

CORE STRATEGIES FOR WORKING EFFECTIVELY WITH INTERPRETERS

Learn skills to assist you in your work with people from new and emerging communities.

DID YOU KNOW?

- 11% of the WA State population speak a language other than English at home (2011 Census), these numbers are growing.
- Access to information and services is essential to the successful settlement of migrants.
- Anti-Discrimination legislation and state and federal policies make it clear that organisations should offer professional interpreters as part of their service.
- Government bodies are legally bound to offer interpreting services.



THIS WORKSHOP WILL EXPLORE:

- Skills and strategies for working with interpreters both on site and telephone.
- Policies governing the use of professional interpreters.
- Why and when professional interpreters are needed.

WHO SHOULD ATTEND AND WHY

- All staff that provide customer services or information to the public, including call centre staff.
- Organisations that have a linguistically diverse workforce.
- **For public contact staff and volunteers:** greater skill and understanding, increased confidence, less stress, more job satisfaction.
- **For team leaders, supervisors, managers:** a solid grounding for support staff to overcome key communications barriers.
- **For organisations:** improved service delivery, fewer complaints, enhanced staff morale, to meet Cultural Competency Standards and Access and Equity requirements.

Cost: NGO/ASeTTS' Members - \$100 Govt/Private - \$150, Students - \$50.

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