

WORKING WITH INTERPRETERS

Duration: (length of session can be tailored to suit needs of agency)

Purpose

This topic explores practical strategies for dealing with non-English speaking clients through working with interpreters. It also provides an appreciation of English and other people's languages and how linguistic diversity impacts on service delivery or access to services.

Session Outcomes

From the session, participants will be able to:

- discuss the barriers to good communication;
- understand the difference between an interpreter and a translator;
- know the language service providers available in the Northern Territory;
- discuss the importance of using trained, professional interpreters;
- book face-to-face or telephone interpreters;
- demonstrate, through simulations and exercises, appropriate communication skills for dealing with people from diverse cultural and linguistic backgrounds using:
 - telephone interpreting services
 - on-site interpreting services; and
- evaluate/critique skills in working with interpreters.

Content Summary

- Barriers to good communication
- Communication issues – English and languages other than English
- Available language service providers
- Role and responsibilities of interpreters
- Hints on working with interpreters (on-site or via the telephone)
- Communication simulation exercises

Program Developer: Interpreting and Translating Service NT
Department of Local Government, Housing and Sport

For further information, contact Aurora Quinn, Language Services Manager
Email: aurora.quinn@nt.gov.au Tel: (08) 8999 8834 Fax: (08) 8999 8877