



Guidelines for use

RDNS is committed to the Multicultural Victoria Act 2004, which informs RDNS' policies to ensure people from culturally and linguistically diverse (CALD) backgrounds can enjoy access to RDNS' services equally, and are treated with respect and sensitivity.

RDNS' clients originate from **145 countries** and speak **74 languages**.

Each of RDNS' nursing centres provides services to local CALD communities, which vary markedly from centre to centre. Some centres may have large population groups from single ethnic backgrounds; others may have several groups of varying ethnicity.

RDNS recognises that effective communication is essential to the delivery of high quality services and communicates with people who speak little or no English with the use of accredited interpreters (on-site and telephone), the provision of translated materials, and wherever possible employing staff who can provide services to clients in a language other than English.

In addition, RDNS makes available this information sheet which comprises common words and phrases that might be used when a client from a non-English speaking background is experiencing an episode of care from RDNS.

Whilst this document was originally developed for use by RDNS staff, it may of use to you or people you know and as a result is freely available for download and use.

This document includes information on the following:

Introduction to the language

Topic 1: Greetings

Topic 2: Making / changing appointments

Topic 3: Medical problems

Topic 4: farewell

RDNS remains committed to providing the best possible care to all of our clients.



Introduction to the Italian Alphabet

There is one Italian standard language and many dialects. The Italian words and phrases contained in this glossary are based on the standard Italian language. You may find that individual RDNS clients and carers who speak a dialect of Italian may either not understand a word or phrase that you are attempting to pronounce or may question or dispute your pronunciation. In general the majority of speakers will understand the workplace words and phrases contained. The Italian alphabet has (21) twenty-one letters.

Italian Letter	English Equivalent	Closest Pronunciation in English
Aa	eg. a	eg. <u>f</u> ather
Bb	Bb	B for <u>B</u> ob
Cc	Cc	C for <u>ch</u> urch
Dd	Dd	D for <u>D</u> on
Ee	Ee	E for <u>E</u> lsa
Ff	Ff	F for <u>F</u> runk
Gg	Gg	G for <u>G</u> illian
Hh	Hh	H used phonetically for hard sounds like <u>ck</u> or <u>gh</u>
Ii	Ii	I for <u>I</u> ngrid
Ll	Ll	L for <u>L</u> isa
Mm	Mm	M for <u>m</u> other
Nn	Nn	N for <u>N</u> un
Oo	Oo	O for <u>O</u> lga
Pp	Pp	P for <u>P</u> atrick
Qq	Qq	Q for <u>q</u> uest
Rr	Rr	R for <u>R</u> obert
Ss	Ss	S for <u>S</u> am
Tt	Tt	T for <u>T</u> om
Uu	Uu	U for <u>u</u> ool
Vv	Vv	V for <u>V</u> isa
Zz	Zz	Z for <u>Z</u> ebra



Topic 1: GREETINGS

English	Italian	Closest Pronunciation in English
Hello	Salve	Sàlve
Good morning	Buon giorno	Buon jìohrnoh
Good afternoon	Buon pomeriggio	Buon pomeerijìoh
Good evening	Buona sera	Buonah serah
Good night	Buona notte	Buonah notteh
What is your name?	Qual'è il suo nome?	Qual e il suoh nome?
I am a nurse	Sono un'infermiera	Sonoh oon infermierah
My name is	Il mio nome è	Il mioh nomeh e
Mr / Mrs	Signor / Signora	Sinyor / Sinyorah
I am happy to see you again	Sono lieto/a di rivederla	Sohnoh lietoh di rivederlah
No	No	No
Yes	Si	Si
Good	Bene	Behneh
Do you understand me?	Mi capisce?	Mi kapische?
I understand	la capisco	La kapiskoh
I don't understand you	Io non la capisco	Io non la kapiskoh
Do you need an interpreter?	Ha bisogno di un interprete?	Ha bisonyoh di un interpreteh?
I need an interpreter	Ho bisogno di un interprete	Ho bisonyoh di un interpreteh



Topic 2: MAKING / CHANGING APPOINTMENTS

English	Italian	Closest Pronunciation in English
What day can I visit you?	Che giorno posso visitarla?	Ke <u>jeornoh</u> <u>posoh</u> <u>visitarla</u> ?
What time?	A che ora?	A ke <u>ohrah</u> ?
Monday	Lunedì	Luneh <u>dih</u>
Tuesday	Martedì	Marteh <u>dih</u>
Wednesday	Mercoledì	<u>Mer</u> kohleh <u>dih</u>
Thursday	Giovedì	Johveh <u>dih</u>
Friday	Venerdì	Vehnerh <u>dih</u>
Saturday	Sabato	<u>Sah</u> bahtoh
Sunday	Domenica	Doh <u>meh</u> nhikah
Morning	Mattina	Mah ti-nah
Midday	Mezzogiorno	Mezoh <u>jiornoh</u>
Afternoon	Pomeriggio	Pohmeh <u>rjioh</u>
Evening	Sera	<u>Sehrah</u>
At Night	Di notte	<u>Dihno</u> hteh
I need to.....	Ho bisogno di.....	Hoh beesohnyoh di.....
Make a phone call	Fare una telefonata	<u>Fahreh</u> <u>unah</u> <u>tehle</u> fhonahtah
Speak.....	Parlare.....	<u>Pahrlah</u> -reh.....
to your doctor	con il suo medico	con il <u>suhoh</u> <u>meh</u> dikoh
to your family	con la sua famiglia	con la <u>suhah</u> <u>fam</u> iliah
to your son	con suo figlio	con <u>suhoh</u> filioh
to your daughter	con sua figlia	con <u>suhah</u> filiah
to your husband	con suo marito	con <u>suhoh</u> maritoh
to your wife	con sua moglie	con <u>suhah</u> molieh
to your brother	con suo fratello	con suoh frateloh
to your sister	con sua sorella	con suah sorelah
I need to change our visit time	Ho bisogno di cambiare l'orario del appuntamento	Hoh <u>bisonyoh</u> di <u>cambiah</u> re <u>lorareoh</u> del apuntamento



Topic 3: MEDICAL PROBLEMS

English	Italian	Closest Pronunciation in English
How are you?	Come sta?	<u>K</u> omeh stah?
Where does it hurt?	Dove le fa male?	<u>D</u> oveh le <u>fah mah</u> leh?
The chemist will bring your tablets this afternoon / tomorrow	Il farmacista le porterà le pillole oggi pomeriggio / domani	Il <u>framachistah</u> le <u>portera</u> le <u>pilohleh ohji pomerejoh</u> / <u>dohmahni</u>
What medications are you taking?	Che medicine state prendendo?	<u>K</u> ehh meh <u>dichineh stahte</u> prendendoh?
I want you to take your medicine	Voglio che prenda la medicina	<u>V</u> ohlioh keh preh <u>nda</u> la mehdichinah
Can you get yourself some water?	Può prendere dell'acqua da bere?	Puho <u>pre</u> ndere dehl <u>akwah</u> dah <u>ber</u> eh?
I need to.....	Ho bisogno di	Hoh <u>bisonyoh</u> di..
Check your blood pressure	Controllare la pressione del sangue	Kontrolahreh la presiohneh del sahgueh
Take your pulse	Controllare il polso	Kontrolahreh il <u>poh</u> lsoh
Change your dressing	Cambiare la medicazione	Kah <u>mbi</u> areh lah <u>mhedikhatsione</u>
Ambulance	Ambulanza	Amboolahnzah
Doctor	Medico	<u>M</u> ehdihkoh
Medicine	Medicina	Mehdih <u>ch</u> inah
Are you constipated?	E stitico/a	<u>E</u> <u>st</u> itikoh/ah
Do you have diabetes?	Ha il diabete?	Ha il <u>diab</u> ehteh?



Topic 4: FAREWELL

English	Italian	Closest Pronunciation in English
You can ring me on	Mi può telefonare	Mi poh telefonahreh....
Thank you	Grazie	Gratzieh
I'm pleased to have met you	Piacere di averla conosciuta	Piahchereh di ahverlah cohnohshootah
You are welcome	Di nulla	Di noollah
Good - bye	Arrivederci	Arihvehderchi
Keep well	Stia bene	Stiah behneh