



Social Inclusion “Voucher Scheme”

As per section 9 of the Irish Sign Language Act 2017

Operational Guidelines

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Background

These are the Operational Guidelines for the Social Inclusion “Voucher Scheme”, which set out how Irish Sign Language Users (‘ISL Users’) can get ISL-English interpreting so they can access social, educational and cultural events and services, including medical and other activities.

These guidelines respond to Irish Sign Language (ISL) Act 2017 Section 9

Support for access to events, services and activities for Irish Sign Language users

9. (1) The Minister for Employment Affairs and Social Protection may, with the consent of the Minister for Public Expenditure and Reform, out of moneys provided by the Oireachtas, provide funds to facilitate Irish Sign Language users with regard to support in relation to access to social, educational and cultural events and services (including medical) and other activities by such users as specified in guidelines made by that Minister of the Government.
9. (2) Guidelines under this section shall specify the events, services and activities to which the guidelines apply and shall make provision regarding the management and delivery of the support in relation to access to those events, services or activities by Irish Sign Language users.

Funding

The Department for Social Protection will pay for this scheme through the Citizens Information Board (CIB). The scheme is approved by the CIB. Proposals to change the operational guidelines will be advised to CIB in advance and made in agreement with CIB before the completion of the relevant procurement process.

Social Inclusion Voucher Scheme

These guidelines are for the operation of the Social Inclusion “Voucher Scheme” will be supported by SLIS and funded under an annual budget provision from the Department of Social Protection provided through the Citizens Information Board (CIB). To ensure that the scheme is as accessible to as many in the Deaf Community as possible and in view of a finite budget, a limit of five (5) vouchers per person per calendar year or twelve (12) months (applied pro rata) will apply. (This figure may be reviewed and the guidelines amended accordingly.)

A voucher represents a booking request for an event or service covered by the voucher scheme. This request may involve booking a sign language interpreter for a single occurrence or repeat appointments. Recurring appointments may happen in cases of educational and training courses or counselling sessions /or Private medical appointments. Recurring or repeat appointments for follow up treatment arising from a private medical service covered by the voucher scheme will be included and added to the original application and not treated as separate voucher application.

Health guidelines

Any event where interpretation services are provided must comply with public health guidelines.

Dedicated Administration Booking Officer

SLIS has employed a dedicated Administration Booking Officer (ISL fluent) to promote and administer the scheme. They will continue the scheme according to the procedures outlined under these operational guidelines in accordance with management and governance processes of Sign Language Interpreting Services (SLIS).

Sign Language Interpreting Services

SLIS will

- Hold monthly management meetings, including with CIB, and
- Provide monthly reports to board and a standing item on the SLIS Stakeholder Group

SLIS will operate, monitor, develop and report on the scheme, with monthly reports on the operation of the scheme to CIB, stakeholders, including the SLIS board and will ensure the Voucher scheme is a standing item on the agenda of the SLIS stakeholder group.

Irish Sign Language version

An ISL version of these guidelines is available [here](#).

Summary

In summary, the Social Inclusion Voucher Scheme will work as follows:	
Promotion	We will widely publicise the scheme to ensure all members of the Deaf community can access it. This includes roadshow events in the Republic of Ireland, online webinars and social media posts in ISL.
Request service	<p>An ISL user who is 18 years or over will complete an application form to arrange an ISL / English Interpreter for an eligible event or activity.</p> <p>SLIS note that individuals can apply for interpreting for such events. SLIS will require that Deaf organisations register with SLIS to be considered an eligible applicant for their events. A limit of 5 vouchers per year will apply to such organisations.</p> <p>Application requests need to be made at least two weeks before the event. Applications submitted with less than a two-week notice will be reviewed by SLIS. In exceptional cases, applications received within this timeframe may be accepted and processed at the discretion of SLIS on a case-by-case basis.</p>
Application procedure	<p>We will accept applications:</p> <ul style="list-style-type: none"> • through our website • by email • by text • through ISL video message • by post.
Approval procedure	<p>We will acknowledge applications within 3 working days.</p> <p>We will keep a database and record the details of each request.</p> <ul style="list-style-type: none"> • ISL interpreter capacity in the Republic of Ireland will be considered in the application of long or time-consuming assignments. • For applications that involve more than one date, these dates must be approved by SLIS in advance of date of event/service. If an application request includes more than 5 dates, the additional dates will be allocated to a second voucher. If the request exceeds 10 dates, it will be considered as three vouchers, and so forth. • SLIS has the discretion to determine whether a booking request is suitable for the voucher scheme based on our allocated funding. It's important to note that approvals of an application may include alterations, including to duration, to the booking requests. • Within the voucher schemes limitations, we will approve a maximum of 6 hours of interpreting within one day. <p style="padding-left: 40px;">If there is a compelling case made in writing, SLIS will consider requests in advance for a longer duration. Any decision to extend this 6-hour duration will be at the discretion of SLIS in advance of the booking taking place.</p>

In summary, the Social Inclusion Voucher Scheme will work as follows:

	<ul style="list-style-type: none"> The voucher scheme will provide a maximum fee of two half day (high skill rate) for theatre and live performances to include preparation time per interpreter, noting more than one interpreter may be approved. <p>If there is a compelling case made in writing for more interpreting preparation to ensure quality of interpreting for theatre and live performances, SLIS will consider requests in advance for a longer duration. Any decision to extend this booking duration will be at the discretion of SLIS to approve in advance of booking taking place.</p>
<p>Verification</p>	<p>We will:</p> <ul style="list-style-type: none"> verify the applicant’s details approve or reject the interpreting assignment using the eligibility criteria and Fair Usage Policy. <p>We will make every effort to arrange an interpreter according to your preference, considering availability and any associated travel expenses.</p> <p>SLIS allocate our resources judiciously, considering both availability and travel costs, with a priority on securing local sign language interpreters when substantial travel may be involved.</p> <p>SLIS must book Sign language interpreters through a contracted booking agency. Users of the voucher scheme cannot independently book an interpreter with any guarantee of the voucher scheme covering fees. Applications must be made in advance to SLIS, who will book an appropriate interpreter through the procured agencies.</p>
<p>Cancellation policy</p>	<p>SLIS encourage Deaf clients to cancel as soon as possible.</p> <p>Depending on how late an assignment is cancelled, SLIS may be liable for the interpreting fee under the terms of the contract with Interpreting services. Where SLIS is liable for the fee this will be counted as a voucher use.</p>
<p>Eligible events, services and activities</p>	<p>People may get the assistance of an interpreter for services including:</p> <ul style="list-style-type: none"> social education cultural private medical.
<p>Events, services and activities that are not eligible</p>	<p>The voucher scheme does not include any events, services and activities that are already covered under existing schemes or under other sections of the ISL Act.</p> <p>Such as the GP / Primary Care Access scheme, public service bodies obligations to provide ISL interpreters for their services and more. Please see page 13.</p>
<p>Booking</p>	<p>We will send requests to the procured interpreting agency or procured panel who will allocate an interpreter.</p> <p>Whilst reasonable effort will be made to procure the interpreter of the Service User's choosing, this is not guaranteed and shall not be regarded as the basis of a complaint.</p> <p>We will confirm to the applicant that an interpreter has been assigned for the event. SLIS accept no liability for costs incurred where an interpreter is not available for the event.</p>

In summary, the Social Inclusion Voucher Scheme will work as follows:

User feedback	Within 14 working days after an event, we will contact people who used the service and ask them to complete a feedback form.
Interpreter feedback	Within 14 working days after an event, we will contact the interpreter who provided the service and ask them to complete a feedback form.
Payment	The procured interpreting agency or procured panel will send an invoice to SLIS on completion of the assignment. We will check and pay the invoice.
Record and Reporting	<p>SLIS will collect information on who is using the service and for what purpose.</p> <p>We will aggregate this information into event types - and seek feedback from ISL users – for reporting purposes.</p> <p>We will provide internal management reports to track activity and monitor the scheme.</p> <p>We will compile a monthly report to the SLIS Board about the service and report to the SLIS stakeholder group. We will also provide reports to our funders, the CIB and Department of Social Protection on the tenth working day of the following month.</p> <p>SLIS will prepare a monthly activity report based on a review of the database. It will contain information about the numbers using the service and the quality of the service. SLIS will also maintain a financial control report, broken down into:</p> <ul style="list-style-type: none"> • assignments • interpreter fees • travel • amount paid out • estimated total costs.
Data Protection	Please see data protection notice.

Note: The commitment to operating the voucher scheme service is on a permanent basis. The Scheme will process applications from the 2nd of January to 15th of December each calendar year with completion of interpreting assignments by 31st December of that calendar year. Applications for events in the next calendar year, or for the full period of the procured scheme, can be accepted. A Review of the Operational Guidelines will be carried out annually. A Fair Usage Policy applies to the Scheme. It is hoped that a regular evaluation of the voucher scheme will be carried out.

The following pages provide more detail on each of the areas above.

Promotion

We will publicise the voucher scheme to promote access to the scheme to the Deaf community, including ISL videos and social media. We will develop and put in place a communications plan. It will target Deaf communities, including:

- Priority groups (see next list)
- Communities in Dublin
- Communities outside Dublin.
- Access to social and cultural events arranged by Deaf organisations

We will design our communications strategies to give priority to:

- Deaf-Blind adults
- Members of the Travelling Community
- Ethnic minorities
- Migrants
- Deaf with a disability/additional needs
- Deaf people aged 65+ years

We will submit reports about statistics and other information to stakeholders, including CIB.

Who can use the service

This scheme is only for ISL users. ISL users are understood to be Deaf people:

- whose first language is ISL; or
- who need ISL support to use services and to engage in events on an equal basis as other citizens.
- Who are 18 years or over.

Applications will be handled as follows.

We will:

- verify any applications submitted by someone who is an ISL user or by someone submitting an application on their behalf;
- acknowledge applications within three working days;
- contact the procured agencies provider within three working days to arrange an interpreter;
- get back to the applicant within three working days of receiving confirmation of an interpreter.

Application procedure

We will accept a completed application form:

- through our website
- by email
- by text
- through ISL video message
- by post.

Contact details for application	
Email	voucher@slis.ie
Text	083 381 4255
Website	www.slis.ie/voucher 083 381 4255
ISL video message to	voucher@slis.ie
Post to	Voucher Requests, SLIS, Deaf Village Ireland, Ratoath Road, Cabra, Dublin 7.

A standard request form will include:

- personal details and information about the ISL user
- the activity details including the organiser
- date of event
- a preference for a particular interpreter if applicant has a preference.

Application requests need to be made at least two weeks before the event. We recognise this is not always possible. We recommend you apply as soon as possible to ensure we can process your request and assign an interpreter. This time frame is needed to source an interpreter. In exceptional circumstances applications can be taken closer to the event.

- ISL interpreter capacity in the Republic of Ireland will be considered in the application of long or time-consuming assignments.
- For applications that involve more than one date, these dates must be approved by SLIS in advance of date of event/service. If an application request includes more than 5 dates, the additional dates will be allocated to a second voucher. If the request exceeds 10 dates, it will be considered as three vouchers, and so forth.
- SLIS has the discretion to determine whether a booking request is suitable for the voucher scheme based on our allocated funding. It's important to note that approvals of an application may include alterations, including to duration, to the booking requests.
SLIS will consider requests in writing in advance for a longer duration, if there is a compelling case made. Any decision to extend this 6-hour duration will be at the discretion of SLIS **in advance** of the booking taking place.
- The voucher scheme will provide a maximum fee of two half day (high skill rate) for theatre and performance to include preparation time, per interpreter, noting more than one interpreter may be approved. If there is a compelling case for more interpreting preparation to ensure quality of interpreting for theatre and live performances, SLIS will consider requests in writing in advance for a longer duration, on a case-by-case basis. Any decision to extend this booking duration will be at the discretion of SLIS to approve **in advance** of booking taking place.
- We will make every effort to arrange an interpreter according to your preference, considering availability and any associated travel expenses.
SLIS allocate our resources judiciously, considering both availability and travel costs, with a priority on securing local sign language interpreters when substantial travel may be involved.
SLIS must book Sign language interpreters through contracted booking agency. Users of the voucher scheme cannot independently book an interpreter with any guarantee of the voucher scheme covering fees. Applications must be made in advance to SLIS, who will book an appropriate interpreter through the procured agencies.

Approval procedure

Database

We will keep a database and record the details of each request. We will allocate each job a reference number.

Information that will be kept on a database			
1	Job number.	9	Interpreter preference, if indicated.
2	Demographic information: <ul style="list-style-type: none">• gender• age group• priority group• location.	10	Funding / Sector
3	Name of event.	11	Name of interpreter agreed.
4	Name of Deaf applicant and person or people who will benefit from the service.	12	Date request completed. Date request closed.
5	Date request received.	13	How we received the request.
6	Date of event.	14	If the assignment is not going ahead, provide relevant information.
7	Details about assignment.	15	Who logged the application.
8	Type of booking – in what sector will the service be provided.	16	Notes

How we will manage and verify applications

Assignment sheet: We will complete an assignment sheet for each request and give it a unique job reference number.

Verify details: We will check that the details of the application comply with the eligibility criteria and Fair Usage Policy.

Priority applicants: We will prioritise:

- Deaf-Blind adults
- members of the Travelling Community
- ethnic minorities
- migrants
- Deaf with a disability / additional needs
- Deaf people aged 65+ years

Dublin and outside Dublin: We will ensure participation from Deaf citizens throughout the country, and reserve a minimum participation of 30% from outside Dublin and 30% for Dublin residents.

If we reject an application: We will record this on the database. We will let the person know why the application failed within three working days.

Appeal: Those who are not happy with our decision can appeal through the complaints process, as per the Complaints Policy. See Appendix 3 for the complaints form or go to <https://slis.ie/voucher/> to fill in the ISL Complaints Form online or you can send an ISL video to the voucher scheme administrator through phone number 083 381 4255.

Cancellation policy

Please try to cancel your voucher booking as soon as you can. This allows the ISL interpreter to become available for different ISL interpreting assignments.

A cancellation policy will also be agreed with services providing interpreters for assignments.

We will notify the interpreter agencies to notify the ISL interpreter(s) of the cancellation.

Depending on how late an assignment is cancelled, SLIS may be liable for the interpreting fee under the terms of the contract with the procured Interpreting services. Where SLIS is liable for the fee this will be counted as a use.

Eligible events, services and activities

The service will cover the following events where funding is not provided from other sources.

Civic events

The service will cover social events like:

- residence committee meetings
- social club formal meetings
- Annual General Meetings (AGMs)
- other committee meetings.

Inclusion

It will also cover:

- social inclusion activities
- active citizenship events, for example, meetings at Free Legal Advice Centres (FLAC)
- ISL interpretation (voiceover) of lectures or videos.

Social events

It will cover social events including:

- Private events (*e.g. weddings, funerals, removals, religious ceremonies of all faiths*)
- Humanist and other Services for Children and Families
- Family gatherings (*e.g. birthday parties, graduations, debs, BBQ events, etc.*)
- Community and sports events (*e.g. sport clubs, fundraising, etc.*)
- Campaigns (*e.g. launch of report, etc.*)

Community and charity

It will also cover:

- community and voluntary services and activities
- charity events.
- Deaf Community organisational events (*e.g. committee meetings, AGMs*)

Cultural events

The service will cover cultural events, like:

- Theatre
- Concerts / Shows
- Tours (*e.g. Guinness Storehouse, etc.*)
- Community Festivals *e.g. (Food and other Festivals, Deaf cultural events, ISL Festival, etc.)*
- Exhibits (*photography / art, etc.*)
- Presentations (*Black History Month Online Conversations, Deaf culture video presentations, webinars etc.*)
- *Deaf Community Organisations*

Information events

The service will cover public services, other than those organised by public bodies, and events, where interpreting is not provided. This will include:

- employability events
- public and civic information sessions.
- Conferences (*e.g. Political Party Conferences*)

Educational and training events

The service will include education and training events including:

- adult and further education events
- once-off or short private courses (*e.g. barista training, tennis course, philosophy training, cooking classes, fashion design workshop, etc.*)
- training events linked to employment or job offers.¹
- parent / teacher / school principal meetings
- other educational meetings and events.

Legal

The service will include:

- meeting with solicitors (*e.g. consultation for divorce, will & deeds, contract & lease agreement*)

Medical

The service will cover private medical events like:

- **private** consultations (*e.g. dentists, eye tests, physiotherapists, dieticians, etc.*)
- other **private** services (*e.g. X-ray, MRI, Laser treatments, CT and Ultrasound scans, etc.*)
- Pregnancy related services (*IVF consultations, ultrasounds, gynaecology consultancies, etc.*)
- Mental health services **not publicly funded** (mental health counselling, psychiatric assessments, etc.)

Health and wellbeing events

¹ Where not covered by the Reasonable Accommodation Fund from the DSP, or other public body or scheme.

Health and wellbeing events covered will include:

- public health events (not funded by public bodies) (*e.g. workshops, seminars*)
- health information events

This list just provides examples, other areas may also be included. We will develop these guidelines and specify other activities and examples based on feedback and evaluation.

Religious events

Religious and spiritual events will include:

- Funerals and removals
- Wakes
- Weddings
- Baptism, communion and confirmation

Events, services and activities **not** eligible

Some events, services and activities are not eligible. They include social, educational and cultural events and services (including medical) and other activities *funded publicly or* where funding is available from other sources.

Existing schemes for interpreting that are **not covered**:

- **GP and other primary care:** SLIS HSE ISL interpreters for GP and other primary care appointments are excluded. SLIS can already arrange a GP appointment for you – just text 087 9806996.
- **Job Interview Interpreter Grant (JIIG):** this is already covered by the Department of Social Protection. However, this service operates in an unsustainable manner and is due for vital reform.
- **IRIS:** general remote interpreting calls to service providers and others, as already covered by the Irish Remote Interpreting Service.

Other events not covered under this scheme

Those organised by public bodies as defined by the ISL Act 2017, including by:

- Government or Department of State
- a local authority
- the Health Service Executive
- a university or institute of technology
- an education and training board (ETB) (used to be VECs)
- other bodies as set out by the ISL Act

Where public bodies are already responsible: This scheme excludes public bodies as they are covered by the ISL Act 2017 where they should already provide ISL interpreters for Deaf citizens who wish to access services and statutory entitlements. The law for this is under section 6 of 'Duty of Public Bodies' of the Irish Sign Language Act 2017.

There is a list of the public service bodies in Ireland:

<https://www.lobbying.ie/help-resources/information-for-public-bodies/list-of-public-service-bodies/>

Booking the service

Confirm applicant details

We will confirm the booking details for the event with the ISL users.

On the application form, applicants give consent for us to use some personal information. We will liaise with the agencies providing interpretation services and will share information as detailed on the form. This includes:

- personal details
- interpreter preference
- assignment information details (including date of event, location, time, details), and
- to be able to aggregate the information for reporting purposes.

Details of service

A procured interpreting agency will confirm the job with us.

The agency will tell us (usually by email, text, ISL or phone) the name and number of the interpreter assigned.

We will inform the ISL users (usually by text) of the name of the one or more interpreters assigned to the job.

If the agency is unable to source an interpreter for an assignment, we will contact another agency, from the approved panel of providers, to fulfil the assignment. If we are unable to source an interpreter, we will tell the ISL users and record the application as 'unfilled'.

We will remind the ISL users what the cancellation policy is. (See Annex 2)

User feedback

Within 14 working days of the event, we may contact the ISL user and ask them to complete, or help us to complete, a User Feedback form.

Interpreter feedback

Within 14 working days of the event, we may contact the interpreter and ask them to complete a Service Provider Feedback Form.

Payment

The interpreting agency will invoice us on completion of each assignment for payment. They will need to detail the:

- job number
- interpreter name and fees
- travel, and administration fees
- VAT rate

We will verify the invoice against our booking records.

Record and reporting

Financial reports

We will collate a monthly financial report and submit to our Board and inform CIB (on the tenth working day of the following month), as well as an annual financial report for the scheme. Financial reporting will detail:

- assignments
- interpreter fees
- travel
- amount paid out
- estimated total amount spent so far.

Data collection

So that we can evaluate the scheme, we will collect data on:

- demographics (name, age, gender...)
- event types.

We will collect this information only for reporting and evaluation purposes.

Quality

We will collect information from the ISL users of the scheme and from the interpreters about the quality of the service. We will send this feedback to our Board or subcommittee and CIB on the tenth working day of the following month.

Activity

SLIS will review weekly activity reports, and share monthly reports with our Board and stakeholder group.

Evaluation

SLIS recommend an independent evaluation is funded and carried out regularly.

Data protection

We support the principles of Data Protection, and we fully comply with the EU General Data Protection Regulation 2018 (as amended).²

Some or all parts of dealing with personal information may be done on our behalf by third parties so that we can process and fulfil your application. When this happens, we will need to share your information with the agency providing interpreters and they will need to share it with ISL Interpreters.

How we will use information given to us

We need your information to:

- administer and process requests for ISL interpreting
- link in with the interpreter agency and interpreters working on the scheme
- manage and report on the service.

² Data Protection Act 2018 (as amended) - <https://revisedacts.lawreform.ie/eli/2018/act/7/revised/en/html>

We may use some parts of the information you provide on the application form, for aggregated, anonymous reports, research and statistical purposes. This will allow us to tell our funders and other interested parties about the operation of the scheme, our achievements and progress.

In addition, if we believe that individual ISL users are suffering from poor service, we may store extra data so we can deliver the service in the best possible way.

Appendix 1: Application form

Date of Application	
Gender (please tick ✓)	Female <input type="checkbox"/> Male <input type="checkbox"/> Non-Binary <input type="checkbox"/> Prefer not to say <input type="checkbox"/>
Age Group (please tick ✓)	18-24 years <input type="checkbox"/> 25-34 years <input type="checkbox"/> 35-44 years <input type="checkbox"/> 45-54 years <input type="checkbox"/> 55-64 years <input type="checkbox"/> 65+ years <input type="checkbox"/>
Do you identify with the following: (please tick ✓) Priority will be given to these groups.	Deaf-Blind <input type="checkbox"/> Member of the Traveller Community <input type="checkbox"/> 65+ years <input type="checkbox"/> Ethnic Minority <input type="checkbox"/> Migrant <input type="checkbox"/> Deaf with a disability or with additional needs <input type="checkbox"/> None of the above <input type="checkbox"/>
Eircode	

Personal Details

Name of Deaf person:	
Mobile Number	
Email	

Assignment Information

Category of Event	<input type="checkbox"/> Social <input type="checkbox"/> Cultural <input type="checkbox"/> Medical <input type="checkbox"/> Public events and services <input type="checkbox"/> Educational and training events <input type="checkbox"/> Other Please define _____
Date	
Time	Start: _____ Estimated finish: _____
Location	
Details of Event	

Interpreter Preferences (please list 3 interpreter preferences, if no preference then tick the box)	<input type="checkbox"/> No preference 1. 2. 3.
Organiser Contact Details	
Other Requirements/Special Information	

I consent to the sharing of my information by SLIS for the fulfilment of the interpreting assignment and management of the scheme as set out below: Yes No

For SLIS Use Only

Job Number (office use only): _____

Category of Event	<input type="checkbox"/> Social <input type="checkbox"/> Cultural <input type="checkbox"/> Medical	<input type="checkbox"/> Public services <input type="checkbox"/> Educational and training events	<input type="checkbox"/> Other
Assignment Allocation note			

Data Processing Agreement:

I consent to the sharing of my information by SLIS to fulfil the interpreting assignment and management of the scheme as set out below: Yes No

SLIS regards the lawful and responsible treatment of personal information as very important/. Therefore, it ensures that this data is collected, processed, stored and disposed of in line with the EU General Data Protection Regulation 2018 (GDPR).

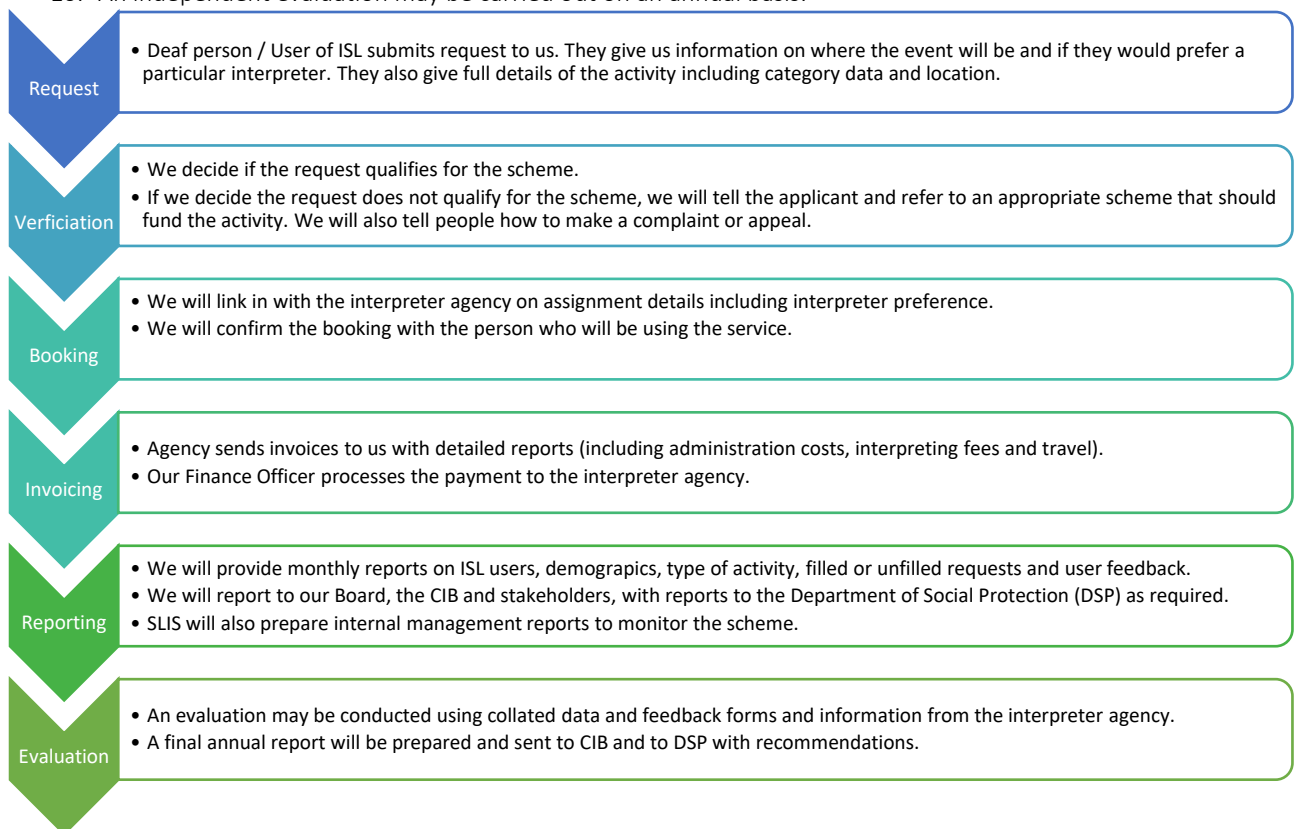
Some or all elements of the process may be undertaken by third parties. In such circumstances it will be necessary for your information to be shared between SLIS, the Interpreting Agencies and ISL Interpreters for your application to be processed and fulfilled.

Information provided to SLIS will be used in the following ways:

- To administer and facilitate requests for ISL interpreting in a smooth manner;
- To inform the Agency(ies) and Interpreters working under requests on the Scheme;
- For management and reporting purposes;
- Some elements of data provided may be used, in grouped and anonymous form, for research or statistical purposes to inform our funders and other interested parties of SLIS’s achievements and progress. You will never be identifiable from this data.
- Individual ISL Users experience will be used anonymously to help optimise the service delivery.

Appendix 2: Voucher scheme guiding principles and model

1. All ISL users of ISL who are over 18 years of age can apply for the Voucher Scheme using a standard application form.
2. We will widely publicise the scheme to maximise the access of all members of the Deaf community.
3. We will process and verify applications within three working days.
 - a. Activities must not be covered by other schemes. We will refer you to existing schemes where relevant.
 - b. Access to the scheme will take account of regional spread and we aim for allocations of at least 30% to those living outside Dublin and at least 30% for those living in Dublin.
 - c. Activities must fall within the categories set out in Section 9 of the ISL Act 2017 “social, educational and cultural events and services (including medical) and other activities”.
4. Eligible applications will be approved according to the priorities set, (see page 10 above), and then on a ‘first come, first served’ basis until funding is exhausted.
5. To ensure that the scheme is as accessible to as many in the Deaf Community as possible and in view of a finite budget, a fair usage policy applies which limits each applicant to five (5) vouchers per person per calendar year or twelve (12) months (applied pro rata). (This figure may be reviewed and the guidelines amended accordingly.)
6. We will process complaints transparently according to the policies and procedures we have set out for the Voucher Scheme.
7. ISL interpreting services are arranged by SLIS through a procured agency or procured panel of agencies and administered and overseen by SLIS.
8. We are responsible for managing and overseeing the budget.
We will provide a monthly record of usage to our funders CIB in accordance with agreed financial controls. We will report to our Board and stakeholders regularly and as required.
9. We will collate monthly reports and share them internally within SLIS. They will summarise data on events and demographics of applicants and user feedback. *[Demographics means information such as name, age and gender.]*
10. An independent evaluation may be carried out on an annual basis.



Appendix 3: Complaint Form

Voucher Scheme

Complaint Form

The ISL version of this form is available on the SLIS website.

1. Detail of service provided to the ISL User.

Date of appointment request	__ / __ / ____
Reference Number	Ref No. ____ / ____
Does this complaint relate to Voucher Scheme?	Yes No
Does this complaint relate to an ISL Interpreter?	Yes (if yes, please refer to RISLI's complaints Procedures) No (please, continue below)

2. If you are making a complaint on behalf of someone, please complete the section below:

First Name:		Family Name:	
Email:		Mobile Number:	
Why are you making a complaint on their behalf?			
Verification	I confirm I have received permission from the complainant. Signature _____		

3. Detail of service provided to the ISL User.

4. Complaint in detail – what happened, or what did you think we did wrong or failed to do?

5. What do you want SLIS to do? What do you want to happen?

Please attach any relevant correspondence or documentation with this form.

[Internal Use Only]

Complaint received by:		Date:	
Action taken or required:			
Date action completed:		Signature:	

Appendix 4: Feedback Form

Voucher Scheme Feedback Form

We are committed to providing you with the best service experience possible, so we welcome your comments. *If you want to see a signed ISL version of this form, please email [\[insert email\]](#) or text [\[insert mobile number\]](#). Thank you.*

Please write down the Reference Number of booking _____ / _____

Date of Assignment ____ / ____ / _____

Please rate the speed of response to your request.

1 2 3 4 5

Disappointing

Exceptional

Was the Social Inclusion Officer:

Courteous? Yes | No

Informative? Yes | No

Prompt and efficient? Yes | No

Please rate how the communication was during the booking process

1 2 3 4 5

Disappointing

Exceptional

Please rate the ISL Interpreter who fulfilled the assignment.

1 2 3 4 5

Disappointing

Exceptional

Please rate the service overall.

1 2 3 4 5

Disappointing

Exceptional

Please rate your overall experience.

1 2 3 4 5

Disappointing

Exceptional

How frequently do you use the Voucher Scheme?

- 3-5 times per month
- 1-2 times per month
- Once every 2 months
- Other

Do you plan to use the Voucher Scheme again?

- Yes | No

Would you like SLIS to contact you to follow up on any aspects of your experience of the Voucher Scheme?

- Yes | No

How a feedback is submitted?

- video | e-mail | Text

Please share any additional comments or suggestions. If ISL is preferred, send us the video via email or text.

Sign Language Interpreting Service

Sign Language Interpreting Service
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