CALD Assist

Overcoming language barriers in health care

CALD Assist is a free communication app to support patient care. It helps health professionals communicate with patients with low English proficiency, in low risk/basic care interactions.

The app was developed for use by nursing and allied health staff in hospital settings by Western Health Victoria in partnership with the CSIRO and features:

- Over 250 commonly used phrases in low risk/basic care interactions, professionally translated into ten languages, plus English.

- Questions and phrases divided into seven discipline areas: nursing; dietetics; occupational therapy; physiotherapy; podiatry; speech therapy as well as COVID-19.

- Translated phrases supported by images, video and audio recordings.

Why use CALD Assist?

- The app is easy to use and supports effective low risk/basic communication between health professionals and patients with limited English proficiency when it is not practical to have an interpreter present.

- The more familiar you are with the app, the easier it is to use.

When to use CALD Assist?

The app has content suitable for:

- Closed questions requiring yes/no or multiple-choice response e.g: "Do you need glasses?" (yes/no); "Have you seen a dietitian before?" (yes/no); or "How much pain do you have?" (a little/some/quite a lot/a lot).

- Statements of intent from staff such as, "I will return with an interpreter"; "I need to change your dressing"; "I need to take some blood for a test".

- A range of inpatient and outpatient settings; noting that content for some settings is minimal (e.g. maternity, emergency departments)

Does CALD Assist replace an interpreter?

No. CALD Assist is designed for low risk/basic care interactions with patients when it is not practical to have an interpreter present. An interpreter should be used in all other situations. Please refer to the NSW Health Policy Directive – Interpreters – Standard Procedures for Working with Health Care Interpreters.

What languages are available?

Arabic, Cantonese, Croatian, Greek, Italian, Macedonian, Mandarin, Serbian, Spanish, Vietnamese and English.

Who should use CALD Assist?

The app has specific content for nursing and allied health staff. There are many phrases which can be used by other health professionals.

## Is the COVID-19 content relevant to a NSW Health setting?

- NSW Health staff working in COVID-19 testing clinics may find some useful phrases and health screening questions, in line with their Local Health District (LHD) or Specialty Health Network (SHN) current practices.

- COVID-19 visitor and outpatient screening questions on the app were developed in the Victorian context. These questions are not currently suitable for use in NSW because they differ to what is currently asked in NSW Health facilities. Check with your LHD Public Health Unit on suitability of latest COVID-19 screening questions.

How do I use CALD Assist?

- CALD Assist is a free app available on iPads, iPhones and Android devices and can be downloaded from Apple App store and Google Play store.

- Staff should seek their manager's approval before using CALD Assist to communicate with patients

- For LHD/SHN owned devices, staff should seek their manager's approval and comply with their LHD/SHN policies before downloading the app.

- Smart devices should be thoroughly cleaned before and after use. Please refer to CALD Assist technical support user guide for more information on cleaning and storage.
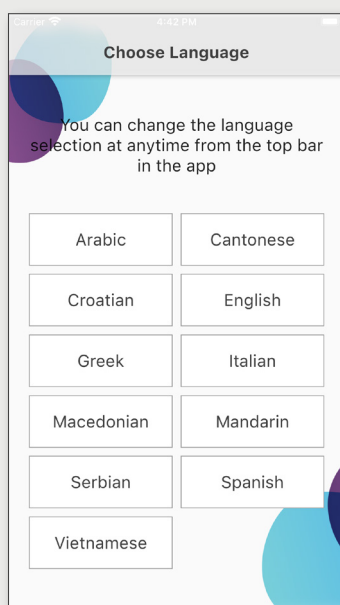
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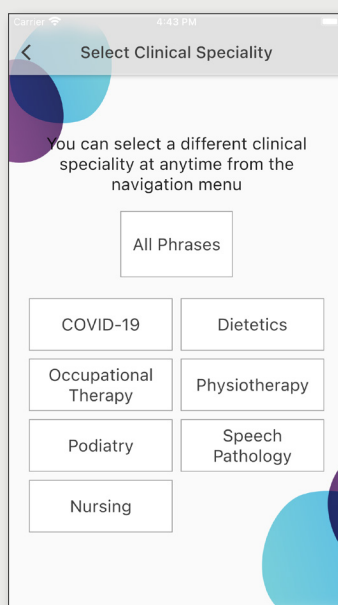
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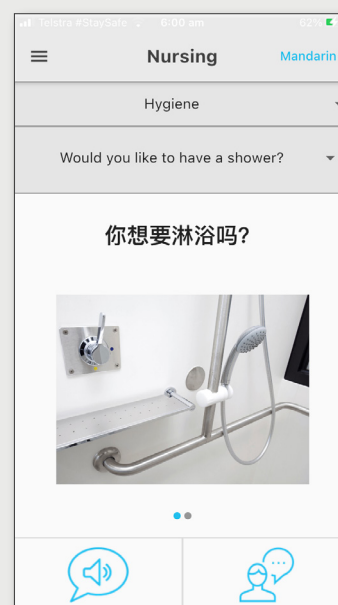
Ask Question

For more information and resources about CALD Assist please visit
www.mhcs.health.nsw.gov.au and **www.westernhealth.org.au**

Any questions please contact **SESLHD-CALDAssist@health.nsw.gov.au**