

What are Communication Support Workers?

Communication Support Workers, (also known as CSWs) support people who are deaf or hard of hearing. They can support them in many different ways:

- provide interpreting support using sign language
- help deaf or hard of hearing people to understand conversations, for example with GP doctors, in hospitals and in the workplace
- provide translating support by adapting documents, letters and other similar literature into modified English, deaf friendly language, or BSL video clips.

What communication support can you offer?

We have many different Communication Support Workers who specialises in different areas of support listed above. We will be able to help and guide you to which support is best for you or your client or employee.

Who pays for communication support services?

If you are deaf or hard of hearing and you are working, you can get support in your workplace by applying for funding through a government scheme called Access to Work, also known as ATW.

If you are an employer you can fully support your deaf or hard of hearing member of staff in helping them with the application process.

The success of any Access to Work applications depends on the employer working together with their deaf or hard of hearing member of staff. See our Access to Work FACTsheet for further information or contact us for guidance.

For communication support in higher education such as college or university you should be able to apply for a Disabled Students Allowance.

For other situations like GP doctor's appointment or dentist, they should be able to book an interpreter for you, in accordance with the Equality Act 2010. See our FACTsheet *"How the Equality*

Act can help you using services and in the workplace" for more details.

If you need support with translating documents or letters simply contact us and we will be able to advise you.

Where can we book an interpreter?

Contact us on the details at the end of this document to find out more information on booking interpreters. You can also book via our website:

www.ideaflife.weebly.com

Look for the IntroSign Interpreting Agency link on our home page.

iDeaf - London Deaf Information Service bringing a change to the lives of deaf and hard of hearing people.

Address: 218 Tollgate Road, Beckton, London, E6 5YA

Email: ask.ideaflife@gmail.com

Website: ideaflife.weebly.com