



Interpreter

Using Interpreters Effectively

“The most basic of human needs is the need to understand and be understood” Ralph Nichols

Training Details

Monday 8th March 8:30-12:30
Nambour Community Centre
2 Shearer St, Nambour
\$45 community org/individual
\$60 government

Interactive, enjoyable and practical training that will provide you with the skills, strategies and resources to use interpreters effectively and provide excellent service to speakers of languages other than English

Learning Outcomes

- Real practice using NAATI qualified interpreters
- Understand and practice the process of using interpreters from start to finish:
 1. Assessing the need for an interpreter
 2. Booking the “right” interpreter
 3. Communication skills and strategies to get the most out of using interpreters
 4. Overcoming common challenges
 5. Record keeping, evaluation and payment processes
- Understand your organization’s legal responsibilities in using interpreters
- Apply or develop organizational policy and procedures for using Interpreters (if your organization has an existing policy/procedure please bring a copy)

TINA BANKS, a teacher of 21 years and of Indonesian-Dutch origins, migrated to Queensland in 1962 with her family as refugees from West Papua. She has first hand knowledge of the enormous challenges faced by immigrants in their resettlement and adjustment phase. Tina has been trained by Multicultural Affairs Queensland to deliver cross-cultural training.

NAOMI WILEY, has worked as a multicultural community worker for almost 5 years. She is passionate about discovering how we can make the community sector more inclusive for culturally diverse people.



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Registration form

THIS REGISTRATION FORM IS A TAX INVOICE – Nambour Community Centre Inc. ABN 72058446125

Please register by posting/faxing this form with payment or evidence of electronic funds transfer to:

Nambour Community Centre
PO Box 1042, Nambour, 4560

Fax: 5476 0734 **Ph:** (07) 5441 4724
Email: mcw.ncc@flexinet.com.au

NAME/S: _____

POSITION/S _____

ORGANISATION: _____

POSTAL ADDRESS: _____

PH: _____ FAX: _____

E-MAIL: _____

DIETARY and ACCESS REQUIREMENTS: _____

Community Organization / Individual			Government Organization		
Cost	No. people	Total Cost (Tax Free Supply)	Cost	No. people	Total Cost (Tax Free Supply)
\$45	x	=	\$60	x	=

PAYMENT DETAILS: **Cheques:** Please make cheques payable to: Nambour Community Centre Inc.

Direct Deposit: Nambour Community Centre Inc

BSB: 124 090 Acc: 20983682

Please describe transaction as "Cross-cultural training" & forward evidence of Electronic funds transfer with registration.

CANCELLATION POLICY: Substitution available on the day. Full refund if cancelled at least five days before program date. 50% refund if cancelled within five days of the program date. If you do not inform Nambour Community Centre of cancellations you will be charged in full.