

How to Book an Auslan Interpreter Guide



Introduction

Australian Sign Language (Auslan) is the preferred language of the Australian Deaf community. Auslan is a visual-spatial language, that combines several linguistic features to convey meaning. The 2021 Census recorded that 16,000 people across Australia use Auslan as their primary language at home.

This guide will assist event planners to engage with an Auslan interpreter to increase the accessibility of the event for the Deaf community.



When should an Auslan interpreter be provided?

An Auslan interpreter should be available on request for all community events and should be considered as reasonable as requests for accessible parking and toilet facilities. Providing Auslan access at events also raises awareness of the Deaf community and promotes inclusivity.

For a large community event

If you are planning a large community event with speakers, it is good practice to ensure that the event is accessible for people who use Auslan as their primary method of communication. You can do this by booking an Auslan interpreter.

If you know that you are holding a large event, booking an interpreter should be completed early in the event planning process. A list of Auslan booking services can be found on page six. If you are providing Auslan access, ensure the booking includes all proceedings so that Deaf people can enjoy the entire event.

If an Auslan interpreter is being provided at an event it is important to promote this event feature. This should be included along with other information about the accessibility of the event.

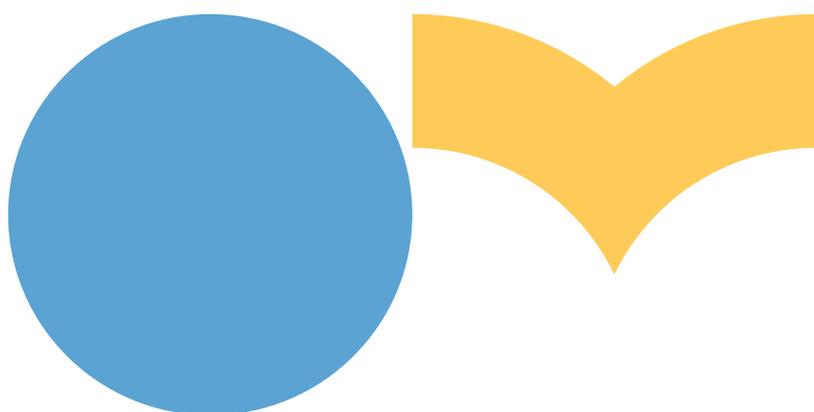
For a small community event

For smaller community events or meetings, attendees can request an Auslan interpreter to facilitate their participation. Event organisers should include a statement on event accessibility on flyers, websites, or Facebook pages, along with contact details for additional information.

Example access statement

An example of an access statement that could be included on promotional materials is provided below:

ACROD parking, an Auslan interpreter, wheelchair-accessible toilets, and a mobility scooter recharge station will be available at the event. For additional information on accessibility, please contact the City of Mandurah at 9550 3777 or via email at council@mandurah.wa.gov.au.



Important tips about booking and using Auslan interpreters

If you decide to include an Auslan interpreter at an event that you are planning, the following information will assist you to book an interpreter.

1. You can book an interpreter online using the links listed against the service providers below.
2. An Auslan interpreter should be booked early in the event planning process.
3. To assist with budgeting for your event, an Auslan interpreter can cost between \$90 to \$150 per hour, and are booked for a minimum of two hours.
4. Depending on the length and the complexity of the event, two interpreters may be required. Generally, anything longer than an hour requires two interpreters. Interpreters will work in tandem, swapping every 15-20 minutes.
5. After you have made an initial request for an interpreter, the provider will make contact by phone or email to discuss your event needs in more detail.
6. It is beneficial to provide as much detail to the Auslan provider as possible to ensure that the required number, and appropriately skilled interpreters are booked.
7. Once the event run sheet has been completed, send this to the Auslan provider so that the interpreter can prepare for the event.
8. If an Acknowledgement of Country or Welcome to Country is being presented at the event, also send this to the interpreter so that they can become familiar with local references.
9. Two weeks prior to the event, contact the Auslan interpreter provider to confirm attendance at your event and if they need any more information from you.
10. On the day of the event, provide a chair for the Auslan interpreter/s to use when not interpreting.



11. Allocate someone to greet the interpreter and show them where the facilities and refreshments are at your event.
12. If applicable, introduce the person or people who require the interpreter service to the interpreter.
13. Ensure that Deaf people or people who are hard of hearing can choose seats that are in a location with clear sightlines to the Auslan interpreters and screens with captioning. You may wish to reserve seating for them.
14. Aim to have the Auslan interpreter close enough to the speaker/s so that people accessing the interpreter do not need to constantly look from the speaker to the interpreter.
15. Remember to inform all guest speakers at your event that there will be an Auslan interpreter next to them.
16. The Auslan interpreter should also be shown in any recordings of the speech. You must notify the Auslan Interpreter provider that the event will be recorded as this also informs who will be booked. Not all interpreters consent to having their image recorded and distributed.
17. If videos are used in presentations, they should be captioned so that people who can't hear don't miss out on the content being conveyed by audio. You can caption videos in YouTube. A link to a tutorial is provided below

<https://www.youtube.com/watch?v=LCZ-cxfxzvk>. Do not rely on auto-captioning, as they are laden with errors and detract from the content of the video.



Auslan Booking Service Providers

Service Provider Name	Contact Details	Online Booking Request Form
Auslan Stage Left	Phone: 0403 227 978 Email: info@auslanstageleft.com.au Website: https://www.auslanstageleft.com.au/	https://auslanstageleft.com.au/book-interpreters/
Deaf Connect	Phone: 1800 893 855 Email: info@deafconnect.org.au Website: https://deafconnect.org.au/	https://deafconnect.org.au/services/interpreting#book-interpreter
Vital Interpreting Personnel	Phone: 0408 879 069 Email: bookings@vipauslan.com.au Website: https://vipauslan.com.au/	https://vipauslan.com.au/book-now/



Promoting the accessibility of the event

Make your event accessible to all by promoting its accessibility features, such as an Auslan interpreter, Chill Out Zone, and accessible toilets. By highlighting these features, people with disability can attend confidently, knowing their needs are considered.

The following organisations and schools may assist to promote accessible events in Mandurah to local disability networks and communities.

Organisation	Website	Email
Developmental Disability WA	https://www.ddwa.org.au/	ddwa@ddwa.org.au
Diversity South	https://www.diversitysouth.org.au/	admin@diversitysouth.org.au
Enable WA	https://www.enablewa.org.au/	reception@enablewa.org.au
Halls Head	https://hallsheadesc.wa.edu.au/	hallshead.colesc.reception@education.wa.edu.au
John Tonkin College Education Support Centre	https://www.johntonkincollegeesc.wa.edu.au/	Johntonkincollege.ESC@education.wa.edu.au
Midway	http://www.midway.org.au/	reception@midway.org.au
PWdWA	http://www.pwdwa.org/	info@pwdwa.org
Riverside Education Support Centre	https://www.riversideesc.wa.edu.au/	Riverside.esc@education.wa.edu.au



For events which have an Auslan interpreter service available, event promoters should email the Auslan Booking Services listed in this guide to request support to promote the event to the Deaf community.

Teletypewriter (TTY)

A Teletypewriter (TTY) is a device used by people who are Deaf, hard of hearing, or have a speech disability to send text messages over telephone lines. For people who are Deaf or hard of hearing, a TTY (teletypewriter) service may be used to contact you, providing an accessible communication option. Adding a statement about access to TTY on flyers and other documents can support accessibility for people who are Deaf.

Example TTY statement:

If you need help to speak or listen on the phone you can use the National Relay Service on 1300 555 727.

For more information visit: relayservice.gov.au.

National Disability Insurance Scheme (NDIS)

For people who are eligible, the NDIS may fund hearing related interpreting and translation supports for people to attend events and occasions, for example:

- volunteering opportunities
- attending support or interest groups
- access to sporting opportunities

For the NDIS to fund hearing supports, the same supports must not be funded by mainstream services.

People who are Deaf or who are hard of hearing can contact their Local Area Coordinator (LAC) on the details below for more information about access to hearing supports. Additional details about hearing supports accessible to eligible NDIS participants can be found in the following link <https://www.ndis.gov.au/understanding/ndis-and-other-government-services/hearing-supports>.

Phone: 1800 800 110

Email: enquiries@ndis.gov.au





Key Word Sign

Key Word Sign (KWS) is a communication strategy that involves adding signs to key words in spoken language to support understanding and expression. It is not a language in itself but rather a tool used alongside spoken language to enhance communication, particularly for individuals with communication difficulties.

Auslan, on the other hand, is a complete sign language used by the Australian Deaf community as their primary means of communication. It has its own grammar, vocabulary, and syntax, and is used as a fully-fledged language with its own linguistic rules.

In summary, while Key Word Sign is a communication strategy that supplements spoken language with signs, Auslan is a complete sign language used independently for communication.

For more information about KWS visit the Key Word Sign Australia website <https://kwsa.org.au/>.



Other tips and resources

- A selection of videos showing Auslan sign language for statements to welcome people at events can be accessed in the following link under the heading 'Auslan training videos' <https://www.mandurah.wa.gov.au/community/programs-and-activities/access-and-inclusion/access-and-inclusion-resources>.
- The Inclusive and accessible event guidelines published by the City of Sydney provides event organisers with a best practice framework to enhance access and inclusion requirements across a diverse range of events <https://www.cityofsydney.nsw.gov.au/guides/inclusive-accessible-event-guidelines>.
- If the person who needs interpreting is Deaf-blind, they will need a different type of interpreter. The person who is Deaf-blind is the best person to tell you their needs.
- Western Australian Association of the Deaf have a range of free Auslan posters available for download including a 'Greetings' poster and a 'Fingerspelling' poster. <https://www.waad.org.au/free-auslan-posters>
- For information about learning Auslan check out the Auslan in the West website <https://auslaninthewest.com.au/> and the Deaf Connect website <https://deafconnect.org.au/education>.





Some information in this document has been paraphrased from documents authored by People with Disability WA (PwDWA) and the City of Sydney.



City of Mandurah

PO Box 210, Mandurah WA 6210

council@mandurah.wa.gov.au

mandurah.wa.gov.au

6550 3777

If you need help to speak or listen on the phone you
can use the National Relay Service on 1300 555 727

For more information visit: relayservice.gov.au



Scan code for more information about access
and inclusion at the City of Mandurah.