTERPRETER:

(Interprets from Arabic to English)

FRONTLINE WORKER:

And did Nadim bring you here to the clinic today?

9.

INTERPRETER:

(Interprets from English to Arabic for ASHA.)

ASHA:

No, he... um... he's at work.

INTERPRETER:

(Interprets from Arabic to English)

FRONTLINE WORKER:

Ok, good. And so how long have you been married?

INTERPRETER:

(Interprets from English to Arabic
for ASHA.)

ASHA:
(In Arabic)
About 13 years.

INTERPRETER:
(Interprets from Arabic to
English.)

FRONTLINE WORKER:
Wow! That's a long time.

INTERPRETER:
(Interprets from English to
Arabic.)

ASHA:
(Nods. Responds in Arabic.)
Yes.

INTERPRETER:
(Interprets from Arabic to English)

FRONTLINE WORKER:
Yes.

10.
INTERPRETER:
(Interprets from English to Arabic)

(FRONTLINE WORKER Looks down at
paperwork)

FRONTLINE WORKER
And I can see here you have children?

INTERPRETER:
(Interprets from English to Arabic)

ASHA:

(In Arabic)

Yes. I've got a daughter who's 12 and
a son who's 10.

INTERPRETER:

(Interprets from Arabic to English)

FRONTLINE WORKER:

Ah wow... you must be busy!

INTERPRETER:

(Interprets from English to Arabic)

ASHA:

(In Arabic)

Yes, always busy.

(Smiles)

INTERPRETER:

(Interprets from Arabic to English)

FRONTLINE WORKER:

Well, thank you for coming in today.
It's good that you're taking the time
to look after your health and to get
some more information.

INTERPRETER:

(Interprets from English to Arabic)

11.

FRONTLINE WORKER:

So, there's just a few things here
that I'd like to go through with you
before we have the Doctor come in.

INTERPRETER:

(Interprets from English to Arabic)

Asha nods.

FRONTLINE WORKER:

I'd really like to ask you now, well,
for starters, are you on any time
limits? The appointment will usually
go for an hour and I always just
double check that that's ok.

INTERPRETER:

(Interprets from English to Arabic)

ASHA:

(In Arabic)

Um, well I do have to get home. Nadim
gets a bit angry if I'm gone for too
long.

INTERPRETER:

(Interprets from Arabic to English)

FRONTLINE WORKER:

Ok....

INTERPRETER:

(Interprets from English to Arabic)

ASHA:

(In Arabic)

Is there any way to make the
appointment shorter?

INTERPRETER:

(Interprets from Arabic to English)

12.

FRONTLINE WORKER:

Well, we can certainly try to get
through some of the information a bit

quicker and maybe book in another appointment if we can't get through it all today. Is it okay to ask you a few questions now though, Asha?

INTERPRETER:
(Interprets from English to Arabic)

ASHA:
(In Arabic)
Yes.

INTERPRETER:
(Interprets from Arabic to English)

FRONTLINE WORKER:
Can I just ask, is one of the reasons you came in today... I can see behind your hair there you have quite a large injury. Are you feeling ok?

INTERPRETER:
(Interprets from English to Arabic)

ASHA:
(Looks embarrassed. In Arabic)
Um, it hurts.

INTERPRETER:
(Interprets from Arabic to English)

FRONTLINE WORKER:
Ah ok, I can understand that. Can I just ask though, how did you get that injury? Did something happen at home?

13.

INTERPRETER:

(Interprets from English to Arabic)

ASHA:

(In Arabic)

When Nadim gets angry, he gets angry.

(ASHA rubs her arm and looks down,
embarrassed)

INTERPRETER:

(Interprets from Arabic to English)

FRONTLINE WORKER:

OK. So, I'm just going to ask a few
questions and if you feel
uncomfortable, I understand and you
don't have to answer. And again, this
is just before the doctor gets here so
they can have a proper look at that.

INTERPRETER:

(Interprets from English to Arabic)

FRONTLINE WORKER:

So, you've just mentioned that when
Nadim gets angry, he gets angry.
Can you tell me what happens when
Nadim gets angry?

INTERPRETER:

(Interprets from English to Arabic)

ASHA:

(In Arabic)

Um, he has bad days at work and
he comes home angry. I know he's had a
bad day when he starts yelling at me.
Threatens to hit me.

14.

INTERPRETER:

(Interprets from Arabic to English)

FRONTLINE WORKER:

That sounds like it would be a really hard situation to live in. Is it every time he comes home?

INTERPRETER:

(Interprets from English to Arabic)

ASHA:

(In Arabic)

Most times.

INTERPRETER:

(Interprets from Arabic to English)

FRONTLINE WORKER:

Most times. Yeah, ok. Would I be right in saying, and I can tell by the way you're sitting here now, do you feel scared of Nadim Asha?

INTERPRETER:

(Interprets from English to Arabic)

ASHA:

(In Arabic)

I do.

INTERPRETER:

(Interprets from Arabic to English)

FRONTLINE WORKER:

You do. Yeah.

INTERPRETER:

(Interprets from English to Arabic)

15.

ASHA:

(In Arabic)

Yes.

INTERPRETER:

(Interprets from Arabic to English)

FRONTLINE WORKER:

Yeah, ok. Can I ask about the kids?

What are their names?

INTERPRETER:

(Interprets from English to Arabic)

ASHA:

(In Arabic)

Nadia and Sami.

INTERPRETER:

(Interprets from Arabic to English)

FRONTLINE WORKER:

Ok. So, with Nadia and Sami, are they also being hit by Nadim?

INTERPRETER:

(Interprets from English to Arabic)

ASHA:

(In Arabic)

Um, he doesn't hit Nadia. He gets angry at Sami because he tries to protect me.

INTERPRETER:

(Interprets from Arabic to English)

FRONTLINE WORKER:

Yeah ok. So, has he been violent with

Sami as well?

INTERPRETER:
(Interprets from English to Arabic)

16.
ASHA:
(In Arabic)
Um.... Yes.

INTERPRETER:
(Interprets from Arabic to English)

FRONTLINE WORKER:
Yeah. Ok. So, it sounds like it's a
pretty scary situation for you all?

INTERPRETER:
(Interprets from English to Arabic)

ASHA:
(In Arabic)
Yes.

INTERPRETER:
(Interprets from Arabic to English)

FRONTLINE WORKER:
I am sorry this is happening to you
Asha, and one of the things I'd like
to share with you is that other women
experience abuse from their partners
as well. It's actually called domestic
violence. Have you heard of that
before Asha?

INTERPRETER:
(Interprets from English to Arabic)

ASHA:
(In Arabic)

No...

(ASHA Appears thoughtful)

No. What is... domestic ... violence?

INTERPRETER:

(Interprets from Arabic to English)

17.

FRONTLINE WORKER:

Domestic violence can take many forms.
It can be any behaviour that makes you
feel like someone has power and
control over you.

INTERPRETER:

(Interprets from English to Arabic)

FRONTLINE WORKER:

It can be physical. It looks to me,
and sounds to me, like that's what
you're experiencing. It can be
psychological or emotional where I
think the example you gave me when
Sami, it sounds like Sami is
experiencing that too.

INTERPRETER:

(Interprets from English to Arabic)

FRONTLINE WORKER:

It can come in a few different shapes
and forms, and certainly that's
something that I'd like to give you
some more information about. But for
now, I understand that you're on a
time limit, so I'd like to ask you, do
you feel safe to go home tonight Asha?

INTERPRETER:

(Interprets from English to Arabic)

ASHA:

(In Arabic)

I don't know... he... I don't know. I don't think so. He hurt me last night too.

INTERPRETER:

(Interprets from Arabic to English)

18.

FRONTLINE WORKER:

Ok. Has the violence been increasing?

INTERPRETER:

(Interprets from English to Arabic)

ASHA:

(In Arabic)

It has... he... um...

(Pause)

ASHA:

Last night, or the night before, I can't remember... he strangled me until I almost blacked out. I thought I was going to die.

INTERPRETER:

(Interprets from Arabic to English)

FRONTLINE WORKER:

Oh, my goodness, that must have been so scary.

INTERPRETER:

(Interprets from English to Arabic)

ASHA:
(In Arabic)
Yes. It was.

INTERPRETER:
(Interprets from Arabic to English)

FRONTLINE WORKER:
Yeah.

INTERPRETER:
(Interprets from English to Arabic)

19.
ASHA:
(In Arabic)
He just... he thinks I'm not
respecting him. I don't know what will
set him off anymore. It makes me feel
scared to go home tonight.

INTERPRETER:
(Interprets from Arabic to English)

FRONTLINE WORKER:
I can see why you'd be scared to go
home tonight because you don't
actually know whether he will be
violent or not.

INTERPRETER:
(Interprets from English to Arabic)

FRONTLINE WORKER:
But what I'm hearing from you is that
it is increasing. Is that right?

INTERPRETER:

(Interprets from English to Arabic)

ASHA:

(In Arabic)

Yes, it is.

INTERPRETER:

(Interprets from Arabic to English)

FRONTLINE WORKER:

Are the kids also feeling scared... of Nadim?

INTERPRETER:

(Interprets from English to Arabic)

ASHA:

(In Arabic)

Yes.

20.

INTERPRETER:

(Interprets from Arabic to English)

FRONTLINE WORKER:

OK.

INTERPRETER:

(Interprets from English to Arabic)

ASHA:

(In Arabic)

But... you know... he's their father.

INTERPRETER:

(Interprets from Arabic to English)

FRONTLINE WORKER:

What does that mean for you?

INTERPRETER:
(Interprets from English to Arabic)

ASHA:
(In Arabic)
He is a good father. He provides for them.

INTERPRETER:
(Interprets from Arabic to English)

FRONTLINE WORKER:
I understand. One of the things that I'd really like to do today Asha if it's ok with you, is to see if we can get somebody who can help. Is that something you'd be interested in?

INTERPRETER:
(Interprets from English to Arabic)

ASHA:
(In Arabic)
Yes, that sounds like a good idea.
What help can you give me?

21.
INTERPRETER:
(Interprets from Arabic to English)

FRONTLINE WORKER:
We'll see if we can get you linked in to a social worker. I'll certainly be here until the doctor gets here, but while the doctor's seeing you, would it be ok if I give the social worker a call?

INTERPRETER:
(Interprets from English to Arabic)

FRONTLINE WORKER:

The social worker here is a professional who works with women that can feel unsafe at home. She can give you some more information that might help you. Would this be OK?

INTERPRETER:
(Interprets from English to Arabic)

ASHA:
(In Arabic)
Yes, please.

INTERPRETER:
(Interprets from Arabic to English)

FRONTLINE WORKER:
Now, I'm just noticing the time and it's getting close to school pick up time. Do you also have to pick the kids up from school today Asha?

INTERPRETER:
(Interprets from English to Arabic)

22.
ASHA:
(In Arabic)
Yes I do.

INTERPRETER:
(Interprets from Arabic to English)

FRONTLINE WORKER:
Ok so it could be that we actually create a little bit of a plan until the doctor gets here about things that

will keep you safe now and when you get home...

INTERPRETER:
(Interprets from English to Arabic)

FRONTLINE WORKER:
And then if it's ok, if there's time after the doctor leaves, I can have the social worker be here for you so she can have a discussion with you, just very quickly, and maybe you can book in another appointment. Does that sound good?

INTERPRETER:
(Interprets from English to Arabic)

ASHA:
(In Arabic)
Yes. That sounds good.

INTERPRETER:
(Interprets from Arabic to English)

FRONTLINE WORKER:
Ok. So, I can see that the doctor is on their way, and I have all the information that I need, but I just want to let you know Asha that I think you're very brave for sharing that information with me today. Thank you.

23.

INTERPRETER:
(Interprets from English to Arabic)

FRONTLINE WORKER:
And I think because the violence has escalated and it's becoming more frequent for you, and I can tell by

the facial injury that you have there
that it's getting serious.

INTERPRETER:

(Interprets from English to Arabic)

FRONTLINE WORKER:

The fact that he had his hands around
your throat and was attempting to
strangle you, this tells me that
you've been living in quite a highrisk
situation.

INTERPRETER:

(Interprets from English to Arabic)

FRONTLINE WORKER:

So, I just want to say thank you for
being brave to talk about that,
because it must be very scary to tell
someone what you've been going
through.

INTERPRETER:

(Interprets from English to Arabic)

ASHA:

(In Arabic)

Yes. Yes it is really scary. I'm
scared about what will happen when
Nadim finds out.

24.

INTERPRETER:

(Interprets from Arabic to English)

FRONTLINE WORKER:

Yeah. And know that we won't share any of this information with Nadim at all. And you may still choose to go home tonight. But I would like for the social worker to talk to you about some strategies and link you in with a domestic and family violence service. Is that ok?

INTERPRETER:

(Interprets from English to Arabic)

ASHA:

(In Arabic)

Yes. That sounds good.

INTERPRETER:

(Interprets from Arabic to English)

FRONTLINE WORKER:

Alright. Great. So, I'll come back and have a chat with you after you've seen the doctor. The interpreter will stay here to interpret for you and for the doctor.

INTERPRETER:

(Interprets from English to Arabic)

FRONTLINE WORKER:

Just to make sure that I have explained things clearly, can you tell me what you have understood so far?

INTERPRETER:

(Interprets from English to Arabic)

25.

ASHA:

(In Arabic)

Yes. What is happening at home is serious and I can get help. The social worker will give me information about what help I can get.

INTERPRETER:

(Interprets from Arabic to English)

FRONTLINE WORKER nods. Fade out.

26.

SCENE 4

(De-brief between FRONTLINE WORKER and INTERPRETER. Seated in a room together.)

FRONTLINE WORKER:

Thank you for your help today. Were there any issues or challenges that arose for you in that session? Were there any problems with interpreting the client's responses?

INTERPRETER:

No, I'm confident that I was able to convey her responses accurately.

FRONTLINE WORKER:

Great. And, are you okay? I realise that being exposed to this type of discussion can be difficult. We have an employee assistances program that you can access if you wanted to speak to anyone?

INTERPRETER:

Thank you. I don't think I'll need this today. But if you could give me some information that would be great.

FRONTLINE WORKER:

No problem. I'll give you the contact number before you leave today. Do you have any other questions or feedback?

INTERPRETER:

No. Thank you.

27.

FRONTLINE WORKER:

Thank you.

(Screen fades)