

APPENDIX 3: MODEL – INTERPRETER ASSISTED TELEPHONE CONVERSATION – INVITATION TO A MEETING

Introduction

- State your name and role, and that you are calling with an interpreter (check the language selected is OK if you are unsure). Indicate that you are not calling about a problem with their child and not to worry.

Reason for the meeting

Example: Have you heard there will be an important meeting for families and guardians at the school next week? We hope all families who have children in the school will come to the meeting. The school really wants to help your children to succeed at school and would like to hear from you about how the school could be doing better.

This is also an opportunity to provide parents with important information about the Australian education system, and for you to ask some questions about the school, or make some suggestions. It is a chance to tell the school about what you would like in the future for your child.

Sometimes parents can feel uncomfortable about coming to the school because of language or lack of confidence, but there will be an interpreter there, and some workers who also speak your language.

We would like fathers and mothers (or male and female guardians/carers) to be there.

Check the details:

Date: 12 July

Time: From 10.00 am to 12.00 noon.

Place: School library. Check they know how to get there.

Language:

We will arrange interpreters to be at the meeting. Can you tell us what language you would like for the interpreting?

Childcare:

There will be a childcare worker for younger children at the local community centre. Childcare is free. Do you think you will need childcare? If so, how many children will you bring? (If any, fill in your childcare form.)

Conclusion

We really hope you can come – is there anything we can do to help you to get there next week (transport, any other barriers)? Do you have any questions?