

National Newsletter

THE AUSTRALIAN INSTITUTE OF INTERPRETERS AND TRANSLATORS INC.

Volume 11, Number 1, March 2003.

In this Issue

From the President	1
From the Editor	2
Business Sense	3
International Focus	4
Focus on Translating	5
Focus on Interpreting	6
Technology Bytes	8
Ethical Quandaries	9
From our Forum	10
Branch News	11
National Council's Corner	12
Industry Wrap	13
Back Office	13
Calendar of Events	14
Professional Development	15
Census Statistics	16

From the President

This is the first edition of the AUSIT newsletter under the new team of Anne Richardson, Niki Baras and other helpers.

Our thanks to Nella and Gary Schulz and the rest of the previous newsletter team – Louise Dyer, Sylvia Jamieson, Cheryl Appelkamp and Paul Cubberley – for preparing and distributing the newsletter over many years. Nella, Gary and the rest of the team I'm sure are enjoying a well-earned break after being kind enough to stay on until we had a new team in place.

We wish the new team of Anne, Niki and cohorts well and assure them of our full support.

The New Newsletter

This issue is crammed with interesting material. Here are just two of the items that I find particularly interesting and that tackle issues that are strategically significant for AUSIT's development:

Calendar of Events & Training

This is a first attempt to collect all the information about AUSIT Professional Development and Events in one document, as well as the NAATI non-test training program.

When you closely examine the workshops organised by AUSIT, NAATI and others, it becomes obvious there are numerous professional development opportunities available. As members of a professional association we have an ethical obligation to maintain and upgrade our skills and these training opportunities help us do that.

As part of our effort to improve



AUSIT's performance in this area, Annamaria Arnall in WA is preparing an overview of our training activities with a view to developing a more comprehensive and coordinated approach to professional development nationally.

The biggest event on AUSIT's training calendar this year is the AUSIT Legal Interpreting course. AUSIT Vice President Chris Poole and Victorian Chair Sarina Phan are attending the UNSW conference "Interpreters and Legal Professionals Working Together in Courts & Tribunals" as part of their development of the course which we hope to run later this year.

Census

In this issue another highlight for me are the 2001 Census figures. These give us so much information about our profession that we have never had before. We don't have a tradition of using information or even using what is available, yet Census figures are used by major corporations and government departments for planning. Read them and fire back some questions.

Happy reading.

Moreno Giovannoni
President

From the Editor

Welcome to the first national newsletter of 2003. This year the newsletter has a new editorial team, a new look and some new features.

So why not mark the occasion with a new name, too? A competition to name the national newsletter was launched in February on the e-Bulletin. Thirty-eight members responded and between them proposed more than 70 different names, some of which generated some very lively discussion. After considerable pondering, the editorial team has whittled entries down to a (not so) short list on which you are invited to vote (see page 3). The June edition of the newsletter will be published under the winning name and the winner will be announced and featured in the first of our regular Member Profiles.

Another regular feature of future newsletters will be a Letters to the Editor section. What do you think of the newsletter? What else would you like to see included? Do you have any comments on issues raised by the articles in the following pages? Write and tell me and a selection of your letters will be published in each issue.

Contributions in the form of articles and news are welcome from all members. I hope you will enjoy reading this newsletter and that as you look through its various sections, you may be inspired to contribute to future editions. AUSIT members have a wealth of fascinating experience and knowledge: let's share it.

Anne Richardson
Editor
amric@ozemail.com.au
Tel./fax: (03) 9886 5282

Who's Who

NATIONAL COUNCIL MEMBERS 2002-2003

PRESIDENT:	Moreno GIOVANNONI morgio@bigpond.net.au
IMMEDIATE PAST PRESIDENT:	Skender BREGU skender.bregu.sydney@ice.it
VICE-PRESIDENT:	Chris POOLE cptandrw@ozemail.com.au
SECRETARY:	Ilke BRUECKNER-KLEIN ilke.bk@labyrinth.net.au
TREASURER:	Vince DANILO vjd@ishtek.com
PRINCIPAL DELEGATE NSW :	Barbara McGILVRAY bmcg@bigpond.net.au
PRINCIPAL DELEGATE VIC/TAS:	Sarina PHAN sarinaphan@yahoo.com.au
WA PRINCIPAL DELEGATE:	Mary GURGONE gurgone@iinet.net.au
QLD PRINCIPAL DELEGATE:	Mira CHAPMAN mira.chapman@bigpond.com.au
SA/NT PRINCIPAL DELEGATE:	John HALLETT hallett@senet.com.au
ACT PRINCIPAL DELEGATE:	Anatolij ONISHKO oniwko7@cyberone.com.au
NORTHERN NATIONAL ADMINISTRATOR:	Tineke MILLARD tmillard@ozemail.com.au
SOUTHERN NATIONAL ADMINISTRATOR:	David CONNOR victas@ausit.org

How to contact AUSIT

National Telephone Number: **1800 284 181**

Website: **www.ausit.org**

Northern Region (ACT, NSW, QLD)

PO Box 5108

Turrumurra South NSW 2074

E-mail: nsw@ausit.org

Southern Region (NT, SA, Tas., Vic., WA):

PO Box 1070

Blackburn North VIC 3130

E-mail: victas@ausit.org

The regional administrators, Tineke Millard (Northern Region) and David Connor (Southern Region), will be happy to assist you with membership inquiries / renewals and all other administrative matters.

Quoting for a Job

by John Crone



Possibly, but only if they have gone to the trouble of finding out what the going rate is or have obtained a second or third quotation.

On the basis of your appearance, pleasant voice and the reasoning you advance on why you should get the job? Perhaps.

Ultimately, however, your potential client will probably make up his

Providing a prospective client with a quotation for a translation or interpreting job is an important part of the interpreter's or translator's daily routine.

And it is good business practice as well.

In the first instance, it helps you, the service provider, to clarify in your own mind what the job is all about and how you might best tackle it in the interests of the client.

Secondly, the quotation represents the initial record of possible income and expenditure associated with the job which you, as the service provider, will need for accounting purposes.

For the client, the quotation will probably be the only tangible thing she or he has about the sort of service you are offering.

As we all know, many potential clients have little or no real understanding of what translation or interpreting is all about. How then are they going to decide whether or not to employ you as a translator or interpreter? On the basis of price?

the quotation will probably be the only tangible thing she or he has about the sort of service you are offering.

or her mind on the basis of things they can assess – is the quotation set out neatly, how easy is it to read and does it create the right impression?

So that piece of paper you spent half an hour preparing is very important. Even if it doesn't win you a job the first time round, it will be filed away, only to be retrieved when the client suddenly has need for a translator or interpreter in an unexpected and pressing situation.

Yes, a job quotation is good business practice.

John Crone is a Chinese translator and is Treasurer of the Vic/Tas Branch.

SHORT LIST OF NAMES FOR THE NATIONAL NEWSLETTER

aus.it

AUSIT National Newsletter
(i.e. no change)

AUSIT Post

AUSITreview

(The) AUSIT Voice

AUSLINGUA

Bennelong

(the name of the Aborigine who was the first known interpreter in Australia; also the now defunct Victorian branch newsletter)

Communicado

CommunicOz

Logos

Making Sense

Other Words

(In Other Words was the name of a former AUSIT journal)

Oz-Lingua

Talking in Tongues

Understood!

Universalia

What's Happening in AUSIT?

(What's Happening was the now defunct NSW branch newsletter)

Send your vote (one per member, please) directly to the Editor by Friday 23 May 2003

Newsletter Contacts and Editorial Policy

National Newsletter Editorial Team:

Anne Richardson, Editor Niki Baras, Design and Production Louise Dyer, Proofreading

Particular thanks are also due to Silke Gebauer and Moreno Giovannoni for their support and creative input.

The AUSIT national newsletter is published four times a year. Letters to the Editor, short articles and items for the calendar of events and other sections are invited. The Editor reserves the right not to publish or to edit any item submitted for publication. Opinions expressed are those of the authors and do not necessarily represent those of the Editor or of AUSIT or its executive. Contributions deadline for next issue: 23 May 2003 Please send all contributions to the Editor

E-mail: amric@ozemail.com.au Tel./fax: (03) 9886 5282

International Focus will examine the T&I industry and market in various countries around the world. In this issue, we take a snapshot of a specialised area not yet widely known in Australia.

Localisation: Ireland v Australia

by Declan Lawless

The localisation industry in Ireland is characterised by two main influences, those being America and the European Union. Since the early 90s, Ireland has actively encouraged American firms to set up operation in Ireland with low taxes etc. This in turn has led to the large players in the localisation industry also setting up operation in Ireland, primarily Dublin.

Languages are usually more focused on top 10 languages...

Companies such as Lionbridge, Simultrans, Bowne and Transware (Irish) control a major part of the industry and it is to these companies that the large firms go when in need of a multilingual solution.

Differences between such companies and their counterparts in Australia are:

1. Large multinationals with access to worldwide resources at a direct level.
2. Large in-house teams - these companies have usually in excess of 100 staff.
3. Software content of their work forms a large part of their revenue.
4. Languages are usually more focused on top 10 languages, therefore allowing in-house teams of translators to be recruited and retained.

Another major difference is in pricing. Due to the closer co-operation with the European union, rates have come more in-line with other countries. They can be anywhere from 10% to 30% dearer than in Australia, while freelance translation rates are slightly cheaper, no doubt due to the concentration of the main languages, while Australia has much wider language needs.

As to my experience, mainly from the software localisation area, the sector is largely non-existent in Australia. A number of reasons this could be attributed to are:

1. Many international companies only have sales offices to cater for the pan-Asia Region.
2. Many companies refuse to allow their software code to be released to a third party, pressure from the IT/Software teams being a major factor here I would suggest.
3. Lack of experience by current localisation vendors in this area.

While software may not seem to be the most important item on the agenda, I would say that due to lack of reputation on the translation industry's part and a culture of "not letting go" on the client's part, the Australian translation industry is losing out on valuable income. At the moment current planning by IT companies revolves around extracting the software text into string files (text format) and sending this on to the translation company, many times in isolation from the user manuals. This is down to a lack of experience on the client's part, thus ensuring inconsistency of terminology

the Australian translation industry is losing out on valuable income

and leading to sub-standard products.

At the moment the only software element that is currently an active part of translation is web enablement; most translators and vendors are up to date with the methods of translation here and this is much the same story as Ireland. Overall, then, the industry here is less mature than in Europe and more open to growth in the long term.

Declan Lawless worked as a software localiser in Ireland before moving to Australia. He is now employed by the Commercial Translation Centre in Melbourne where he is engaged in furthering software localisation in Australia.

Focus on Translation

For the first of our features on translating, we asked what exactly is a good translator from the perspective of a translation agency.

Translators and Translations – an Agency Point of View

by Simon Hoad

There are many parts that make up the whole of a good translator. Several of the most important aspects are reliability, honesty, integrity, availability, accessibility and ability. Whilst it may appear that these aspects are so obvious they don't need to be mentioned, experience shows that this is not the case. Professionally accredited translators come with all levels of experience as well as capability.

Professionally accredited translators come with all levels of experience as well as capability.

A good translator (from an Agency point of view) must be capable of providing translations that meet the client's need(s), and must display, or be known to possess, most if not all of the above points, expanded upon below.

Deadlines

The Agency works with deadlines often negotiated specific to the client's needs. As such, it needs to know that the Translator will provide on time, once a deadline is approved, in the format or manner requested. In today's market, a client, even a regular client, may change providers after a single negative incident, regardless of years of good service. As such, the Agency cannot afford to be let down by Translators who do not meet agreed deadlines. A reliable Translator knows this and is not "afraid" or "unwilling" to discuss unrealistic or unattainable deadlines at the start of proceedings (often the Agency would be able to renegotiate with the client, or re-assess the project, based on the advice of a trusted Translator). Honesty really is the best policy. If you don't speak up, the Agency (and thus the client) may remain unaware of important information that only the professional (the Translator) could provide.

Honesty really is the best policy

Translating in today's market

With the advent of the World Wide Web, and the flourishing of e-mail, in most cases it is a must that a Translator be easily accessible by e-mail as well as facsimile and/or regular mail. The ability to e-mail or fax a translation out and receive it back by e-mail enables the Agency to provide a faster and thus more efficient service to its clients, especially in sectors of the community such as Insurance Claims as well as Client to NES (Non-English Speaking) members of the community communications (such as appointment letters, etc). Of course, with all this technology in use, it is also a requirement that a Translator, without being a technowiz, have a good understanding of standard computer operations (ability to follow basic formatting requirements as well as provide translations in a clear, understandable format that is easy to follow regardless of who may be reading it). Whilst obviously there are still some

...it is also a requirement that a Translator, without being a technowiz, have a good understanding of standard computer operations..

translators using outdated methods (such as typewriters), these people will rapidly find themselves pushed to the edge of the active market, as new capable providers emerge with the abilities required.

Translators are human, and humans make mistakes. The important thing in all of your dealings with an Agency is to be honest and up-front. You can be sure that good Translators, who display all of the above mentioned traits, are noticed and treasured as a valuable resource.

Simon Hoad is the Melbourne-based Translations Project Officer at On-Call Interpreters & Translators Agency Pty. Ltd.

Interpreting at the International Criminal Tribunal for the former Yugoslavia

by Ludmila Stern

In 2001-2002 Ludmila Stern visited the International Criminal Tribunal in the Hague (ICTY) on three occasions. In addition to having the opportunity to observe the interpreting process in court, she also had access to members of the Tribunal, interpreters, translators, investigators, prosecutors, legal officers and judges who generously shared their knowledge and experiences with her.

*The following is an extract from Dr. Stern's paper **At the Junction of Cultures: Interpreting at the International Criminal Tribunal for the former Yugoslavia** in the light of other international interpreting practices, in which she examines some of the linguistic and cross-cultural practices adopted by the ICTY and discusses how these have pre-empted and overcome problems similar to those encountered during the Australian War Crimes Prosecution in 1986-1993. The paper was first published in the *Judicial Review*¹ and is now available on the AUSIT website.*

Long-term preparation

Unlike in Australia, where courtroom interpreters had no prior experience of war crimes cases, and where those interpreters and translators that had participated in the investigative stage were specifically excluded from acting in the courtroom, most ICTY interpreters have had the benefit of long-term preparation. Some had initially worked for the Tribunal as translators and consecutive interpreters, which allowed them to master the subject matter, the relevant lexical fields and the specialised terminology. Most court interpreters continue to work as translators or editors of legal and

other documents part of the time (usually one day per week), and speak positively of it as a solid preparation for the Tribunal's subject matter.

most ICTY interpreters have the benefit of long term preparation

Long-term experience at the Tribunal prepared interpreters to deal with the legal discourse, a particularly difficult area because of the incompatibility between the legal systems and legal vocabularies. The ongoing work at the Tribunal has facilitated interpreting the legal arguments, including opening and closing arguments, as well as testimonies of eyewitnesses and expert witnesses.

Preparation for the case

Unlike in Australia where it is considered desirable, if not compulsory, to use a court interpreter who has not been 'contaminated' by any prior information about the case, out of concern for possible bias, ICTY interpreters are given ample opportunity to prepare for the cases. In fact, the Interpreters' Code of Ethics² specifies that "interpreters and translators shall ascertain beforehand what may be expected of them during impending assignments, and undertake the necessary preparation." (*Code of Ethics*, Art. 9.2 Preparation). In addition to the information about a specific case accessible within the Tribunal, the registry provides interpreters with relevant documents necessary for the hearing, such as indictment lists, witnesses' statements and any other documents which may be referred to

in the evidence, including court agendas, lists of participants, and lists of personal, geographic, and technical names. Although documents may be provided at very short notice (sometimes as little as a few minutes before the proceedings), it nevertheless gives interpreters the opportunity to familiarise themselves with the subject matter and the relevant lexicon, and rely on written documents that may be read out by counsel. The ICTY Basic documents, which may be quoted during the hearing, are kept in the interpreters' booths for reference. This obligatory preparation on the part of interpreters, comparable with practice in other international courts and similar to the interpreters' preparation for a conference, is one of the crucial keys to the ICTY's interpreting success. It contrasts strikingly with the Australian practice, which, by denying interpreters access to case related information, denies them the opportunity to adequately prepare for their assignment.

This obligatory preparation contrasts strikingly with the Australian practice

Interpreters' teamwork

One of the features of the interpreter's work in the Australian and other national systems is that interpreting is done in a consecutive mode, and that the interpreter works in isolation. ICTY simultaneous court interpreters, on the other hand, work in teams of two or three and take turns to interpret for a period of time³. More importantly, ICTY interpreters have the benefit

of cooperation, information sharing and professional solidarity. The ICTY *Interpreters' Code of Ethics* specifies that "interpreters and translators should provide their colleagues, whenever possible, with any specialised knowledge they acquire which may be useful to the exercise of their duties." (*Code of Ethics*, Art. 11 Professional development, 2. Professional solidarity.)

As simultaneous interpreting requires high concentration and can be stressful, it is helpful for interpreters to be assisted by their booth mates for numbers, difficult words and terms, and words used originally to re-use in cross-examination for consistency. Unlike interpreters in national courts, who have no opportunity to consult reference materials while interpreting, ICTY court interpreters can rely on a colleague to consult the Tribunal Basic Documents, dictionaries or even consult the Translation unit using a telephone receiver installed in the interpreting booth. Being placed in booths allows interpreters access to hand-written notes with glossaries of commonly used but difficult words and phrases. These may include common formulaic routines, such as the swearing in of witnesses, dialect discrepancies, such as lists of Slavonic names for months in Croatian and Bosnian, and Latin in Serbian, and columns with the equivalents of the army ranks in different Yugoslav armies, and their English equivalents.

Contacts with translators can alert interpreters to any challenging terms that may arise

In this context, another form of communication becomes very useful - that between court interpreters and the Translation Unit responsible for handling case-related documents. Contacts with translators can alert interpreters to any challenging terms that may arise during the hearing and suggest vocabulary that will allow them to be consistent with the vocabulary used originally.

Quality control and provisions for the identification of errors

The ICTY has provided what appears to be a comprehensive quality control system, which allows the early detection of errors, and where every courtroom participant is encouraged to make a contribution. The author had the impression that the nature of work at the ICTY, the high quality performance by its staff in general and the sense of responsibility have removed some personal sensitivities and interpreters' pride, and conveyed to non-interpreters the understanding that simultaneous interpreting cannot be perfect by definition and that the courtroom participants, to quote one of the interpreters, 'are in this thing together'.

interpreters spoke in the microphone to attract the judge's attention

Unlike in Australia, where court interpreters feel discouraged from interrupting the proceedings if in doubt about the meaning of a word or its equivalent, and would often resist correcting themselves in order not to 'lose face', ICTY *Interpreters' Code of Ethics*, Art. 6 Reliability 2, encourages them to clarify any ambiguities by addressing the bench: "Interpreters, when working in the courtroom, shall inform the Judges of any doubt arising from a possible lexical lacuna in the source or target language." Another article instructs interpreters about their actions in case of doubt: "If anything is unclear, interpreters and translators shall ask for repetition, rephrasing or explanation." (Art. 10 Accuracy 2b). Whereas in practice it is virtually impossible for booth interpreters to interrupt the proceedings with such queries (no evidence of any such instances was found), there are situations when interpreters interrupt for other reasons. Thus, speakers often forget to speak at a pace that allows simultaneous interpreters to keep up, and when they increase their delivery to a very fast pace, interpreters have to

attract the attention of the Judge(s). While observing the hearing from the public gallery, the author witnessed several such incidents during which interpreters spoke in the microphone to attract the judge's attention and have the speaker slow down.

The ICTY has advanced technical means at its disposal. Thus, the English text, both the original and the version interpreted from other languages, is taken down by online short-hand typists and appears on the computer screen only a few seconds after it has been delivered. Each courtroom participant, including interpreters, witnesses, counsel and judges, has a screen on which this LiveNote transcript appears in front of him or her. This transcript allows interpreters or their booth mate to detect errors and either correct them shortly in the next few sentences or, in case of serious uncorrected errors, to report them to the Section Chief who would then send a memo to the court. LiveNotes are also used in case of a dispute about what was said earlier and whether the interpretation was correct, as the transcripts can be checked at the end of a session.

Notes:

1. Judicial Review, Vol. 5 Number 3, 2001, pp. 255-274
2. The Interpreters' and Translators' Code of Ethics was introduced by the ICTY in 1999 and discusses, among other things, the issues of quality control.
3. Simultaneous interpreters at ICTY work under the same conditions as those of international conferences. They work in interpreting booths and use electronic equipment to hear and deliver the message. All the participants in the courtroom (e.g. Bosnian/Croatian/Serbian witnesses) listen through headphones to the interpreted version of the judge's or prosecutor's statements or questions (e.g. delivered in English). At the same time French-speaking participants listen to the French interpretation of the same text on a different channel.

Dr. Ludmila Stern is Head of the Department of German and Russian Studies and a Senior Lecturer at the School of Modern Language Studies, University of New South Wales.

It's probably fair to say that technology has revolutionised the T&I industry. How many of us could now survive professionally without our computer, fax, Internet access and mobile phone? Technology Bytes will look at some of the ways of making technology work for you.

Technology for Translators

by Ian McAllister

Why do I need technology if I only translate literature?

In the book *A Translator's Toolbox for the 21st Century*, Jost Zetzsche says:

"In my years as a professional... translator... repeatedly surprised at the fairly low level of technical expertise ... among many translators and project managers and the hours many waste doing tasks that could be done automatically or in a fraction of the time.

"As an editor, I have often had to struggle with texts that were translated with a sufficient level of linguistic... terrible quality because the translator did not know how to use certain tools... understand certain formats."

most people don't even know how to make the best of e-mail.

If you restrict yourself to translating hard copy with a typewriter, I suppose you can get by without computer technology, but you won't get very much work! The unpleasant truth is that most people don't even know how to make the best of e-mail.

What would you do if a client sent you an OpenOffice document? What about RTF, Excel, WordPerfect, StarWriter, Web Page, or PowerPoint files? Could you handle text sent as an attachment in BMP, TIF, JPG, PDF, or GIF? Never mind that you would charge extra for the extra effort, but could you

Any client who faxes you a 500-page book is burning money.

handle it? Could you explain to clients how they could save themselves time and money by using a more convenient format?

Any client who faxes you a 500-page book is burning money. They are demonstrating that they don't understand technology. Can you advise them on a better way to handle it?

While we are on the subject of faxes, could a client in the USA send you a fax without paying international phone fees? You can sign up for fax-to-e-mail services, and have a number in every country of importance to you.

Have you noticed? All the above also apply to non-technical translators.

I risk a hernia each time that I pick up my dictionary

Research

I risk a hernia each time that I pick up my dictionary with half a million translations. How long would it take you to find an expression? How long would it take to type the expression and let a software dictionary look it up?

Most of the words I need are not in the dictionary. So I use Google to look them up in context. If I

specialised in car mechanics, and wanted to translate a motorbike manual, I would study motorcycle servicing on the web, and find suitable glossaries.

Why is nato good for you? Look it up!

Would your clients be happy if you included a virus in your translation?

Other uses for technology

Do you keep records of your clients? Do you keep past translations? Do you invoice your clients? Do you pay tax? Do you back up your records (you should!)? Would your clients be happy if you included a virus in your translation? What about letterheads, logos, receipts, business cards?

What would you like to read?

Tell me what subjects you would like me to cover in future. I learned a couple of things from the book mentioned above, even though the author says that it isn't intended for technicians. One saves me three seconds each day (big deal) and a lot of frustration!

Ian McAllister is a member of AUSIT's W.A. Branch and is well-known to readers of the e-Bulletin for his ability to solve software and other technical problems. In fact, Ian has more interests than you can keep up with: precentor, barbershop singer, volunteer bus driver, organic gardener, alternative medicine and that's just today!

Ethical Quandaries

A thorough understanding of the practical application of the ethics of the T&I profession is an essential requirement for all practitioners and the AUSIT Code of Ethics is now widely endorsed by service providers and other industry stakeholders as the rules by which all practitioners should abide. In each issue, Ethical Quandaries will examine a situation encountered by T&I practitioners and the possible courses of ethical action.

Ethical Behaviour for Interpreters

by Harry Blackmore

“One may go wrong in many different ways, but right in only one, which is why it is easy to fail and difficult to succeed – easy to miss the target and difficult to hit it.” – Aristotle

Ethics is “a system of moral principles, by which human actions and proposals may be judged good or bad or right or wrong. The rules of conduct recognised in respect of a particular class of human actions.” – The Macquarie Dictionary

a guide to help members decide on the best action to take in different challenging circumstances

The AUSIT Code of Ethics, and its parallel annotations, the Code of Practice, were developed by many experienced translating and interpreting professionals as a guide to help members decide on the best action to take in different challenging circumstances. For example, consider the following hypothetical situation, often encountered:

An ill client unfamiliar with English returns from overseas and consults a doctor. You are contracted to interpret. The doctor is unsure of the diagnosis and arranges a few tests and another appointment. As you both leave, the client confides to you that he had passed through another country where plague was rife, but he did not inform the doctor for fear of what

he might be told. What may you do?

- (i) Regret that you left at the same time as the client!
- (ii) Say and do nothing. (You were only contracted to interpret during the consultation)
- (iii) Suggest to the client that both go back and tell the doctor. (You are concerned.)
- (iv) You are not sure if the client has contracted a notifiable disease –
 - (a) Still do nothing (your conscience is clear)
 - (b) go back yourself and tell the doctor (you assume responsibility)
 - (c) tell the client he and others may be at risk (it’s his responsibility)
 - (d) say you will inform his family (let his family decide what to do)
 - (e) persuade him to return and tell the doctor, failing this you say you will do so.
 - (v) Offer your own opinion and reassurance on client’s possible diagnosis and prognosis.
- (vi) Are you still subject to the Code of Ethics after completing your assignment?

If not, are you still bound by confidentiality to do and say nothing?

How does the AUSIT Code of Ethics help you to decide an ethical course of action? Despite Aristotle’s restriction, there may be more than

there may be more than one right way to act in a particular situation

one right way to act in a particular situation.

In the given scenario, it is ethically acceptable for the interpreter to persuade the client to return and tell the doctor, but not to threaten or coerce him to do so (Conduct 1.b.iii). Are the alternative suggestions acceptable? If the client refuses, what may the interpreter do? (Confidentiality 2.a.ii/iii). Professional debriefing may be available to the interpreter for the record and possible later legal inquiry.

If interpreters feel conscience-bound to vary from the Code of Ethics and act otherwise, they should justify such variation before their professional colleagues (Conduct 1.d).

Dr. Harry Blackmore is a senior consultant psychiatrist, lecturer in Deaf studies and NAATI examiner in Auslan. He was national convener of the 1995 revision of the AUSIT Code of Ethics.

From Our Forum

A summary of discussions on the AUSIT e-Bulletin

by Ian McAllister

Exercise

In October Teresa raised this very important subject. "For those of us who sit all day in courts or work in front of our computer for long hours, I think that it is really important that we get involved in some kind of exercises if we don't want to die an early death."

Unfortunately nobody can disagree with that, however much we would like to.

Difficult Formats

Michele started an interesting thread in November about translation of PowerPoint documents. Though a simple solution was available, what was said can be extended to other kinds of documents where formatting is as important as the translation, such as PDF, hard copy, fax and scanned text.

In January Uli said about PDF files: "It turns out that one can't just select the English text and overtype it with German."

Michele said: "I recently had to do a translation for a PowerPoint presentation and I found it surprisingly difficult and time consuming.

"In the end, I billed for my hours instead of doing a word count, because if my bill had been based on the number of words, it just would not have been worth doing the work."

"Sometimes, a combination of word count x \$ + hours x \$ is justified." summed up the general feeling.

It was pointed out that using Wordfast (translation memory software) makes it easy to keep the format in PowerPoint and Excel

documents, but the above still applies to PDF files. For instance, if someone wants their foreign degree certificate translated, keeping the original appearance, you might spend two hours getting the appearance right and five minutes translating the few words on the certificate.

Also if the target language takes up more space or less space than the target language, you must change the font size and/or letter spacing, to keep the appearance right.

Academic Qualifications

Jerzy kicked over the beehive with a seemingly innocent question: would you like to see graduates with university qualifications in translating be remunerated at the same level as those who entered the industry by way of a one-off NAATI test? Ian's reply started off a massive discussion, from which I came to the following conclusions. Views expressed here are not necessarily those of the correspondents, just what I understood them to mean.

1. Academic training can be very useful, depending on the course.
2. Someone who has just completed a linguistic degree is not necessarily qualified to translate general literature.
3. Someone who has just completed a degree in medicine is not necessarily qualified to translate medical articles.

My reaction to 2 and 3 was to wonder why - what is missing? The discussion was getting out of control, so I didn't make any suggestions, but I wonder if it could be two things: the ability to write good prose, and the ability to do research. It would be interesting to know

what is the missing factor.

Pound of Feathers

This discussion demonstrated what Humpty Dumpty told Alice about words meaning whatever you defined them to mean. Feathers are measured in pounds avoirdupois, defined as about 454gm, and gold was measured in pounds Troy, defined as about 373gm. A pound of animals weighs a lot more, but varies in weight. It is defined as an enclosure for stray animals.

Is it ethical to add explanations to translations?

Harry gave a very practical ruling on this one:

"No, Ian, you have not broken rule 5 a iv (Code of Ethics). You have maintained 5(a) Truth and Completeness by resorting to 5(b) Uncertainties in Transmission and Comprehension and utilised 5 b ii.

It means that if a concept in the source language is unfamiliar in the target language, it is perfectly acceptable to add an explanation, because we are translating meanings not words." I've printed this and added it to my rule book.

Private conversation between an interpreter and a suspect

The story was told of an interpreter who was left alone in an interview room with a suspect who disclosed certain things to her. Did she act ethically in subsequently repeating the conversation to the police? My main conclusion from this was that I am glad that I am not an interpreter. These ethics problems would cross Solomon's eyes! People couldn't even agree about when a contract ends! You can't even

be safe with the old proverb "Least said, soonest mended" because there seems to be doubt about when you are allowed to keep silent, and when you must "translate everything that is said". Best of luck to all interpreters – I think that you will need it!

Common Sense

Alejandra had the following to say: "Efforts to design software that can translate languages fluently have encountered a problem: how do you program common sense?"

I don't believe that computers will ever achieve even the minimal level of common sense shown by our politicians! Now we have to convince the clients of that fact.

The e-Bulletin is an e-mail discussion group open to all AUSIT members. To join, simply send a blank e-mail message to: AUSIT-eBulletin-subscribe@yahoo.com

As well as the general English language bulletin, there are 14 specific language e-groups which are an excellent way of sharing news of particular interest to speakers of your language(s) and consulting colleagues about terminology, cultural issues and more. For more information, contact Southern Region Administrator, David Connor.

Branch News

New South Wales

The Branch organised two very interesting seminars: the first in November with Peter Boyle and David Playfair on Medical and Pharmaceutical Translation for the International Market* and the second in February by Dr Ludmila Stern on Interpreting in War Crimes Tribunals in The Hague and Australia. This was combined with a meeting designed to involve members in planning future networking sessions.

At Chris Poole's request we looked after a delegation of Judicial Interpreters from Japan during their Sydney visit in December.

We are working with NAATI on the Translator and Interpreter Awareness Day planned for 2 May in Sydney, where our contribution will include a provocative panel session for users of interpreters in legal settings and a talk by Moreno on using T&Is in business.

Committee members Terry Chesher, Christian Houllmare, Yveline Piller, and Uli Priester (with Barbara McGilvray as Principal Delegate) have recently been joined by Riham Youssef, who helped organise the latest networking session. Yveline Piller and Christian are concentrating on marketing and membership initiatives, and our very active Professional Development Committee also includes Felicity Mueller (convenor) and Helen Slatyer.

* The video can be purchased from NSW Branch – see Back Office page.

South Australia and Northern Territory

The Branch has so far organised two professional development activities this year and a possible social function is also planned for April.

Go Global - Get Translation Work from Overseas

Presenters: Andrea Hoffmann and Margit Pehrsson, Freelance Translators and AUSIT SA/NT Chair & Vice-Chair

Forty people attended this seminar on 20 February and heard all about Translators' Directories on the Internet, Jobs Mailing Lists and other sources of work. An important feature in avoiding getting burnt by bad payers are the Payment Practices Mailing Lists where information is shared on payment practices of translation agencies worldwide. Things to take into consideration when thinking of going global: payment methods, bank fees, e-mail management, time difference, reliable Internet Service Providers and possibly a backup ISP, translation tools, details to be included in resumes, etc. Feedback from participants was extremely positive. The handouts are available on the AUSIT website in the members' section.

Police, Interpreters and The Law

When: 15 May 2003, 6.30pm

Where: Adelaide Institute of TAFE, 120 Currie Street, Adelaide

An information session to inform about current legislative requirements for a person's right to an interpreter; the working relationship between SAPOL and Interpreters; what SAPOL is doing to improve the skills of its members when working with Interpreters.

This event will be conducted in

conjunction with SAPOL and the Interpreting and Translating Centre.

Andrea Hoffmann
SA/NT Chairperson

Victoria and Tasmania

What a busy year 2002 was for Victoria and a good year it was too! We had a record number (74) at our end-of-year Networking session, a good way to end the year.

The Vic/Tas Branch Committee worked very hard last year and our focus was Professional Development. This year the Committee will continue to develop and organise workshops and courses for translators and interpreters. On a different front, representatives from the Committee have been working with interpreting and translating training institution RMIT, DIMIA's Language Services working party and the Court Users' Forum to foster the growth of the industry.

While AUSIT Victoria/Tasmania is proud of what we have achieved in the last couple of years, we believe there is still a lot of work to be done. For any profession to grow, it needs strength and strength can only exist if those in the profession unite on all fronts. There are still many of us who work in isolation and fail to see the relevance of joining AUSIT. I encourage every AUSIT member to reach out to our colleagues who are non-members to get them to join AUSIT.

So this year, the focus for the Victorian/Tasmanian branch is to work towards raising the profile of our association and to continue with our work on professional development. Some of the highlights will be:

Interesting speakers at our Networking and Interpreters' Group sessions;

One-day short computer skills and language software training for Translators;

AUSIT's Legal Interpreting Course... and much more!

On behalf of the Committee I thank you for your support last year and we look forward to an even more exciting year in 2003!

Sarina Phan
Vic/Tas Chairperson

Western Australia

Lots of news from the West!

As an entrée, our brand new Committee, entirely composed of "first timers" (exception made for our Chairperson Younghi Newman) and non-Australia born, we are all full of enthusiasm.

As main course, some tasty good news from the Royal Perth Hospital. First of all, they intend to give credit points to their interpreters for attending AUSIT workshops. And second, they are planning to include the AUSIT code of ethics in their contract.

And finally for dessert, I would like to interest you in our PD program: in the attempt to meet our members' needs as closely as possible, we decided to ask them what kind of workshops they would be interested in. Meantime, we have a State Language Services consulting workshop to be presented by Ms Leela de Mal, Executive Director of OMI, in mid-March and an Ethics-Hypothetical workshop on the horizon.

Michela Clavenzani-Wilkins

National Council

National Council currently comprises the following members: Anatolij Onishko (ACT), Skender Bregu, Vince Danilo, Barbara McGilvray (NSW), Mira Chapman (QLD), John Hallett (SA), Ilke Brueckner-Klein, Moreno Giovannoni, Sarina Phan, Chris Poole (VIC) and Mary Gurgone (WA).

The members of the National Council are holding "virtual" meetings, rather than costly, infrequent tele-conferences. Prior to resolutions, propositions are discussed via e-mail. This way, the Council members can read propositions by other Council members in their own time and give their input after consideration.

Below is a summary of the most significant e-resolutions passed by National Council since the last national newsletter.

Resolution No 22 / 07.01.03

That FIT membership subscription be continued and that the amount invoiced be paid.

The amount of US\$900 compares with payments in prior years as follows (all in US\$):

1998 1035
1999 1035
2000 1080
2001 960
2002 960

New Members

Welcome to all of the following who were admitted to membership by a succession of National Council resolutions from December 2002:

C. Aubury, Y. Lee, A. Bean, M. Devlin, K. Elasmr, D. Ellam, J. Harry, E. Hermiz, I. Inoue, B. Knapp, W. Kwok, M. Leung, D. Mossman, J. Shi, M. Vallat, R. Iemon, H. Redgen, W. Scheelings, E. Korneitchouk, W. Firth, A.T. Nguyen, C. Russmann, L. Lawrence, L. Dejin Luo, J. Tashakor, C. Mayer, C. Hoefl, R. Fazal, J. Davcik, Y. Waki, S. Grippi, T. Gombosuren, J. Ri, T. Chen, D. Wong, M. Kim.

NSW members Nadia Arrage, Marta Barany and Barbara McGilvray are members of the NSW RAC (NAATI's Regional Advisory Committee). The focus for the moment is on the first Awareness Day to be held in Sydney CBD on 2 May. NAATI's Sydney office is doing most of the organising (with help from the RAC Chair, Anna Grassi of TAFE), while AUSIT has contributed many of the ideas - in particular, business and marketing ideas from Yveline Piller and suggestions for a panel session and the showing of videos from Terry Chesher (including discussion of an excerpt of a controversial Canadian video on ethical dilemmas for court interpreters, shown at last year's Critical Link conference).

Our major contribution will be a panel session, the brainchild of Terry Chesher, who has also attended the last two RAC meetings. It aims to be provocative and to include in the panel at least one prominent judge and a leading T&I educator and practitioner. We suggested the day should focus on educating the user, but NAATI wanted this first edition to have broader coverage and is aiming it at practitioners, students and service providers as well. It is hoped the NSW Governor, Dr Marie Bashir, will open the day, and on our suggestion Justices Einfeld and Kirby have been invited to speak. Moreno will do a presentation on using T&Is in business.

Among other matters recently considered at RAC meetings are the CRC (Community Relations Commission) monopoly of driver's licence translations in NSW, and NAATI testing above the Professional level. A couple of our members had asked why there are so few Advanced Translator Tests and

no Conference Interpreting Tests at all. The answer from NAATI is that the Advanced test is offered in 9 languages and the expertise is not available on other panels to set and mark it. For conference interpreting, the test is too expensive to conduct. The RAC will shortly address the matters Wally Frick said in his farewell letter should be RAC priorities, including professional development – and here his finger was pointed, rightly, towards us, the professional association.

AUSIT NSW have had an initial meeting with NSW Health Care Interpreter Service managers to discuss their request to sessional interpreters to take out indemnity insurance. There will be further meetings and closer collaboration in future.

The NAATI RAC of Victoria will also be holding its fourth Translator and Interpreter Awareness Day in Doncaster on 3 May. This year's theme is Best Practice in Language Services - The Purchasers' Perspective and it is directed at users of translating/interpreting services – professionals who work with interpreters or translators, as well as managers, coordinators, booking staff and administrators throughout the public and private sectors who organise language services for their organisations.

Meanwhile, Vic/Tas Branch Chair Sarina Phan has been representing AUSIT at meetings of the Melbourne Court Users' Forum. The forum comprises representatives of the legal profession, correctional services, prosecutions and welfare services and enables AUSIT to work with these and other interested parties and raise issues and concerns relating to court interpreting.

Videos for Sale

A video of the AUSIT NSW Medical and Pharmaceutical Translation Seminar with guest speakers Peter Boyle and David Playfair, held on 7 November 2002, may be purchased for \$ 22 (to cover copying, administration and postage within Australia). The video lasts for about 1 1/2 hours and includes questions and discussion. The notes from the seminar are now available on the AUSIT website, together with the article 'Medical Translation' by Peter Boyle. It is recommended that viewers of the video refer to the notes while they watch it. Inquiries: ceciliageorge@optusnet.com.au

AUSLAN Interpreting & Bilingualism. A video is available of a presentation on AUSLAN Interpreting & Bilingualism given on 28 February 2003 by Meredith Bartlett, member of ASLIA and AUSIT. Meredith's presentation was a hit, with AUSIT members saying how remarkably similar AUSLAN and spoken language issues are. It gave a unique insight into the complexities of hearing-impaired communities and their interpreting needs. Price is \$25. Copies are limited so order now to avoid missing out. Send orders with payment to David Connor at AUSIT Southern Region.

The WA branch is very pleased to announce that the Statement of Income and Expenditure for the 2002 National Conference has been finalised as follows:

Income	=	\$15603.50
Expenditure	=	\$13889.48
Credit Balance	=	\$ 1714.02

It may not seem much but it's the first time that AUSIT has ended up in the black for its National Conference. Congratulations to all concerned.

Ausit 2003 Calendar of Events - All Branches

ACT	2 PD activities TBA AGM	TBA July 2003	TBA TBA	Mike Ovington travtext@webone.com.au
QLD	Ethics discussion group, Guest Speaker Paula Peterson , Qld Program Assistance to Survivors Torture & Trauma Prof. Dev. in Legal Field (Moot Court) in conj. with Inst. Mod. Lang. Qld Uni TBA Qld Branch AGM	15/2/2003 12/4/2003 7/6/2003 26/7/2003	ACE Communication Building, 295 Logan Rd, Stones Corner TBA ACE Communication Building ACE Communication Building	Mira Chapman 07 3271 4471 0414 614 471 or Derek Dixon 07 3398 1783 0408 739 721 for all events
NSW	1) Interpreting at War Crimes Tribunal Guest Speaker Ludmila Stern 2) Networking session, current & prospective members Regular networking sessions, current & prospective members “Translators & Interpreters: your partners in communication” Translator & Interpreter Awareness Day, NAATI and AUSIT collaboration	21/2/2003 TBA 2/5/2003	Sydney Mechanics School of Arts, Level 3, 280 Pitt St, Sydney TBA Masonic Centre, Goulburn & Castlereagh Sts, Sydney	Felicity Mueller fmueller@bigpond.net.au or Riham Youssef ryoussef@ozemail.com.au or Christian Houlemare houllemarec@primus.com.au Riham Youssef ryoussef@ozemail.com.au or Christian Houlemare houllemarec@primus.com.au TBA
VIC	Networking session Speaker: Meredith Bartlett “Auslan Interpreting & Bilingualism” Networking session Networking session & AGM (Vic & Tas Branches) Networking session (Xmas, end-of-year) Interpreters’ Group Small Business Skills for T&Is AUSIT Legal Interpreting Course	28/2/2003 23/5/2003 22/8/2002 28/11 1 st Friday of the month August/TBA June-Aug 2003	International House TBA TBA TBA RMIT Bldg 37 Holmesglen TAFE TBA	David Connor David Connor David Connor David Connor Zdenka Karakas 0412 764 074 Eva Hussain 0412 221 031 Sarina Phan 0403 080 888 & Chris Poole 0412 287 487
SA	Go Global: get translation work from overseas. Pres: Margit Pehrsson & Andrea Hoffman Social event Police, Interpreters & the Law joint venture SAPOL, Int. & Trans. Centre, AUSIT	20/2/2003 April 15/5/2003	Adelaide Inst. of TAFE, 120 Currie St, Adelaide TBA Adelaide Inst. of TAFE, 120 Currie St, Adelaide	Andrea Hoffman 0417 850 380 Andrea Hoffman Andrea Hoffman
WA	EGM State Language Services, Guest Speaker Leela de Mal, ED, Office Multicultural Interests	8/3/2003 mid March 2003	Central TAFE CMC, Room S123 TBA	Yutaka Kawasaki, Secretary, (08) 9401 2319 Younghi Newman (Chair) (08) 9403 5150

Professional Development



NAATI Workshops 2003

The following is a selection of workshops which may be of interest to practising T&Is. For a full list of NAATI workshops, including test preparation workshops, visit the NAATI website at www.naati.com.au or call your local NAATI office.

New South Wales

Note Taking Skills

Cost \$180

Non- Language Specific #1

Tuesday 18 March 2003

5:30pm to 8:30pm

Saturday 22 March 2003

9am to 4pm

Monday 24 March 2003

5:30pm to 8:30pm

Note Taking Skills #2

Saturday 29 March & 5 April 2003

10am to 4pm

Non- Language Specific #2

Tuesday 8 April 2003

5:30pm to 8:30pm

Saturday 12 April 2003

9am to 4pm

Monday 14 April 2003

5:30pm to 8:30pm

Queensland

Interpreting in the Health Field

Cost \$50

Saturday 10 May 2003

9am to 12:30pm

Ethics and Professional Conduct

Cost \$50

Saturday 22 March 2003

9am to 12:30pm

Victoria

Memory Retention & Note Taking Skills

Cost \$190

Saturday 15 & 22 March 2003

9am to 3pm

Interpreting in the Health Field

Cost \$50

Saturday 31 May 2003

9am to 1pm

Small Business Skills for Interpreters and Translators

Cost \$50

Saturday 28 June 2003

9am to 1pm

Western Australia

Memory Skills Training & Consecutive

Note-Taking Theory & Practice

Cost \$66.00

Saturday 29 March 2003

9:00am - 12:00pm

Taxation Seminar

Cost \$55.00 - cost includes morning tea

Wednesday 9th April

9am - 12:30 pm

Where: Grand Chancellor Hotel, Wellington St, Perth

The NAATI Regional Advisory Committees of both New South Wales and Victoria will each be holding a Translator and Interpreter Awareness Day in May.

NSW:

Theme: Translators and Interpreters, your Partners in Communication

When: Friday, 2 May 2003

Where: Sydney Masonic Centre, cnr. Castlereagh and Goulburn Streets, Sydney

More details: Contact NAATI on (02) 9267 1357 or syroff@naati.com.au

Victoria

Theme: Best Practice in Language Services – The Purchasers' Perspective

When: Saturday, 3 May 2003.

Where: Manningham Function Centre, 699 Doncaster Road, Doncaster

More details: Contact NAATI on (03) 9642 3301 or meroff@naati.com.au

Other PD Activities

What: One-day conference and workshop: Interpreters and Legal Professionals Working Together in Courts and Tribunals

When: Friday 21 March 2003

Where: UNSW, Sydney

More information: Robyn Fallick (02) 9385 2186 or r.fallick@unsw.edu.au

Suzan Piper (02) 9385 3649 or s.piper@unsw.edu.au

Ludmila Stern: (02) 9385 2382 or l.stern@unsw.edu.au

What: Two-week course in translation teaching for current and prospective translation instructors at university level. Approximately 60 hours. Entire course conducted in English.

When: 9-19 June 2003

Where: University of Vic, Spain.

More information: www.uvic.es/fchtd/translation_certificate.html

The 2001 Census And The Interpreting And Translating Profession

by Moreno Giovannoni

The 2001 Census of Population and Housing provides a wealth of information about Translators and Interpreters in Australia.

One of the questions respondents answered was:

In the main job held last week, what was [your] occupation?

As you can see below, 3045 people answered Interpreter or Translator.

We even have official ABS occupation numbers:

- 252913 for Interpreters and
- 252915 for Translators.

We too should be learning to use these figures for our planning

Census statistics are used for planning by businesses (such as McDonalds of hamburger fame, who use them to make decisions about where to locate outlets), and by federal and state government departments and local councils to plan their services. We too should be learning to use these figures for our planning. At the moment however there may be an even more important role for these figures. to help us paint a picture of ourselves as a group of workers.

The Picture

The latest figures seem to describe a group of 3045 people who are:

- well-educated (well above the national figure)
- a group dominated by the presence of women (61.93%, well above the national figure of 51.14%)
- that is relatively poorly paid (well below the pay for all occupations)
- and works relatively few hours.

The group is also ageing, with more than 68% T&Is over the age of 35, compared to 41% over 35 years of age for all occupations.

Australian Bureau of Statistics 2001 Census of Population and Housing Interpreters and Translators

Numbers

	NSW	Vic	Qld	SA	WA	Tas	NT	ACT
Interpreters	814	583	229	137	208	37	40	55
Translators	341	259	142	54	71	14	27	34
Total by state/territory	1155	842	371	191	279	51	67	89

1996/2001 comparison

	2001	1996	Difference
Total interpreters	2103	1831	+272
Total translators	942	884	+58
Total practitioners	3045	2715	+330

AUSIT members February 2003: 687

Income

- less than \$400 per week

All Occupations
26.68%

Interpreters
42.18%

Translators
35.24%

Sex

All occupations

Male 48.86%

Female 51.14%

Interpreters

Male 27.42%

Female 72.58%

Translators

Male 42.51%

Female 57.49%

T&Is

Male 32.07% 48.86%

Female 67.93% 51.14%

All occupations

Age

T&Is

Under 35 21.34%

35-49 46.11%

50 and over 32.56%

All occupations

58.20%

20.72%

21.07%

Education

% of Occupation that completed Year 12 or better

All Occupations (general population)

49.96% have a Year 12 qualification or better

14.11% to Bachelor Degree Level

Interpreters

80.53% have a Year 12 qualification or better

28.38% to Bachelor Degree Level

Translators

92.68% have a Year 12 qualification or better

37.14% to Bachelor Degree Level

Hours worked

	1-15	16-39	40+
Interpreters	41.99%	38.42%	19.59%
Translators	33.76%	37.79%	28.45%
All occupations	14.65%	33.71%	51.64%