

Guidelines for Employment of Auslan Interpreters

The WAI Disability Service provides advocacy, access and inclusion support to William Angliss students with disabilities, medical and mental health conditions, in accordance with the principles and guidelines under the Disability Discrimination Act 1992, Disability Standards for Education 2005 and WAI Working with Students with a Disability Policy and Procedure.

The Disability Service (including in class support) is coordinated by Disability Liaison Officer (DLO), Carol Maurici. All casual support staff report directly to the DLO.

The term 'support staff' refers to Education Access workers (also referred to as Support workers, Note-takers & Participation Assistants), Auslan interpreters, carers and external support staff, supporting William Angliss students.

Whilst the onus is on the student to advise the disability office of any changes to their timetable or support needs, support staff are also encouraged to notify the DLO as soon as any query, issue, concern or change occurs relating to the support of the student. Urgent matters should be brought to the DLO's attention immediately.

Location: Disability Services are located in Bldg C, Level 2, room C204
William Angliss Institute 555 La Trobe St, Melbourne 3000

Hours: Monday to Friday, 9am-5pm

Contact: Disability Liaison Officer: Carol Maurici
Ph: 9606 2232 Mob: 0400 130 375
Email: carolm@angliss.edu.au

1. Access

- Access to Bldg C is available any time the Learning Resource Centre (library) is open. There is also access between Buildings E & C, on level 1, via interconnecting door which is usually open.

- Also on the 2nd floor, Building C, is the Access Workers office (Room C211), where Interpreters can:
 - Store belongings in filing cabinet drawers
 - Collect kitchen aprons and caps for practical classes.
 - Find student timetables
 - Make coffee/tea (limited facilities available)
 - Have lunch/breaks

After Hours Access

- WAI office working hours are from 8 – 5 pm and often buildings are not accessible outside of these times. If the building is not open before 9am, it is best to call security at the entrance and they will be able to open the doors for you.
- For after-hours access to Level 2, Building C, call **Security on 9606 3704**. (If using internal phone, only dial 3704)

Note: it would be advisable also to have your mobile phone on hand to be able to call security if there is no telephone in your classroom.

Saturday Shifts

- For an 8am class on Saturdays, access to buildings at WAI is limited. To access Building C Level 2 – for ipad and uniform etc:
- Enter Building D from La Trobe Street **or**
- Enter Building E from Little Lonsdale Street (if glass sliding doors are unlocked).

If the door between Building C and Building E Level 1 is **not** open:

- Contact security: **9606 3704** and ask them to let you into Building C, Level 2.
- If you don't have a mobile phone you can use the phone at reception, Little Lonsdale Street, Building E (dial 3704).

Or

- You can use the phone in Central Stores (ground floor Building E). Through the clear plastic doors. (dial 3704).
- At the end of the class, if the Library has closed, you will need to get security to let you back into the building to return cap, apron, badge and/or collect any belongings.
- Also, good idea to bring your lunch or snacks on Saturdays as Bakeshop and Café 555 are not generally open on weekends.

2. Shifts

- Available shifts are listed on CABS website.
- You can contact Carol (DLO) by email or phone prior to your first shift, to familiarise yourself with the disability services area.

3. Environment

- Auslan interpreting may be required in theory classrooms or lecture theatres, or in practical settings such as cookery/bakery/patisserie kitchens or in the dining/bar area of the bistro, Angliss, or Occasions restaurants (located on campus)
- Practical classes - one interpreter will be booked
- Computer classes - one interpreter will be booked
- Lecture / Tutorial / Theory class – two interpreters will be booked for classes with high levels of spoken output (working in tandem for 15-20 minute time slots)
- 2 interpreters will be sought for theory classes. Where only 1 interpreter has accepted a booking intended for 2, the sole booked interpreter will be notified and given the choice of withdrawing from the booking.
- Health and safety is a high priority for all WAI staff – interpreters will not be expected to accept bookings they feel may cause strain or injury.
- A sole interpreter who does accept a booking originally intended for 2 interpreters **is required** to take frequent breaks (every 15-20 mins).

4. Employment conditions

Education Access Workers are employed under a 'Host employer' agreement, where William Angliss is the workplace, and agency **Dixon Appointments** are the direct employer. Education Access workers and Auslan Interpreters report directly to the Disability Liaison Officer at William Angliss.

The work is casual and, due to the constantly changing needs of students, is irregular in nature. Ongoing work is not guaranteed.

All support staff must be registered with Dixon Appointments and will be paid through them on a weekly basis.

Timesheets are submitted electronically to Dixon's, but are approved by DLO each week. **Timesheets must be submitted by Sunday evening**, in order to be approved in the weekly pay run.

Timesheets are approved on Monday mornings each week. Any timesheet which has not been submitted by Sunday evening, may miss out on being included in the pay run for that period.

Contact Details: Dixon Appointments
Level 2, Collins Street, Melbourne 3000
Tel: (03) 9629 9999

Contact: Brianna Morris and James Muskett

5. Minimum booking times

- A minimum time of 3 hours will apply for a single booking
- If bookings are made for a full day, unpaid breaks must be clearly indicated
- Short bookings have a minimum of 3 hours to recognise travel to and from multiple bookings on the same day.
- This minimum does not apply to short bookings that take place at one location, e.g. in the case of 10am-12pm booking, 12:30pm-2:30pm booking, 3pm-5pm booking, all at same location on same day:- this will be considered one shift and payment will reflect actual number of hours worked.

6. Cancellation conditions

- A minimum notice of 24 business hours will be given to interpreters, otherwise full payment will be paid for the agreed booking (for single shifts or for first shift only of ongoing shifts).
- If the student fails to arrive within 30 minutes of the class start time, the interpreter is permitted to leave **only after contacting the DLO**. There may be other interpreting shifts available in lieu of the original one.
- If the student notifies the interpreter and/or the Disability Office of the delay within the initial 30 minutes of the booking, interpreters are required to stay until the student arrives
- William Angliss reserves the right to cancel ongoing shifts without notice if support staff are unreliable or behave inappropriately with students or staff.
- Shifts may be cancelled for a variety of reasons, some of the instances where this may occur are:
 - i. Support staff are unreliable or act in an inappropriate way towards staff and students
 - ii. The student no longer requires support
 - iii. The student has reasonable grounds for dissatisfaction with support staff
 - iv. The class/unit being studied comes to an end
 - v. Change of semester or term
 - vi. Change to scheduled time/day of class
 - vii. Change of support staff's availability to undertake shift.

7. Rates of pay

- Interpreters are to be registered with Dixon Appointments and will be paid through them on a weekly basis
- Dixon Appointments timesheets must be completed online at the end of the assignment.
- Interpreters should note the name of the student they worked with in the comments section (first name and initial of surname only)
- Interpreters will be paid at an hourly rate as per the agreement with the booking agency (see below).
- Interpreters will be paid for the timetabled classes only, excluding any break times

- If there is **more** than 1 1/2hour break in between classes, then the bookings are considered to be 2 separate bookings and the minimum booking time of 3 hours will apply
- Pay rates for Auslan interpreters are:
 - \$37.50 per hour
 - \$43.44 per hour, penalty rate (for time worked after 7pm)

8. Reliability

- Interpreters are expected to be punctual for classes. If unforeseen circumstances arise please contact the Disability Liaison Officer to advise
- If late, payment is to be claimed from the time of arrival
- In the event that 2 interpreters are booked and one fails to arrive, if the remaining interpreter agrees to stay, he/she **must** take regular breaks to ensure their health and safety

9. Professionalism

Support staff shall:

- Be reliable and polite
- Be well presented, and dressed in an appropriate and professional manner (see additional guidelines below also, for dress code in practical classes)
- Introduce themselves to the teacher at commencement of class
- Respect classroom/kitchen rules
- Establish and maintain appropriate professional boundaries at all times
- Remain as unobtrusive as possible during class.
- Conduct any necessary interaction with teachers and other staff in a discreet and courteous manner.

Support staff should not:

- Provide an unreasonable amount of support to a student
- Take responsibility for student's results
- Interact with other students (outside of required interpreting for student)
- Compromise the integrity of the course.
- Disrupt classes in any way

- Allow students to be in possession of test papers (before or after completion of test). Support staff or DLO *only* are permitted to collect/return test papers to teachers
- Add comments, answer questions or *in any way* participate in class activities or discussions, unless directly interpreting for student being supported.
- Partner a student during class activities
- Be responsible for student supervision in the absence of the teacher or for administering or monitoring student's medication

10. Requirements

- All support staff are required to have a current Working with Children Check.
- Access workers and Interpreters must be registered with Dixon and fulfill Dixon registration requirements **before** commencing shifts at William Angliss.

Auslan interpreters and Access workers will often be expected to work together in the support of students. In these situations it is expected that:

- Courtesy and respect for each other's role will be demonstrated
- Professional conduct will be maintained at all times
- Any discussion around best approach to working with student will take place outside of the classroom and not in the presence of student, teachers or other class members.
- Any discussion/explanation/arrangements relating to student's studies will take place in the presence of the student
- The access worker will break down work, clarify information, assist in planning and prioritising of work, manage other symptoms of the student's condition which the access worker may be aware of, but which may not have been divulged to other support staff/teachers.
- Interpreters and access workers will work together to facilitate the student's access to information, without disruption to the student's learning experience, or to the teaching environment.

- Any concerns or issues will be referred to the DLO in a timely and appropriate manner.

Education Access Workers:

Be aware of the role of Education Access Workers (EAWs) (EAWs may perform both the role of notetaker and Participation Assistant in the one class), which may include duties such as:

- Breaking down information – helping student learn to develop steps to approach tasks.
 - Re-phrasing/rewording information – when necessary defining difficult words or phrases.
 - Clarifying information – highlighting main ideas, showing connections, explaining or repeating information
 - Help to plan and prioritise tasks
 - Help to plan steps to initiate tasks
 - Supporting students during practical or theory tests
 - Helping student stay focused and on task
 - Encourage and use positive reinforcement
 - Supporting students during theory/practical assessments
 - Facilitating discussions between teacher and student as required.
 - Carrying out other adjustments to minimise the impact of disability on student in the learning environment, as directed by DLO
- **Access workers may often perform both notetaking and participation assistant roles in the one class when working with a student.**

11. Practical classes

Support staff should dress appropriately for practical classes in the kitchen. Occupational Health and Safety guidelines require:

- Long trousers (no shorts, leggings, dresses or skirts)
- Enclosed non-slip shoes & socks (not runners)
- A white coat (black apron) and hat or hair net must be worn in all kitchen classes. These are available from the DLO or in room C211, in roller door cabinet. Sign in/out sheet must be completed before and after each shift.
- Caps and aprons are to be returned to the DLO or to room C211 at end of shift (can be placed in roller door cabinet in C211)
- No jewelry (very small earrings and simple band ring acceptable)
- Long hair must be tied back
- Interpreter badge must be worn during each shift (collect from DLO or roller door cabinet. To be signed in and out)
- Please remember it is important to put on the coat/apron and hat before entering the kitchen. Entry to kitchen is prohibited if correct protective clothing is not worn.
- Also note that hats and coats are not to be worn off WAI premises, for example, during a break, due to hygiene regulations.
- Please ensure you check with the teacher where you can place personal belongings during practical classes.
- Room C211 is also available to Auslan interpreters and Access workers. Alternatively, please see DLO - Carol Maurici, Building C, Level 2, room C204.

Auslan Interpreters should not:

- to perform hands on work in practical classes (even at teacher's invitation)
- to gather ingredients or equipment for students
- to assist with washing dishes, cleaning duties or other kitchen duties (even at request of teacher)

- to provide Participation Assistant duties to student (unless by prior arrangement with DLO).
- to take responsibility for supervising class in teacher's absence or to monitor student's medications.

Identification of Support Staff:

- Auslan Interpreters are required to wear ID badges during class time.
- These can be collected from either Carol or Anita at WAI, prior to shift.
- Badges must be signed for before and after each shift.

In crisis

During regular working hours (8am – 5pm)

- If a student is showing signs of distress, such as high anxiety, tearfulness, agitation, accompany student to a quieter space.
- Notify the teacher and the DLO – ext: 2232 or 0400 130 375
- stay with the student until they are feeling calmer
- If the student continues to feel distressed call the Senior Counsellor in student support (2210) or walk the student there, one of the counsellors may be able to see the student straight away
- The medical centre is also available if student is in physical distress
- Any incidents such as these should be verbally reported to the DLO immediately (or via email if DLO unavailable).

If there are concerns about safety or aggressive or violent behavior, contact security – 9606 3704

Outside of regular hours (before 8am, after 5pm or Saturdays)

- If a student is showing signs of distress, such as high anxiety, tearfulness, agitation, accompany student to a quieter space.
- Notify the teacher
- Someone should remain with student until they are feeling calmer

- Speak calmly student in distress, but don't feel that you have to counsel or advise them
- Ask the student if there is anyone they can call to come and collect them from school.
- Recommend that the student make an appointment with the counselor or DLO (offer to assist the student to do this or give the student the direct phone number)
- Wait with the student until they are picked up from school
- If the student has no-one they can contact, and they are still in distress, suggest the student call lifeline (or go online) and stay with the student while they make the call
- **In case of violent behaviour, threat of harm to either themselves or others, or extreme distress - call Security 9606 3704 (or ext: 3704)**

Child safe laws

Government child safety laws require mandatory reporting of harm to children.

If there are any concerns that a WAI student under the age of 18 is experiencing physical, emotional or sexual harm, on or off campus, report concerns immediately to DLO.