

SLSA Mission Statement

Mission

To provide the linguistic and cultural bridge between people who are deaf or hearing impaired and members of the general community.

SLSA will:

- Ensure quality interpreting services are provided to all consumers
- Encourage feedback from consumers (individuals or agencies) on services provided
- Follow-up on any complaints immediately
- Provide a courteous, efficient and professional service at all times
- Treat all our clients in an equitable and non-discriminatory manner
- Respond promptly to all requests for information
- Provide Deafness Awareness Training to government and non-government agencies
- Provide cross cultural training
- Train consumers in how to work effectively with interpreters
- Develop and provide Auslan training sessions in the workplace
- Develop and provide interpreter training workshops/seminars
- Provide a consultancy service and training for Makaton users/trainers