



ASeTTS
Assisting Torture
and Trauma Survivors

Using Interpreting Services in the Workplace

Workshop Outline

On completion participants will have increased their skills and strategies for working with interpreters; will be informed of policies governing the use of professional interpreters and be aware of 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:** greater skill and understanding, increased confidence, less stress, more job satisfaction
- **For team leaders, supervisors, managers:** a solid grounding for support staff to overcome a key communications barrier
- **For organisations:** improved service delivery, fewer complaints, enhanced staff morale, to meet Cultural Competency Standards and Access and Equity requirements



Background

- 11.4% of the WA State population speak a language other than English at home (2006 Census), these numbers have grown
- 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

Register at: www.asetts.org.au/training

Please contact ASeTTS to book this half-day workshop for your organisation.
Workshop can be conducted at ASeTTS or at your premises.

Cost: NGOs, \$700; Government, Universities; \$900; Private Sector; \$1200

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