



# Deaf Community Newsletter

## Welcome

Welcome to the Summer edition of the NABS Deaf Community Newsletter.

Inside you will find:

- Message from the Contact Centre
- Information on the NDIS
- NICSS and NABS
- Upcoming events
- Holiday updates
- And more...

Thank you for reading and we look forward to working with you!

# WELCOME

Welcome to the latest NABS newsletter.

It has been another busy year for NABS. We have been attending many events around Australia, and filling more and more interpreter bookings every month.

NABS has also been working with the Australian Government around the National Disability Insurance Scheme (NDIS) and what it means for Deaf people.

You can read more about NABS and the National Interpreting and Communication Services (NICSS) in this newsletter.

NABS hopes you have a safe and happy holiday, and we look forward to working with you in 2016.

*Keri Gilbert  
NABS Manager*



## National Disability Insurance Scheme (NDIS) Participants:

- We can book your interpreter if you have a NDIS package.
- When you contact us, tell us your package number.
- We will contact you if we need more information.

## Important reminders when you book your Interpreter:

- Contact NABS as soon as you make an appointment with your doctor, specialist or anyone else.
- If you can't go to your appointment, tell NABS as soon as possible. NABS will cancel the interpreter.
- If your interpreter is late for your appointment, or does not attend, tell NABS.

## Video Interpreting:

- NABS can do Video Interpreting (VRI).
- If an interpreter can't attend your appointment face to face, VRI may be available.
- You or doctor will need a mobile phone or other electronic device (like an iPad) for this.
- Visit the NABS website for more information.

We hope that you have not been affected by the terrible fires in Western Australia and South Australia or the wild weather across other parts of Australia this year. We look forward to assisting you with your interpreting needs in 2016.



*Jen Axford  
Manager Client Services*

# CONTACT CENTRE

Thank you from all the NABS Contact Centre staff for your support during 2015.

Our Contact Centre is a very busy office. We receive many requests from people who want to book a sign language interpreter.

People contact us in different ways. Technology has changed the way people contact us.

Text messages, emails and online bookings are the most popular way that people contacted us in 2015.

**We receive more than  
1,000 SMS messages every day  
from people wanting to book an interpreter.**

Our staff work very hard to book interpreters for your appointments.

# EVENTS

## NDIS New World Conference

The NDIS New World Conference - Disability in the 21st Century was held at the Brisbane Conference and Exhibition Centre in October.

The event brought together people with disabilities, service providers, IT people and companies to share in new technology in disability services.

NICSS was pleased to provide interpreters for the conference so Deaf people could participate in and learn about the new technology helping to improve lives of people with disability.

The Apple Accessibility House was a popular stand. This exhibit was separated into zones showing how devices, apps and accessories could help people with disability in the home and office.

NICSS interpreters were there to help Deaf people learn and experience the Apple technology.

NICSS exhibition stand was voted as the "The most informative trade stand" by participants on Day One.

To find out more about the event and new technology in disability services, visit: <http://www.ndisconference.com>



## South Australia Deaf Expo

The SA Deaf Expo was held in Adelaide on October 17. The event celebrated the South Australian Deaf community and brought together the interpreting and Deaf community.

There was plenty to see with information stalls, artists exhibitions, a Deaf business market, a petting zoo, as well as food and drink stalls, which included delicious scones, cupcakes and a sausage sizzle.

NICSS was the major sponsor for the event and opened the Expo with a welcome speech and presentation.

Sandra Hoopman spoke about her research on the history of Deaf women in South Australia, the story of Cinderella was told by Caroline Conlon (in Auslan), and ASLIA SA performed a role play about what the Deaf community should expect from their interpreters.

A highlight was the Klemzig Primary School choir, which included both deaf and hearing children of all ages.

The event was a great success and we were happy to be part of this SA Deaf community celebration.



Left: Photos from the NDIS World Conference in Brisbane  
Top: NICSS at the South Australia Deaf Expo

# NABS AND NICSS

## What is the difference between NABS and NICSS?



**nabs**

National Auslan Interpreter  
Booking & Payment Service

**nicss**

*National Interpreting & Communication Services*

NABS and NICSS book sign language interpreters for Deaf, Deafblind and hard of hearing people.

NABS is a FREE service, and is funded by the Australian Government.

NICSS is the National Interpreting and Communication Services. NICSS provides interpreters for many people who use sign language. NICSS is NOT FREE.

Examples:

### You can book a NABS interpreter for:

- ✓ GP and specialist
- ✓ Chiropractor
- ✓ Naturopath
- ✓ Osteopath
- ✓ Psychologist
- ✓ Remedial Massage
- ✓ Dietician
- ✓ Dentist
- ✓ **And more medical or health care appointments.**

### You can book a NICSS interpreter for:

- ✓ Hospital
- ✓ Police or court or solicitor
- ✓ Going to see someone to help with money, house mortgage or loans
- ✓ Help to understand written letters or documents
- ✓ School
- ✓ Workplace
- ✓ Conference or public events
- ✓ **And lots more. Just ask us!**



You can find more information on our websites:

[www.nabs.org.au](http://www.nabs.org.au)

[www.nicss.org.au](http://www.nicss.org.au)

# NDIS AND YOU

The Federal Government's new National Disability Insurance Scheme (NDIS) supports Deaf people.

- NDIS is being tested in a few places before it is available everywhere in Australia.
- If you are Deaf, under 65 and an Australian resident, you may be able to access a NDIS Plan.
- To find out if you can access NDIS, visit: [www.ndis.gov.au/ndis-access-checklist](http://www.ndis.gov.au/ndis-access-checklist)
- NABS and NICSS can provide interpreters for NDIS.
- If you have a NDIS Plan with interpreting, tell us when you book Interpreter.

Any questions, contact us.

## A story from our Interpreter - Debbie Ellam

On July 1, 2013 the Federal Government launched the first stage of the Disability Care Australia, now known as the National Disability Insurance Scheme (NDIS).

This was at four different sites across Australia. In NSW, the NDIS trial site was Newcastle in the Hunter region.

Like many other people in the disability sector, my involvement with the scheme began towards the end of 2012, interpreting at information sessions and workshops.

It was a very exciting time. People were curious. The NDIS was a hot topic of discussion for Deaf people and interpreters.

People began the process to become NDIS participants. They went to planning meetings with NDIS staff, and talked about what their life looked like now and what it could look like with interpreting and/or other support.

Since the NDIS started, my work as an interpreter has changed a lot. The Deaf clients are the same. When, where, and what I interpret is different.

Much of the work is now after hours and weekends.

Examples of assignments include: business, banking, real estate, travel agent, legal, telecommunications, insurance, hobbies and recreational activities, walking groups, personal training, Men's Shed, first aid, food hygiene and safety, and special events.

"The most exciting experience so far is witnessing the positive changes in the lives of many Deaf people."

Deaf people can now access interpreter support when and where they want to.

Whatever the circumstance, they can use the interpreter to engage in a conversation with any hearing person and be confident that they were understood.

Most importantly, Deaf people are now socially included in the wider community.



WHAT DOES  
THE NDIS  
MEAN FOR ME?

# COMMUNITY

## Tasmanian Health Conference

Our interpreter in Tasmania, Ali Dowl, recently represented NABS at the Tasmanian Health Conference in Hobart.

This event is organised by the Australian Medical Association (AMA) and brings together people from all parts of the health system.

The conference had a broad range of speakers and particularly looked at IT and how technology is being used in health care.

Chatting to many people in the exhibition space meant we could spread the word about NABS services.

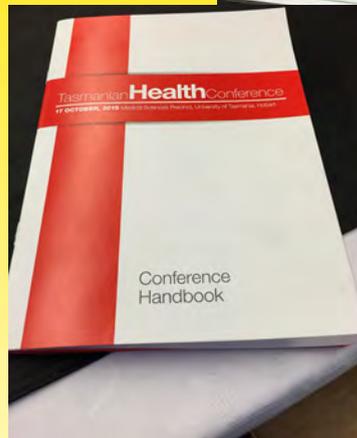
We also focused on promoting the concept of a "deaf friendly" practice or service.

"Deaf friendly" meaning....

- Patients can book or contact the service by SMS and/or email
- Reminders or communication about changes of appointment are sent by SMS
- Staff know how to book interpreters and are happy to do so
- Reception staff know how to communicate with a Deaf person when they arrive

Let's hope the word spreads and Tassie's health system is more accessible for the Deaf community as a result!

- Ali Dowl, NABS Interpreter



Photos from the 2015 Tasmanian Health Conference in Hobart

## 10 YEARS AT NABS

This year NABS celebrated its 10th anniversary.

Here are some NABS highlights:

- ✓ 20 staff in the Contact Centre
- ✓ Full time interpreter in the Northern Territory and one in Tasmania
- ✓ More than 500 interpreters Australia-wide
- ✓ Process approximately 2,500 interpreter bookings every month
- ✓ NABS Facebook page
- ✓ NABS website



# COMMUNICATIONS

The NABS Communications Team is made up of Janette, Nicole and Jayne.

We send information about NABS to medical practices, and attend NABS events.

We monitor the NABS website, social media, and pass on your feedback to management.

We are here to help you. You can email us at [communications@nabs.org.au](mailto:communications@nabs.org.au)



NABS Communications Team: Janette, Nicole and Jayne

# YOUR SAY

We want your Feedback. It may be positive or negative. All feedback helps NABS to improve our services to you. There are many ways to give NABS feedback:

- Online (NABS website) - 'Tell NABS What You Think' on home page.
- Feedback Form – Interpreters have feedback forms. If you would like to give feedback, please ask your interpreter for a feedback form.
- Email – to [communications@nabs.org.au](mailto:communications@nabs.org.au)



Find the National Auslan Booking Service (NABS) on Facebook to keep up to date with the latest events, news and information about upcoming public holidays.

# HAPPY HOLIDAYS

NABS wishes you a safe and happy festive season.

NABS will be closed on the national public holidays:

Friday, December 25, 2015  
Saturday, December 26, 2015  
Friday, January 1, 2016

We look forward to working with you in the New Year!

The Team @ NABS

# Looking to 2016

## UPCOMING EVENTS



### COME VISIT NABS AT THE DEAF GAMES

**January 9 - 16, 2016:** The Australian Deaf Games will be held in Adelaide.

The Games will have up to 15 different sporting competitions and a variety of events that celebrate Deaf culture.

As a sponsor of the event, NABS will have a table.

**February 12, 2016:** Victorian Advocacy League for Individuals with Disability (VALID) Our Choice Expo. *Geelong - Victoria*

**August 2016:** Hearing Awareness Week. *Australia-wide.*

**October 2016:** National Week of Deaf People. *Australia-wide.*

## CONTACT US

### 7 Ways you can contact NABS



P: 1800 246 945



E: [bookings@nabs.org.au](mailto:bookings@nabs.org.au)



F: 1800 246 914



Online Booking Form



TTY: 1800 246 948



SMS: 0427 671 261



iPhone or Android App

NABS is the National Auslan Interpreter Booking and Payment Service.

NABS provides interpreters anywhere in Australia for Deaf people who use Sign Language.

It is **FREE** to book an interpreter for private health care appointments.

All interpreting services to Aboriginal and Torres Strait Islander Sign Language users are provided **FREE** for both public and private health care appointments.

Monday - Friday: 8am to 8pm

Saturday: 8am to 1pm

*\*Closed National Public Holidays and Sundays*

