



New South Wales

PROFESSIONAL  
DEVELOPMENT  
EVENT

# TELEPHONE INTERPRETING SEMINAR

Presented by  
**ALISON THORNE**  
TIS National

Wednesday 22 June 2011, 6:00-8:00 pm

Venue: SMSA (Sydney Mechanics' School of Arts), 1st Floor, 280 Pitt Street Sydney NSW 2000

AUSIT NSW announces a professional development session on telephone interpreting to be presented by Alison Thorne, Assistant Director Contracts at TIS National, the Department of Immigration's Telephone Interpreting Service.

TIS National, a 24-hour telephone interpreting service, was a world first when it was established by the federal government in 1973. Since then the demand for services and the range of languages covered has grown hugely, and the growth continues. Alison will describe the nature and methodology of TIS services and provide information and advice on a wide range of telephone interpreting topics, including the following:

- range of languages provided
- level of demand for different languages
- nature of work (ie which organisations and individuals call on TIS services)
- hours of operation
- recruitment
- support for members of the panel
- performance feedback
- complaints process
- contractor pay rates and conditions
- role of TIS operators
- ethical standards
- practical considerations for taking calls
- contractor availability
- standard of telephone equipment required
- call allocations

This session will be of interest to current TIS contractors as well as prospective future contractors. Attendees will have the opportunity to ask relevant questions.

Cost: \$30 for AUSIT/ASLIA members or T/I students, \$50 for non-members, GST included. Light refreshments provided. This event is worth 20 PD points. Please download and complete form to register.

Getting there: The Sydney Mechanic's Institute is located on the 1st floor of 280 Pitt St between Bathurst and Park Streets, in the same building as the Sydney NAATI offices. The closest train station is Town Hall. There is metered street parking from 6pm and several commercial car parks in the area. The venue is wheelchair accessible.

Further questions about the event: please contact organiser, Patricia Cruise, c/o ausitnsw@gmail.com.

AUSIT NSW WEBSITE: <http://sites.google.com/site/ausitnsw/>

To register for this event, please complete the form below and send it with your payment to the national AUSIT Office

By email: you can fill out the form electronically and send it as an attachment to [admin@ausit.org](mailto:admin@ausit.org). If including credit card details, you may prefer to save the form in pdf format or provide your CC details over the phone on 1800 284 181 or (03) 9895 4473.

By fax: you can also print out and fax the form to (03) 9898 0249.

By mail: mail the form to AUSIT at PO Box 193 Surrey Hills, VIC, 3127.

Payment options:

Credit card: by completing form below or over the phone, call the AUSIT office on 03 9895 4473.

Bank transfer: Name of Account: Ausit National; BSB No: 033 002; Account No.: 134054. If paying by bank transfer, please do not forget to include NSW2206 + your name in the transfer details (eg. NSW2206 Jones) and send the registration form notifying AUSIT of your payment to [admin@ausit.org](mailto:admin@ausit.org). It's important we can match payments to people!

Cheque: Please send a copy of this form with your cheque made payable to AUSIT National, to AUSIT, PO Box 193 Surrey Hills, VIC, 3127.

The office will send you a receipt for your records.

For any payment queries, please contact Shweta in the National Office on 1800 284 181 or (03) 9895 4473 or at [admin@ausit.org](mailto:admin@ausit.org).

YOUR DETAILS

<u>Registration form:</u>	NSW PD EVENT TELEPHONE INTERPRETING 22/06/11	
Full name:		
Address:		
	Postcode:	
Member category:		Member No:
e-mail and/or fax no.:		
Phone contact:		

FOR PAYMENTS BY CREDIT CARD

Name on your card:															
Master/Visa card no.:															
Expiry date:			/												
Amount:	\$30.00 / \$50.00 (Please delete or cross out inapplicable)														