

SLIS Strategic Plan 2020 - 2024



• Table of contents

| | |
|---|----|
| The Organisation | 3 |
| Strategic Plan 2015 - 2020 | 4 |
| Implications for the Organisation | 7 |
| Our Strategy 2020 - 2024 | 9 |
| Glossary | 13 |
| Key Literature and References | 14 |
| SLIS Reports / Research commissioned SLIS | 15 |



The Organisation

Sign Language Interpreting Service (SLIS) is the national organisation for sign language interpreting in Ireland. We provide a range of interpreting services to both individuals and organisations. We also advocate for the right to Irish Sign Language (ISL) interpreting services, and lead on the development of infrastructure for the sector.

Founded in 2007, we are supported and funded by the Citizens Information Board.
www.citizensinformationboard.ie

SLIS is headquartered at Deaf Village Ireland, which is based in Cabra, Dublin.

Our Vision: All Deaf people live as full and equal citizens.

Our Mission: To advocate for, develop, and make available, quality interpreting

The SLIS Board 2020

Nuala Crowe Taft (Chairperson), Caroline McGrotty (Vice Chairperson), Patrick Stagg (Secretary), Peter Hughes, Ronan Lowry, Brigid McGourty, Pat Matthews, Susan O'Callaghan, Gilles Paoletti.

Company Number: 434358 Charity No: CHY 17461



• Strategic Plan 2015 - 2020

SLIS has driven transformative change over the period 2015 - 2020

Highlights include:

Services

- ▶ The remote interpreting service (IRIS) saw significant development and growth.
 - ▶ The service was expanded from 5 days a week to 7 days a week.
 - ▶ IRIS use increased from 931 remote interpreted assignments in 2014 to 7,503 in 2019. This is an annual increase of 40% per year, and amounts to an eight-fold increase on 2015.
- ▶ In 2019, the access service was used 373 times by Deaf people to support their ISL needs, (compared to 291 access requests in 2015, a growth of 28%).
- ▶ In 2019, the referrals service was used 1073 times by businesses and individuals to support ISL needs and 682 times for GP appointments, totalling 1755 requests in 2019 (compared to 938 referral requests in 2015, a growth of 87%).

Advocacy

- ▶ SLIS contributed to consultations on the Irish Sign Language (ISL) Act 2017 and NDIS 2017-2021, both of which significantly strengthened ISL rights and funding for services.

Infrastructure

- ▶ In collaboration with organisations and individuals from across the Deaf community, SLIS led on:
 - ▶ Securing multi-year funding for the development of a much needed Register for Sign Language Interpreters, and convening a working group to design a structure and process for its implementation.
 - ▶ Developing quality standards, highlighting skills shortages, and drafting a framework for continued professional development of ISL interpreters.

We struggled to make progress on elements of Action 2 of the National Disability Inclusion Strategy 2017-2021. The development of a register and quality assurance scheme is progressing more slowly than planned, while the agreement of guidelines for a social inclusion fund (Section 9 ISL Act) has not yet been achieved. The reasons relate to staff capacity, due in part to a delay in appointing a Quality Development Officer, and in agreeing processes with decision makers and stakeholders.

We look to capitalise on our successes for the duration of the next strategic plan, 2020 - 2024, with a continued emphasis on delivering services, protecting ISL interpreting rights and developing infrastructure, working in close collaboration with partners, with the ultimate goal of Deaf people living as full and equal citizens.



Developing the Strategic Plan 2020 - 2024

The strategic planning process was led by an external project manager, who worked closely with the Board of Directors and the Board Strategy Sub-Committee. Key stakeholders were also consulted as part of the process, including management and staff, the Citizens Information Board, interpreters, the Deaf community, and partner organisations. The goal was to produce a plan that is robust, that represents diverse perspectives, and that is directly aligned with achieving our purpose.

Evidence Base for the Strategy

Sign Language Interpreting Service (SLIS) works with both the Deaf and hearing worlds, providing sign language interpreting services that facilitate easy access for Deaf communities to relevant public, educational and social services, and enable them exercise their rights and entitlements, including under the Equal Status and Disability Acts.

Some of the most comprehensive current statistics on the Deaf communities and their use of ISL are found in the Citizen Information Board's 2018 deaf community research report, and from the Census 2016.

Key statistics include:

- ▶ The number of people with a hearing related disability in 2016 was 103,676 or 2.2% of the population, increasing by 11,616 people since 2011. (Census 2016)
- ▶ 15,000 deaf / hard of hearing people over the age of 65 live alone (Census 2011, reported by CIB 2018)
- ▶ 28% of people with a serious hearing impairment or deafness struggle to leave the home (shop / doctor appointments). 29% struggle in other activities such as leisure or using transport. 23% struggle with working a job or attending school. (Census 2016)
- ▶ 50% of the deaf community don't consider their deafness a disability but view it as a part of their identity as a linguistic and cultural minority group. (Census, 2011, reported by CIB, 2018)
- ▶ No definitive data for ISL usage in Ireland exists, due to unclear question framing in both the 2011 and 2016 censuses. SLIS use the Irish Deaf Society estimate that there are approximately 5,000 Deaf ISL users in the country (CIB, 2018).

Wider Context

Since the publication of the last Strategic Plan 2015-2020, there has been significant progress in the national recognition of ISL rights in Ireland.

In 2016, a report published by the Houses of the Oireachtas Joint Committee on Justice and Equality acknowledged the "systematic exclusion" of Deaf citizens and the "extreme marginalisation due to the lack of sign language recognition and provision".

In 2017, the Irish Sign Language (ISL) Act was published, and commencement of the Act will mark a new era in statutory entitlement to ISL interpreting with public bodies, support for interpreting in social and cultural contexts, use of remote web based interpreting, and regulation of sign language interpreters.

Alongside the ISL Act 2017, national policy through the National Disability and Inclusion Strategy 2017 - 2021 makes provisions for the development of interpreting services. Through the NDIS, SLIS has been resourced and tasked with developing programmes including remote interpreting, and interpreter quality and training.

The ISL Act 2017 will come into force at the end of 2020, coinciding with the SLIS Strategic Plan, 2020 - 2024. In addition, the new NDIS strategy will be developed and published during this period.

This will have significant implications for the organisation's priorities over the coming years.

The ISL Act 2017 recognises *“the right of Irish Sign Language users to use Irish Sign Language as their native language and the corresponding duty on all public bodies to provide Irish Sign Language users with free interpretation when availing of or seeking to access statutory entitlements and services.”* (Section 3)

Section 6 entitled **“Duty of public bodies”** requires public bodies to provide free sign language interpreting to Deaf citizens seeking to *“access statutory entitlements or services”*. Remote interpreting is also referenced in this section. *“Provision of or availing of a remote, web-based service shall, if the Irish Sign Language user consents, be sufficient to meet the obligations of a public body under this section.”*

Section 4 provides that ISL can be used in legal proceedings.

Engagement of verified competent Irish Sign Language interpreters is covered in section 7. *“A court or a public body, in compliance with its obligations under this Act, shall not engage the services of a person providing Irish Sign Language interpretation unless the person’s competence has been verified by having been accredited in accordance with an accreditation scheme funded by the Minister for Employment Affairs and Social Protection.”*

Section 9 provides for **“Support for access to events, services and activities for users of Irish Sign Language”** to facilitate ISL users to *“access to social, educational and cultural events and services (including medical) and other activities”*.

The National Disability Inclusion Strategy (NDIS) 2017-2021 has an objective that *“Appropriate accommodations and resources are in place to ensure people who communicate in different ways can participate as equal citizens.”*

Actions under the NDIS specifically task SLIS with development of interpreting availability and services aimed at the Deaf community:

1. *“We will extend hours of Irish Sign Language (ISL) remote interpretation service to evenings and weekends.”*
2. *“We will resource SLIS to increase the number of trained Sign Language and Deaf Interpreters, to put a quality-assurance and registration scheme for Interpreters in place and to provide on-going professional training and development for Interpreters.”*

Implications for the Organisation

SLIS is the national organisation for sign language interpreting, and therefore, the organisation is the natural 'go-to' in the implementation of provisions under both NDIS and the ISL Act 2017.

Priorities include the expansion of services (remote and in-person), collaborating with public and private organisations to increase access, improving the support and quality of interpreters, and registering and regulating sign language interpreting.

To date, SLIS has taken a lead role in bringing together organisations and individuals from across the Deaf community to collaborate on the design and launch of these projects.

This strategy marks a transformative period in which SLIS will not only develop its own services, but will also be instrumental in developing much needed sector infrastructure to ensure that sign language rights are protected and delivered upon comprehensively, consistently and sustainably.

Priority Issues for the Deaf Community

As part of the strategic planning process, SLIS consulted a wide range of stakeholders in order to gauge what are the key issues that are facing the Deaf community on the ground. The following were reported:

► Benefits of recent policy and legislation not yet fully realised

While there have been significant advancements in the recognition of and provision for ISL rights and interpreting in legislation in recent years, many of these rights are not yet fully realised. Various structural, funding and supply issues persist, in addition to inconsistencies in data, and problematic culture within public and private institutions. These factors combined prevent the Deaf community from fully exercising their rights.

The impact on the Deaf community is a lack of financial support, restrictions around access to quality interpreting, discrimination by service providers, and limited social and civic integration. Full implementation of the NDIS actions will help redress some of these inequalities.

When the ISL Act 2017 is commenced (December 2020), it is anticipated that this will further exacerbate the pressure on the system.

► Restricted access to services and low business awareness.

A Deaf person's access to public and private services is severely restricted. These restrictions are often caused by:

- A lack of policies and procedures to account for the ISL needs of the Deaf population or their rights to equal access to services.
- Widespread misunderstanding of the fact that interpreters are not a 'third party' under GDPR, and thus do not require special permissions.
- Poor staff training in how to communicate with or accommodate the needs of the Deaf community.
- Casual attitudes in relation to what constitutes a qualified and appropriate interpreter.

This results in systematic and significant exclusion from basic services. The onus is often wrongly placed on the Deaf person to source and schedule appropriate interpreters, and to try and navigate complex and changing customer interfaces.



► **Issues with availability and access to interpreters.**

Sourcing ISL interpreters is an additional and considerable barrier to Deaf people living as full and equal citizens. It is a particular challenge for the following reasons:

- Trinity College Dublin Centre for Deaf Studies provides a four-year degree programme for sign language interpreters. While the standards of qualification are high, limited numbers of qualified interpreters graduate every year.
- Continuous professional development, including specialisation in legal and medical interpreting, is self-directed and not a requirement of the profession.
- There is not yet an interpreter register or oversight body in place to regulate the profession.
- Interpreters report precarious working hours and conditions. Options for full employment are extremely limited. This makes the profession less attractive.
- Access to qualified interpreters is particularly limited in more rural regions. Rural provision is exacerbated by poor broadband, which also limits access to remote interpreting services.
- ISL interpreter supply is expected to come under further strain once the ISL Act is fully implemented (2020) and there is a legal requirement for public services to provide for ISL interpreting services to Deaf citizens.
- Members of the Deaf community with complex needs are at a further disadvantage, as they may also require Deaf interpreters, or more specialised interpreting services.

► **SLIS recognises improvements in education and employment as priorities for the Deaf community.**

The Deaf community are increasingly able to access mainstream education and employment, however provisions that are made for ISL interpreting are often either inadequate or limited in scope. The experience of Deaf people is that the lack of availability or access to interpreting in education and employment compound disadvantages and lack of inclusion.

- In primary and secondary school, Special Needs Assistants are frequently relied upon in lieu of an interpreter. While in college, interpreters are often limited to lecture halls with little provision made for the wider student experience. Adult education and training courses do not routinely provide interpreting, which makes participation difficult or extremely costly for a Deaf individual.
- Within the workplace, additional barriers to integration and promotion exist. There are concerns that employers view the cost of hiring a Deaf person as prohibitive. The Workplace Equipment/Adaptation Grant (WEAG) does not extend to interpreters, while the onus remains on the Deaf person to apply for the job interview interpreting grant.

These reported issues and stakeholder input has formed the basis for the development of our strategic objectives and deliverables for the next four years.

OUR STRATEGY 2020 - 2024

Objective 1:

Develop and expand IRIS - the Irish Remote Interpreting Service - to improve communication and access between Deaf and hearing people in Irish society

The Irish Remote Interpreting Service (IRIS) provides an online video link to an ISL / English interpreter. IRIS reduces the inequalities that Deaf people face in accessing information, entitlements and rights, while enabling service providers to break down communication barriers with Deaf citizens and enhance social inclusion, particularly with public services.

IRIS does not replace the need for in-person interpreting services, but offers a complimentary and viable alternative for the provision of interpreting. The ISL Act references remote interpreting, while the national policy (NDIS) resources SLIS to extend and develop this remote interpreting service.

SLIS will continue to evaluate IRIS regularly to provide an evidence base to guide how it will continue to grow and build IRIS to increase access to interpreting services, particularly in remote regions of the country, and develop the service in line with international best practice.

Outcomes:

1. Expand and develop IRIS.

Using evidence from our own service and from abroad, we will expand and develop IRIS. We will explore, and where viable, pilot, opportunities such as:

- a. **Interpreters working countrywide.** We will seek to set up other IRIS 'bases' nationwide in partnership with public services, where viable, and foster a

national remote interpreting service.

- b. **Mobile optimised service.** In the digital and mobile age, there are constantly new opportunities to streamline online services. We will ensure that IRIS continues to avail of technology advances to improve access to IRIS, such as the use of mobile devices and applications.
- c. **Integration with public sector services and businesses.** As service providers come under increasing pressure to address access issues faced by Deaf people, remote interpreting can offer a valuable communication strategy, as a compliment to in-person interpreting. We will assess how IRIS might be adapted to the needs of businesses and their Deaf clients, and support its integration into public and other services, and in line with the ISL Act and other legislation.

2. Build a data and impact measurement framework to guide decision making.

SLIS is committed to providing necessary, quality remote interpreting services. We will restructure our data collection to better understand the Deaf community, what they need, and what works.

3. Consolidate international best practice.

Remote sign language interpreting services are available in many countries across the world, and we will work to understand, learn from, and incorporate the best of these practices.

Objective 2:

We reduce barriers faced by Deaf people in exercising their rights to sign language interpreting services.

SLIS is the national organisation for ISL interpreting services, and the organisation is wholly committed to ensuring that the ISL interpreting access and rights of Deaf users are fully delivered upon.

ISL rights are increasingly enshrined in national policy, but in reality, Deaf individuals face daily barriers in accessing basic services. There are also many barriers to social inclusion.

We work with Deaf individuals, with businesses, with partners, and with the government to ensure that we overcome obstacles to access and integration.

Advocating for these rights together will not only ensure strength-in-numbers, but also lead to greater collaboration and efficiencies within the network of Deaf organisations and wider services.

Outcomes:

1. Deaf individuals receive professional, practical support when they need it.

SLIS intervenes in instances where Deaf people are denied or are not provided with necessary sign language interpreting services, and works with them to find an appropriate solution.

a. Offer a comprehensive Access Programme.

SLIS provides support to individuals to source and advocate for the use of qualified interpreters, particularly in instances where they are denied access. This service is fundamental to our work, and we will continue to increase its efficiency and effectiveness (including collaborations with the wider network).

b. Provide support in emergency situations.

SLIS offers 24/7 support to Deaf people in sourcing interpreters for legal and medical emergencies. We will continue to pursue improvements and increased efficiencies in this service.

2. Organisations have the information that they need to effectively integrate sign language interpreting services.

SLIS works to better equip business with the knowledge and resources to reduce barriers to access.

a. Streamlined Referrals Programme.

At the request of public services and businesses, SLIS currently signposts available interpreters. By automating much of this service, SLIS can significantly reduce its administrative burden.

b. Develop a 'best practice' toolkit for public services and businesses.

Many guides and advice already exist, but SLIS will consolidate and make available the resources needed to bring businesses into line.

3. Policy progress continues to be made in respect of ISL interpreting and ISL Rights.

SLIS are funded and supported by the Citizens Information Board, and therefore can utilise the support of its Social Policy Team. In collaboration with CIB and Deaf organisations, SLIS will ensure ISL interpreting rights remain a priority in policy making, specifically in the development of a new National Disability Inclusion Strategy.

4. We will advance a programme to fund interpreters for ISL users for easier access to social, educational and cultural events and services (including medical) and other activities.

While there is a commitment for a new national social inclusion fund, barriers remain in getting it up and running. SLIS will be the voice for Deaf people in ensuring that implementing the fund remains a top priority, and where possible, we will continue to advance its development.

Objective 3:

We support sign language interpreters to provide quality interpreting to all.

SLIS recognises that in order for deaf people to live as full and equal citizens, they need to have access to a plentiful supply of sign language interpreters. Those interpreters would be qualified, appropriately trained, available and accessible.

The current shortage of interpreters reflects geographic barriers, varying degrees of qualification and specialisation, scheduling challenges and sustainability. Interpreters also report unpredictable working conditions and fluctuating income. Increased demand for interpreting services is expected as a result of the commencement of the ISL Act 2017, enhanced accessibility for Deaf ISL users to public and other services as well as improved social inclusion.

The National Disability and Inclusion Strategy outlines plans to increase the number of sign language interpreters in the country. However, SLIS is not an awarding body, and therefore cannot supply this outcome directly.

Our organisation can however inform stakeholders of ways to increase the availability and quality of interpreting, and can positively impact on interpreter retention, by contributing to more favourable working conditions for them in the way we run our organisation and deliver our services.

Outcomes:

- 1. Support interpreters towards increased quality and expertise by continuing to provide interpreter training and development opportunities.** SLIS will continue providing continuous professional development (CPD) training in consultation with interpreters, interpreting organisations and the Deaf community, based on our track record, training needs, as well as new challenges in practice. SLIS will assess the need for, and explore technology to make CPD more widely available, supporting more interpreters to engage with quality CPD at their convenience.
- 2. Further support interpreter specialisation and CPD by researching and signposting of existing interpreter development opportunities and resources.** SLIS will consistently update interpreters of CPD opportunities and continue to support quality and development within the profession, supporting interpreters to maintain registration (see objective 4).
- 3. Work towards improving awareness of interpreter requirements and working conditions, and their impact on interpreting quality, by contributing to knowledge resources for service users.** SLIS will develop a comprehensive set of guidelines for users of sign language interpreters, based on research of best practice and consultation with interpreters, the Council of Irish Sign Language Interpreters (CISLI), together with guidance on how to best work collaboratively with all parties to ensure quality in delivery of service.
- 4. Increase insight through impact data.** As SLIS increasingly refines its data collection and impact measurement framework, there is an opportunity to share collated information and support the learning of the wider sector. This extends to interpreters, who will benefit from shared knowledge of trends and developments in interpreting. SLIS will consult with interpreter practitioners and Deaf community members to ensure their frame of reference is fully understood, incorporated and prioritized when collating and providing data to a range of stakeholders.

Objective 4:

SLIS will put a Registration and Quality Assurance scheme in place for Sign Language Interpreters.

SLIS is the designated lead organisation in developing the new Register for Sign Language Interpreters. The effective delivery of ISL interpretation services is contingent upon effective monitoring and regulation of interpretation quality. During this strategic period, SLIS will continue to establish a National Register of Sign Language interpreters, in collaboration with members of the Deaf community, Deaf and interpreter organisations and decision-makers, based upon quality standards for Deaf and ISL / English interpreting.

This work has already begun, and will continue for the duration of the strategic plan, particularly as the ISL Act 2017 moves towards full implementation.

Providing a register for use by public bodies before the commencement of the ISL Act 2017 is essential. This strategic period will also see consideration of how the Register and Quality Assurance scheme will be managed and maintained into the future.

Outcomes:

- 1. Finish designing the Register and process papers and guidelines.** This process will focus on ensuring the transparency and robustness of the scheme, securing agreement with key decision makers, as well as seeking to avoid a significant drop in the numbers of working sign language and Deaf interpreters.
- 2. Set up the Register and Quality Assurance Scheme in 2020,** in collaboration with stakeholders from across the sector. SLIS will continue to solicit the expertise of experts in governance, legal professionals, as well as interpreter and Deaf community expertise to consult on its operational requirements.
- 3. Support the Register in its implementation and maintenance, in accordance with the ISL Act 2017 and national policy.** This will include working with the public sector to raise awareness of their duties to provide ISL interpreters, and to promote the use of the Register, as set out under the Act.
- 4. Provide a programme of Quality Assurance Supports** (as set out in objective 3) of CPD and other supports for interpreters to comply with registration. SLIS will work alongside partner organisations such as the Council for Irish Sign Language Interpreters and the Trinity College Centre for Deaf Studies to help maintain high quality sign language interpreting in Ireland.

- 5. Provide leadership, collaborate with stakeholders, and inform decisions about future governance, management, and sustainability of the Registration and Quality Assurance Scheme.**

Once the Register is underway, SLIS will play an active role in supporting decisions about where the Register sits within the sector. This will likely involve a collaborative approach, with an emphasis on minimising conflict of interest, and maintaining the Register's integrity and independence.

Objective 5:

We conduct our work with integrity and with an unwavering commitment to Deaf people.

At the core of our strategy is an organisation that must have a strong structure and cultural integration with the Deaf community.

First and foremost, we will embrace a commitment to Deaf culture and ISL user empowerment.

Championing an approach of 'Nothing About Me Without Me' will mean that important decisions regarding the organisation and services must be made in consideration of and in collaboration with the Deaf community.

Secondly, we will develop a data-driven approach. This data will help us to really understand the needs of our users, the changing environment within which we operate, and the impact of our programmes. It will allow us to test new services, and respond quickly to what works. We will champion quality programming.

Finally, we will pride ourselves on being an organisation that is both transparent and compliant. New regulations and best practice naturally demand a fine-tuning of how we operate and how we govern, and we are fully committed to and engaged with that process.

Outcomes:

1. Deaf people and interpreters lead decision

making: Deaf people and interpreters will play an active role in both the decisions and the running of the organisation. This includes participation on the Board, management and staffing structures of the organisation, as well as development planning and implementation. SLIS will strive for a minimum of 50% Deaf representation on its board.

2. Data-driven decision making:

We will re-evaluate our data collection, storage and use in line with best practice.

- a. **GDPR Compliance:** The organisation will regularly review its GDPR compliance procedures.
- b. **Better Data Management:** We will invest in a Collection and Record Management (CRM) database, design and use it in a way that we fully understand the impact of our programming, and where possible, integrate it with our service delivery technology.
- c. **Commitment to charitable purpose:** Through better understanding our impact, we will rigorously assess to what extent our work continues to align with advancing our charitable purpose.

3. Good Governance:

As the Charities Governance Code comes into force in 2020, we will use it as an opportunity to evaluate and where needed, improve how we direct and manage the work of our organisation.

- a. **Board Development:** SLIS will undertake a process of Board development, including recruiting and inducting new members, supporting and developing existing members, and reviewing and updating existing policies and procedures.
- b. **Robust Planning and Reporting:** SLIS Board and Management will work closely with CIB to ensure that its planning and reporting procedures are comprehensive and robust.
- c. **Code Compliance:** SLIS will achieve full compliance with the Charities Governance Code.

Glossary

The Charities governance code explains the minimum standards you should meet to effectively manage and control your charity.

CIB: Citizens Information Board is the statutory body which supports the provision of information, advice and advocacy on a broad range of public and social services. SLIS is supported and funded by CIB.

CISLI: Council of Irish Sign Language Interpreters

DEASP: Department of Employment Affairs and Social Protection

Deaf : This term is used by the Deaf community, to identify membership of a unique social, cultural and linguistic group. It is also a culture based on shared community goals rather than a level of hearing loss.

The Deaf Community often describes itself as a 'cultural-linguistic minority', and includes Deaf individuals, Deaf organisations and related groups such as family of Deaf people and interpreters etc.

DVI: Deaf Village Ireland is a social, administration, religious, community, sports, heritage and educational complex providing a range of facilities for both Deaf and hearing people.

IDS: Irish Deaf Society the national representative organisation of the Deaf community in Ireland.

IRIS: Irish Remote Interpreting Service provides a live video-link to an Irish Sign Language interpreter.

ISL: Irish Sign Language is the first language of the Deaf community in Ireland. It is recognised in legislation, along with the right to communicate in ISL and a duty on public bodies to provide ISL interpreting.

ISL Act: The Irish Sign Language Act (2017)

JIG: Job Interview Interpreter Grant: funding available from the Department of Employment Affairs and Social Protection which covers the cost of interpreting for job interviews in the private sector.

NDIS: National Disability Inclusion Strategy: the key framework for policy and action to address the needs of people with disabilities.

SLIS: Sign Language Interpreting Services is the national Sign Language Interpreting Service for Ireland.



Key Literature and References

- ▶ The Houses of the Oireachtas Joint Committee on Justice and Equality Report on the Formal Recognition of Irish Sign Language (2016) identified “systematic exclusion” and “extreme marginalisation due to the lack of sign language recognition and provision”.
https://data.oireachtas.ie/ie/oireachtas/committee/dail/32/joint_committee_on_justice_and_equality/reports/2016/2016-10-13_report-on-the-formal-recognition-of-irish-sign-language-october-2016_en.pdf
- ▶ The Irish Sign Language (ISL) Act 2017 includes recognition of ISL, statutory entitlement to ISL interpreting for public bodies, support for interpreting in social and cultural contexts, use of remote web based interpreting, and regulation of sign language interpreters. The Act places a duty on public bodies to provide free ISL interpreting and requires them to use only interpreters registered under a scheme to be established.
<https://data.oireachtas.ie/ie/oireachtas/act/2017/40/eng/enacted/a4017.pdf>
- ▶ The National Disability Inclusion Strategy (NDIS) 2017-2021 tasks SLIS to
 - ▶ Expand IRIS, the Irish Remote Interpreting Service,
 - ▶ Develop a strategy to increase availability of quality interpreting,
 - ▶ Develop a quality assurance and registration scheme for interpreters and
 - ▶ Provide ongoing professional training of interpreters.<http://www.justice.ie/en/JELR/dept-justice-ndi-inclusion-strategy-booklet.pdf/Files/dept-justice-ndi-inclusion-strategy-booklet.pdf>
- ▶ The United Nations Convention on the Rights of People with Disabilities has five articles specifically relate to Sign Language and the Deaf community (Articles 2, 9, 21, 24 & 30).
<https://www.ohchr.org/en/instruments-mechanisms/instruments/convention-rights-persons-disabilities>
- ▶ Citizens Information Board (2018) Information provision and access to public and social services for the Deaf Community reported the Deaf Community faced severe difficulties in accessing public information in sign language which impacts on their rights.
https://www.citizensinformationboard.ie/downloads/social_policy/Deaf_Community_Research_Rpt_Feb2018.pdf
- ▶ Comprehensive Employment Strategy for People with Disabilities 2015-2024 is a cross-government approach by different Departments and state agencies in a concerted effort to address the barriers and challenges that impact on employment of people with disabilities.
<http://www.justice.ie/en/JELR/Comprehensive%20Employment%20Strategy%20for%20People%20with%20Disabilities%20-%20FINAL.pdf/Files/Comprehensive%20Employment%20Strategy%20for%20People%20with%20Disabilities%20-%20FINAL.pdf>
- ▶ Research and reports of membership surveys of [CISLI – The Council of Irish Sign Language Interpreters](#).

• SLIS reports / Research commissioned by SLIS

- ▶ SLIS strategic plan 2015-2020
- ▶ SLIS annual reports 2015- 2019
- ▶ SLIS position paper A national skill shortage in sign language interpreting 270117
- ▶ Leeson, L. and Venturi, L., A Review of Literature and International Practice on National and Voluntary Registers for Sign Language Interpreters, SLIS 2018.
- ▶ Evaluation of the provision of sign language interpreters for GP and primary care appointments for Deaf people with medical cards from November 2016 to March 2017
- ▶ Consultation papers on Development of a register of sign language interpreters 2018
- ▶ Registration Processes for the National Register of Irish Sign Language Interpreters 2019
- ▶ IRIS evaluations
 - ▶ Tom Martin & Associates, Evaluation of IRIS 2017-2018, SLIS, 2019
 - ▶ Clarke, A., Evaluation of IRIS - the Irish Remote Interpreting Service, SLIS, June 2016.
- ▶ Strategic Framework to Increase the Availability and Quality of Sign Language Interpreting in Ireland, Cruinn Associates, SLIS, 2019
- ▶ A Framework for Continuing Professional Development for Sign Language Interpreters in Ireland, Elizabeth McSkeane, SLIS 2019



Sign Language Interpreting Service

Deaf Village Ireland
Ratoath Road
Cabra, Dublin 7

Tel: +353 (0)818 078 440

Mobile: 087 980 6996

Email: reception@slis.ie

Web: www.slis.ie



Citizens Information Board
information · advice · advocacy