

Welcome to this survey on communication at RDH

Thank you for participating!

This should take less than 5 minutes.

Your responses will help inform strategies for improving inter-cultural communication at Royal Darwin Hospital.

Collated survey responses will be circulated back to all staff who have received the invitation to participate.

Dr Anna Ralph

on behalf of the Communicate study investigators

Staff Specialist in Infectious Diseases and General Medicine, Royal Darwin Hospital

Senior Research Fellow, Global and Tropical Health, Menzies School of Health Research

* 1. What is your current role at Royal Darwin Hospital?

* 2. How long in total have you worked at RDH, or at other hospital(s) with a high proportion of Australian Indigenous clients?

* 3. Did you receive any formal orientation when you commenced employment at RDH? *This means time set aside from clinical duties to be inducted about hospital procedures.*

* 4. Have you participated in cultural competency training at RDH either during orientation (if you received orientation), or at any time during your employment so far?

5. If yes, how satisfied were you with the cultural competency component of your orientation?

Very dissatisfied

Dissatisfied

Neutral

Satisfied

Very satisfied

Don't remember

Satisfaction level

Please explain the reasons for your response

* 10. Please select any of the following that apply to your communications with Aboriginal patients.

Tick all that apply.

- I use the Aboriginal Interpreter Service (AIS) as often as I believe I need to.
- I believe I communicate well without an interpreter.
- I would like to use the AIS more often, but I have insufficient time.
- I would use the AIS more often, but it is difficult to ascertain what the patient's preferred language is.
- I have tried to use the AIS, but found no suitable interpreter was available for the preferred language.
- I would use the AIS more often, but access and/or timeliness is inadequate.
- I have tried to use the AIS but the patient declined use of an interpreter.
- I often use an escort (e.g. family member) when interpretation is needed.
- I believe the Aboriginal Interpreters are not particularly helpful.
- Other (please specify)

* 11. Please specify your preferred language.

* 12. Please specify your ethnicity.

* 13. Where did you undertake your primary healthcare degree (e.g. BN, MBBS)?

Please do not include higher qualifications e.g. Honours, Masters or PhD. If you do not have a degree (e.g. you are an Enrolled Nurse), please specify where you undertook your highest level of education.

14. Please describe your experience of using the Aboriginal Interpreter Service.

This is a question about availability and usefulness.

	Very poor	Poor	Fair	Good	Very good	Don't know
Accessibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Effectiveness (all participants had improved understanding)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you want to make further comments about your experience of using the Aboriginal Interpreter Service, please do so here.

15. Booking an interpreter for Aboriginal patients can be done via:

- Online AIS website
- Faxing a request form
- Emailing a request form
- All of the above
- I don't know
- Other (please specify)

16. Please feel free to make any comments about or suggestions to improve cross-cultural communication at RDH.

17. Please enter your email address if you would like to enter the draw to win a prize and to receive feedback about the study. Your email address or identity will not be linked to your responses.

Responses to all survey questions will be de-identified prior to analysis.

Thank you very much for participating.

Email Address

18. If you want to provide feedback about the format of this survey, please do so here.