



Deaf Community Newsletter

Welcome

Welcome to the Winter 2014 edition of the NABS Deaf Community Newsletter.

It has been a busy start to the year for NABS, with some staff changes and helpful updates to the website.

We have included some community news about the Koda camp in Queensland, Deaf sporting events and more.

We also look at some work our interpreters are doing across Australia.

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

INSIDE YOU WILL FIND:

- KODA CAMP
- DEAF SPORTS
- BOOKING TIPS
- WEBSITE NEWS
- STAFF UPDATES
- MESSAGE FROM THE CONTACT CENTRE
- AND MORE...

NABS NEWS

NABS has some recent staff changes at the Brisbane office.

- NABS staff member Lindsay is now the Contact Centre Coordinator.

He will book interpreters for hundreds of medical appointments across Australia every month.

- Jen Webb has left the Brisbane team. She is moving back home to South Australia to be with her family.
- NABS Northern Territory interpreter Naomi is also moving on to new adventures.
- NABS has appointed interpreter Mal Casey to join Liz in Darwin.
- Janette is another new face to join the NABS Brisbane team.

Janette is the Manager for interpreter training and professional development.

We look forward to working with you.

The Team @ NABS



NABS office Chermside, Brisbane



NABS Contact Centre Coordinator, Lindsay catching Marlin on a recent fishing trip.

7 Ways you can contact NABS



P: 1800 246 945



E: bookings@nabs.org.au



F: 1800 246 914



Online Booking Form



TTY: 1800 246 948



SMS: 0427 671 261



iPhone or Android App

Contact NABS

- NABS is funded by the Australian Government to provide interpreters **FREE** of charge to people who use sign language to communicate and NABS books interpreters for private health care appointments.
- NABS is a **FREE** service to Sign Language Users and Health Care Providers.
- 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*

EVENTS

There are many great events coming up in the second half of 2014.

For more information, visit the Events Calendar on the NABS website.

If you have an event you want to tell us about, email: communications@nabs.org.au

SPORTS

NABS Cup

Australia Deaf Rugby Union Sevens' 1st National Deaf Rugby Sevens Championship 2014 was held on Saturday 1st March 2014 in Granville Park (Parramatta Rugby Union Club), Sydney NSW.

There were three state Deaf rugby sevens teams, total of 28 participants, who played in the rugby seven tournament.

*Winning team – VIC Deaf Rebels
Runner-Up team – NSW Deaftahs
Third placing – QLD Redeafs*

NABS Cup awarded to the winning rugby team

ADRU7's board members have decided to bring forward its 2nd National Deaf Rugby Sevens Championship from March 2015 to Saturday 4th October 2014 in Brisbane QLD.

- Photo and story thanks to Simon Mahony, ADRU7 President



Deaf Tenpin Bowling

The Tri Nation Deaf Tenpin Bowling Event which was played on April 21, 2014 at Blacktown AMF was a big success. All bowlers and visitors enjoyed the games.

There were 6 bowlers on each team for Argentina, Australia and New Zealand for both men and womens teams.

Mens Tri Nation: 1st Australia - 37 points, 2nd Argentina - 25 points, 3rd New Zealand - 22 points.

Womens Tri Nation: 1st Australia - 43 points, 2nd New Zealand - 33 points, 3rd Argentina - 8 points.



Photo and story thanks to Bruce Shaw, President Sydney Stars Deaf Tenpin Bowling Club

INTERPRETER STORIES

Here NABS shares stories about interpreters from Australia and around the world.

“Hi! My name’s Ben Jays & I’m a Paraprofessional Interpreter based in Perth, WA. After studying Auslan certificate 2, 3 & 4, Diploma of Auslan & Diploma of Interpreting, gained my NAATI accreditation this year. I have also been a Qantas Flight Attendant for eleven years.

As a Flight Attendant I have flown to places such as Japan, New Zealand & China. Now I mainly fly around Australia where I’ve been fortunate enough to have members of the Deaf community on board which is always a nice surprise. I recently went on a skiing holiday in Canada which was great also!

Being an Interpreter is a challenging & rewarding job. I consider myself very lucky being a part of two cultures & communities, doing two jobs that I love.”

*Ben Jays
NABS Interpreter, WA*



FUN FACT:
NABS has more than 500
interpreters Australia Wide

DID YOU KNOW?

- Since NABS started in January 2005, we have made over 200,000 bookings
- NABS fills approximately 2,000 bookings each month
- NABS receives more than 10,000 SMS messages every month



NABS office - Brisbane

CONTACT CENTRE UPDATE

NABS Policy for booking interpreters:

NABS tries to book an interpreter that you like.

We think about many things like the Deaf person, the area where the appointment happens, if the Deaf person is male or female, cost of travel and many other things.

The guidelines the government gives to NABS does not say that we must give a first choice of interpreter but NABS has always tried to give Deaf people a good choice.

NABS interpreters are paid at the rate the government gives us.

NABS must be careful in how it uses the funds to make sure all Deaf people can have an interpreter.

That is why NABS uses NABS interpreters if possible.



Inside the NABS Contact Centre

Tips to make booking an interpreter EASY

✓ Please tell NABS as soon as you make an appointment with your doctor, specialist or other health care practitioner.

✓ Book an interpreter using Online Booking Form OR SMS. Please don't use both for the same booking.

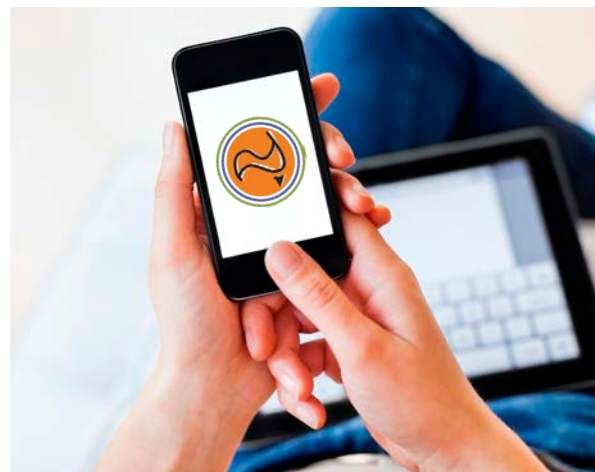


✓ If the interpreter does not arrive at your appointment by the start time, please tell NABS.

Interpreters should arrive 5 or 10 minutes before your appointment.

✓ You need to sign the interpreter's job sheet when the appointment is finished. If the interpreter arrives late or leaves before the appointment is finished and you don't want to sign the job sheet, please let NABS know.

✓ If you tick 'ANY' interpreter when making a booking, NABS will book any interpreter. If there are interpreters you do not like, you can tell NABS. Changing interpreters creates a lot of work for NABS staff and sometimes NABS has to pay both interpreters.



✓ SMS Bookings – it is important to tell NABS the doctor name and phone number. The doctor name and phone number are most important.

✓ If you get a new mobile phone number, please tell NABS straight away. NABS contacts many clients by SMS to confirm bookings.



✓ When submitting a booking make sure the day and date is correct.

✓ If you cancel your appointment tell NABS straight away.



These helpful hints will help make booking an interpreter easier for you and the NABS Bookings team.
THANK YOU

Koda Camp

NABS is proud to be supporting this year's National Koda Camp.

Koda Australia organises camps for hearing kids of Deaf adults.

At the camps there are plenty of activities for the kids to enjoy. They develop leadership and team building skills, and make friends with other Koda's.

At Koda, they encourage kids to be proud of their two cultures and two languages.

At every camp they have hearing and Deaf leaders, and all of them are part of Deaf families themselves.

WHEN: Friday 7th to Monday 10th November

WHERE: Tallebudgera on the Gold Coast

AGE: 12 - 17 year olds

COST: \$285 per camper

INCLUDES: Accommodation, meals, activities, half day Dreamworld entry and a gift.

For more information visit
www.kodaaustralia.com.au or email
kodaaustralia@gmail.com



Photo courtesy of Koda Australia

Tasmanian Health Conference

- By Ali Dowl, NABS Interpreter

On Saturday 26th July, NABS was represented at the 'Tasmanian Health Conference' held at the Menzies Centre in Hobart.

Over 150 people attended to discuss the state of health services and workforce issues.

NABS Tasmania Interpreter Ali Dowl met many people and provided information about NABS interpreters.

This was a very successful event.

New contacts were made with many doctors, health workers and education providers.

NABS thanks the Australian Medical Association (AMA) for the opportunity to participate in this great conference.



*TOP:
NABS stand
at the
Tasmanian
Health
Conference*

*RIGHT:
The Menzies
Centre in
Hobart*

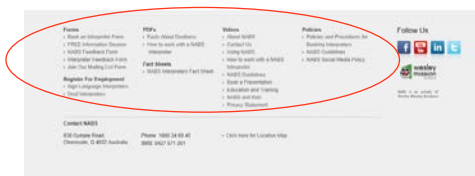


NABS WEBSITE

NABS has listened to your feedback about the NABS website.

We have added a sitemap at the bottom of the home page, so you can easily find forms, PDFs, videos and more.

We have also added a Contact Us button so you can see our opening hours and contact details.



Easy to find information on NABS website www.nabs.org.au



E-Newsletters

NABS wants to help save trees and save paper.

NABS will now send e-newsletters by email to all our registered Deaf clients, to give regular updates and news throughout the year.

DON'T MISS OUT

Please send your email address to: communications@nabs.org.au so we can add you to the mailing list.

Your details will be kept confidential and will be used for NABS purposes only.

Feedback

We value 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



You can find the online feedback form on the home page of the NABS website



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.

Out and About



NABS stand at the National Indigenous Health Conference in Cairns, 2013.

Beautiful day in Cairns



NEW DESIGNS

NABS has new information to help make bookings easier for Auslan Users. The new NABS postcard has easy instructions on how to book an interpreter and important NABS contact details.



NABS new information guide with new pictures and new information



New NABS 'postcard' with easy booking information and contact details



Auslan User, Sandra with her handy NABS notebook at Ponte a Serraglio at Bagni di Lucca, Tuscany, Italy.