



HOW TO WELCOME THE DEAF COMMUNITY TO YOUR EVENT

#101

1

ASK

- If they require an Auslan, Deaf and/or Tactile interpreter
- How to best communicate with them

2

BOOK

- Place a booking with an Auslan interpreting agency or all-language agency

3

PROVIDE

- Client name
- Appointment type
- Interpreter requirements i.e. specific gender or qualifications, date, time, location

Offer options.

Offer accessibility options for all attendees i.e. switch on TV captions, have a pen and paper ready, caption your social media content and website



Event information.

Provide information about the event in plain English

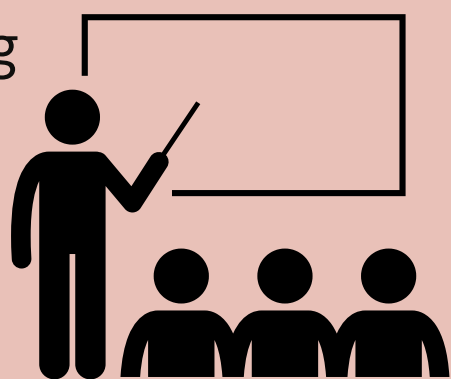


Auslan Interpreter(s).

Communicate with the Auslan Interpreter(s) on the process and the format of the event

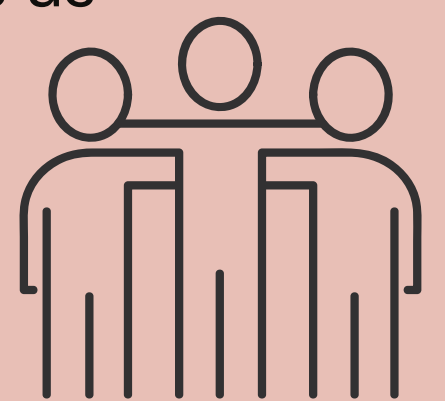
Training Options.

Consider undertaking training in cultural competency, deaf awareness or basic Auslan from Deaf Community peak body or Deaf Society



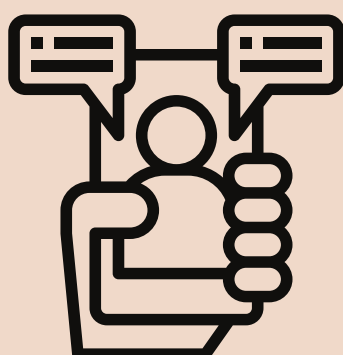
Be aware.

Be mindful of and acknowledge cultural and behavioural norms as deaf and hard of hearing attendees are a part of a culturally and linguistically diverse minority



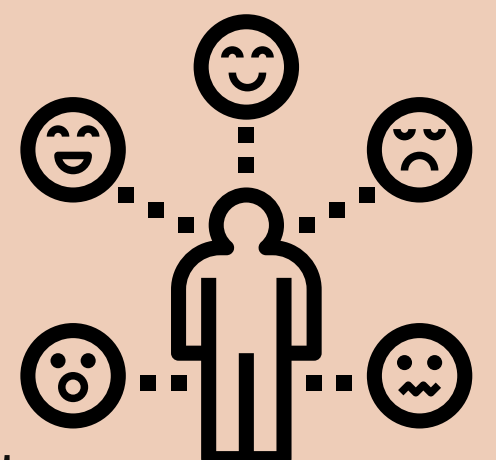
Social Media

Ensure shared video on social media are captioned and provide transcripts for all video recordings



Opportunity to express.

Give attendees the opportunity to express any additional requests that were not covered



WHERE TO GO FOR MORE INFORMATION ABOUT THE DEAF COMMUNITY?



Deaf Community Peak Bodies:

Deaf Victoria: www.deafvictoria.org.au

Deaf Australia: www.deafaustalia.org.au

World Federation of the Deaf: www.wfdeaf.org

Victorian/Tasmanian Deaf Society

Expression Australia: www.expression.com.au

Auslan Interpreting Agencies:

Auslan Connections: auslanconnections.com.au

Auslan Services: www.auslanservices.com.au

Echo Interpreting: www.echointerpreting.com.au

National Information Portal:

DeafNav: www.deafnav.com.au

DeafNav is a neutral, centralised portal that helps you better understand, access and connect with the Deaf and hard of hearing community.

- Learn more about deafness, Deaf identity, hearing loss, communicating with Auslan and living in, or alongside, the broader Deaf community.
- Find a wide range of services, information and supports available for the deaf and hard-of-hearing communities.
- Find out how you can connect with the Deaf community and its diverse range of extended networks.



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FREQUENTLY ASKED QUESTIONS (FAQ)



Frequently Asked Questions (FAQ):

Why do deaf people prefer Zoom over Microsoft Teams?

Zoom has features which makes the experience easier for deaf and hard of hearing who use Auslan as it allows us to **multi-pin** (or for a host, multi-spotlight) Auslan interpreters.

Zoom offers more **accessibility features** than Teams does. The main difference is that with Zoom usually the participant has more **control** over their view than in Teams. Teams has restrictions on who can enter a meeting room to only those pre-registered or with an organisational email address. This can mean interpreters cannot get into the session. To ensure the main presenter and Auslan interpreter are both **visible** for all participants on Zoom, the host will need to spotlight both videos.

Do many Auslan interpreters understand many languages other than English? Or is it best to get a spoken word interpreter eg. Greek and an Auslan interpreter?

In situations where multiple languages are used, it is standard practice to book **separate** language interpreters – for example, there may be a session conducted in English, Russian and Auslan which means Auslan and Russian interpreters are required.

Spoken language and signed language interpreters are **capable** of working together in this environment and will let you know what they need to ensure the interaction is successful.

A good solution could be to have the Auslan Interpreter in the room and the spoken language interpreter by phone. Auslan interpreters might know other languages, however they are only accredited by the **National Accreditation Authority for Translators and Interpreters** (NAATI) for Auslan to English interpreting.

Do Deaf Community have special dates and calendar of events?

YES!

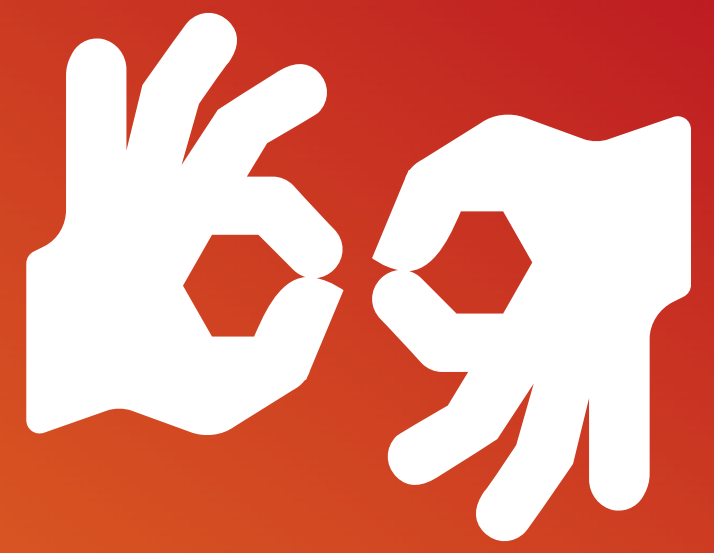
National Week of Deaf People: 20–26 September 2021

– A weeklong national celebration of Deaf individuals and the Deaf Australian community.

International Day of Sign Language: 23 September 2021

– Raise awareness on sign languages and strengthen the status about sign languages.

A GUIDE TO WORKING WITH AUSLAN INTERPRETERS



What is Auslan?

Auslan (**Australian Sign Language**) is the **language** of the Australian Deaf Community. The name, Auslan, was coined by the author of the first Auslan dictionary, Trevor Johnston in early 1980s. Auslan is a **visual language**, using **signs**, **facial expressions** and **body language** to communicate.

Working with Auslan Interpreters: What and why?

Auslan Interpreters **convey meaning** from spoken **English into Auslan** and vice versa. Auslan Interpreters are either qualified into two different levels of accreditation of the **NAATI** (the National Accreditation Authority for Translators and Interpreters); **Certified** 'Level 2' and **Certified provisional** 'Level 3'.

Differences between Certified Interpreters and Certified Provisional Interpreters?

Yes, Para-professional or 'level 2' interpreters are suitable for:

- Centrelink
- Medical Appointment
- Education
- General workplace meeting

Meanwhile, Professional or 'level 3' interpreters are suitable for the above and:

- Court or legal assignments
- Police work
- Mental health
- Conferences

What is the OHS requirements for Auslan Interpreters?

Usually, **two** interpreters are required for sessions over **one hour**. They work together in **tandem** to prevent mental and physical fatigue and to comply with **Occupational Health and Safety Standards**.

Tips to successful Interpreting session?

1. The speaker should **look** at the **Deaf person**, not the interpreter.
2. Ensure **lighting** and **seating arrangements** allow for **clear communication** to take place.
3. Regular **breaks** to be negotiated prior to commencement.

Read more: https://languageloop.com.au/wp-content/uploads/2021/02/LanguageLoop_How-to-work-with-Auslan-and-Deaf-Interpreters.pdf

