



Australian Institute  
of Interpreters and  
Translators Inc

Quarterly Newsletter

# - in TOUCH

Volume 17, number 3  
Winter 2009



## National Excellence Awards 2009 Issue

interviews with past winners | FAQs | registration form



plus — remote presenting &  
the positive side of interpreting



Member organisation  
Federation Internationale  
des Traducteurs  
International Federation of  
Translators

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## From the editor

The deadline for the spring issue is **10 November 2009**. Thanks to all contributors and proofreaders Sue Jollow and Barbara McGilvray. Please send any letters, articles or images for forthcoming editions to me at my NEW postal address:

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*Front cover main photo: AUSIT President Sarina Phan (far left) and former Vice-President Annamaria Amall (far right) with 2007 Highly Commended Award recipients: from left — Daniel Forest (I & G Media), Peter Todaro (Dir. NSW Multicultural Health Communication Services), Merril Clayton and Sue Jollow.*

*Smaller photo: Sarah Dillon presenting remotely at this year's IIT International Conference.*

# President's Report



Hello all. It is on a sombre note that I begin this President's report. The passing of Paul Sinclair has been a sad day for the AUSIT family. Paul has been an inspiration for generations of interpreters and translators aspiring to become professionals. As a founding member of AUSIT, Paul maintained a strong relationship with the leaders of this organisation well after his retirement and right up until the time of his passing. Paul was a mentor, advisor and a true friend to many who knew him. His love for AUSIT and this profession never waned.

On behalf of AUSIT I would like to pass on our love and condolences to Dalia and the family. Our thoughts are with you and we are certain you are very proud of Paul's achievements. We hope this will give you strength in this time of grieving.

## Orientation Day

Following the success of our first Orientation Day in Adelaide, Sydney's Orientation Day proved equally so. The event attracted some 150 attendees made up of students, current practitioners and prospective T/Is to the University of Western Sydney. Sam Berner, Eva Hussain and I presented our business models; we also spoke about AUSIT, and promoted the Excellence Awards and D-Day (to which this issue is dedicated). The event also featured a role play session followed by a lively discussion on ethics. Due to the day's great success we are considering making this a yearly event in all states (including regional areas). This is a great opportunity to showcase AUSIT — an organisation full of energetic T&I practitioners who truly care about this profession and love sharing their skills and experiences with colleagues. Special thanks go to Associate Professor Sandra Hale, Elizabeth Friedman and Ignacio Garcia for their fantastic support and assistance in making this day a great success.

The next Orientation Day in Melbourne is sure to attract another big crowd; already over 70 people have registered for this event. The

day will feature past Excellence Awards winner Marc Orlando plus many local members presenting interesting topics. Register now for this free event by contacting Shweta Desai at [admin@ausit.org](mailto:admin@ausit.org) or on 1800 284 181.

## Competencies Project

The project is in its final stage and draft units of the competencies and qualification framework have been finalised by the Project Steering Committee for endorsement. In the final stage of this challenging project AUSIT was advised that the Victorian Registration and Qualification Authority (and possibly other training authorities) have been lobbied by some T&I service users to include NAATI approval as a requirement for RTOs wishing to run future T&I courses. AUSIT has written to these authorities in Victoria, NSW, SA, QLD and WA to put on record the industry's objection to this requirement, as NAATI is not a quality-assured entity. It is entirely inappropriate that NAATI hold sway over quality-assured training organisations.

Overall, AUSIT has contributed immensely to the project, with many of our members having participated in workshops and forums, as well as providing feedback. As a PSC member, I wish to thank everyone who has contributed to this project.

## Problems with automatic renewal

AUSIT's database has caused problems for some members where they continue to receive reminder notices regarding their membership renewal even though they have already paid. Shweta Desai continues to communicate with our webmaster Andy Chapman to fix this problem — we apologise for any inconvenience caused. If you have queries regarding your membership renewal, please contact Shweta Desai.

## FIT news Translatio

The next edition of *Translatio*, FIT's newsletter, is now available. To download a copy click on [http://www.fit-ift.org/download/translatio2009\\_n1-2.pdf](http://www.fit-ift.org/download/translatio2009_n1-2.pdf)

A special welcome to all new AUSIT members.

# AUSIT Excellence Awards 2009

The National AUSIT Excellence Awards 2009 promises to be one of the most exciting events in the language profession this year! The South Australian and Northern Territory Branch is proud to announce that this event will take place in South Australia, famous for its exquisite wines and food, and a state which will provide great entertainment for our delegates.

The AUSIT Excellence Awards has seen a number of outstanding winners in the past. The 2009 Excellence Awards now has two additional categories, giving you an even greater chance of becoming a winner!

The categories for the Excellence Awards are:

1. Excellence in Translating
2. Excellence in Interpreting
3. Outstanding Contribution to the Profession
4. Outstanding Contribution to Indigenous Interpreting
5. Outstanding Contribution to AUSIT

The state with the most nominations will also be awarded a prize. Each branch committee is urged to submit a nomination for the 'Outstanding Contribution to AUSIT' category. Nomination forms can be downloaded from the AUSIT website and the event website <[www.ausit.org](http://www.ausit.org)> and <[www.ausitconference.org](http://www.ausitconference.org)>. If you have any questions about nominations and submissions, or the Excellence Awards in general, please check the FAQs on page 7 of this newsletter. If you still can't find the answer, please send an email with your query to <[awards@ausit.org](mailto:awards@ausit.org)>.

## The Gala Dinner Presentation Night

The awards will be presented on 6 November 2009 at the Adelaide Town Hall during a gala dinner party. The official part of the night will take place over a sumptuous dinner prepared by one of Australia's best caterers. Naturally, we will have the best wines on offer. After the official part there will be time to kick up those feet and boogie!

The AUSIT Excellence Awards is kindly sponsored by the following:

## Event Partner



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## JILL BLEWETT MEMORIAL LECTURE

The late Jill Blewett played an important role in the early development of the interpreting and translating profession in Australia. Jill was an interpreting and translating practitioner who fought to establish high standards and to regulate the profession. Through her efforts, Australia is recognised internationally as a leader in the field of community interpreting. She was admired by all who knew her for the concern she showed and the encouragement she gave to individuals.

As a tribute to Jill Blewett, AUSIT organises an annual Jill Blewett Memorial Lecture in conjunction with its National Annual General Meeting. Since 1992 this prestigious lecture has been delivered by a wide range of respected speakers, reflecting the state of translating and interpreting in Australia.

AUSIT proudly presents the guest speaker for the 2009 Jill Blewett Memorial Lecture:

## Dr Peter Goldsworthy

Dr Goldsworthy is an Australian writer and medical practitioner. He has won many awards for his short stories, poetry, novels, and opera libretti. In *A Reader's Guide to Contemporary Australian Poetry* he has been described as 'one of the most skilled and satisfying poets in Australia'. His work has been translated into several languages. Dr Goldsworthy has a strong interest in languages, particularly AUSLAN, which features prominently in his work. Dr Goldsworthy's works include *Maestro*, *Wish, Honk if you are Jesus* and *Three Dog Night*.

**D-Day**

The translation market is one of the fastest growing industries in the world. Being 'down under' is no longer a disadvantage, as we work while the world sleeps! Nowadays, more and more interpreting and translation work is carried out online and with the help of technology. AUSIT D-Day is a translating and interpreting open day and will feature workshops, demonstrations and exhibitions, not to mention great networking opportunities. Here you will learn about doing business effectively online and will find out what it takes to be a successful T/I in the 21st Century. D-Day will also provide practitioners with the opportunity to showcase and share their ideas and success stories.

Exhibitors will be ready and eager to show you how their products and services can support you and

your T&I business. D-Day will combine lectures, CAT tools demonstrations, and workshops. The day will also be a stimulating and educational platform in which practitioners will have the opportunity to keep abreast of all the latest technology and developments in the T&I world. Demonstrations will include CAT Tools, software, ergonomics, e-Marketing, e-Networking, e-Courses and teleconferencing for interpreters. There will be opportunities to purchase new products, self-study materials, books and much more. Moreover, delegates will receive an AUSIT delegate satchel and a free online Macquarie Dictionary licence for 6 months! Lunch will be provided after the JBML.

Register now if you would like to learn how to become a T/I of the 21st century and stay connected.

D-Day is kindly sponsored by:

**Event partner**

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# Excellence awarded

## Two past Awards winners are interviewed by **Sam Berner** and **Rona Zhang**



**Interview with Shaperai Jallya,  
Joint Winner, Excellence in  
Interpreting 2007**

**Sam Berner:** Hi, Shaperai. Thank you for making the time to talk to us about your experiences with the Awards. Could you tell us a little about yourself?

**Shaperai Jallya:** I was born and grew up in Afghanistan. In 1980 the UN awarded me a scholarship to study computer science in India, and I worked in that industry for six years. Then in 1986 I migrated to Australia and worked in different government departments until 1999.

*And then you decided to change careers?*

Yes, I decided to become an interpreter. I went to TAFE to do the preparation course, followed that with a Diploma in Interpreting, then sat for the NAATI tests in Dari and Farsi. I have been working as an interpreter since 2000.

*Do you enjoy it?*

Very much. It enables me to provide assistance to people and empower those who need help in various aspects of their life. It is very rewarding that way.

*I am glad to hear that. Now, how did you get involved in the Excellence Awards?*

I was nominated by the University of NSW for the National Excellence

Award in 2007. I received a congratulatory letter from AUSIT, asking me to provide a submission of no less than 2000 words regarding any job I had done between 2005 and 2006. I chose a court interpreting job which involved domestic violence and attempted murder because it was very, very challenging, both linguistically and emotionally. Then I was asked to provide references for that particular job, plus my qualifications and resume. I know that the AUSIT jury committee also made their own enquiries from different sources. The whole process, from nomination to decision, took me about three months.

*And then came the big night?*

Yes — at the Gala Dinner at Shangri-la Hotel in Sydney. I was one of three finalists announced, and was then announced as the winner.

*I remember your speech on that night. You were quite emotional, and mentioned your family.*

I had to. My husband and son had supported me immensely through the ordeal of the interpreting assignment,

as well as encouraging me to lodge my submission for the Awards. For me it was a very important achievement in my life, and I owe it to them. They helped me to feel proud of my work.

*And what would you like to tell others who might be thinking of nominating for this year?*

Believe in yourself and your work, and believe you can achieve and make the top. Nominate!

**Interview with Victor Xu,  
Runner-Up, Excellence in Interpreting,  
2007**

*I first met Victor Xu at the 2007 AUSIT Excellence Awards in Sydney where Victor was awarded Runner-Up for Excellence in Interpreting. I was very impressed by his achievement and by his inspiring speech. When Victor was in Brisbane recently for business, we met each other for breakfast. I took this opportunity to ask him to share his experiences as an interpreter.*

**Rona:** *It's great to meet you again after two years. I still remember meeting you at the inaugural 2007 AUSIT National Excellence Awards in Sydney. You gave a humorous and inspiring speech at the ceremony. Now the AUSIT National Excellence Awards 2009 are upon us, would you like to share your story and tell of your involvement in the Excellence Awards?*

**Victor:** Yes, time does fly. I am happy meeting you again in sunny, warm Brisbane and happy to share my interpreting experiences.

*First, can you tell me a bit about yourself? How did you become an interpreter?*

I was originally a graduate of English literature from a top Chinese University, so naturally I used my English skills to earn a living. I first came to Australia in 1994 to manage a three-star hotel in Melbourne for my employer, a Chinese company which had taken over the hotel. I love Australia so much, and after the company sold the hotel, I migrated to Australia in 1997. I then gained a Master's Degree in 2000 and NAATI accreditation in 2002.

However, I have been an interpreter since the early 90's. Interpreting has given me a new perspective on various issues, especially in terms of

business dealings. It has also given me opportunities to travel to different regions of the world and to different parts of the country. Interpreting has also helped me in my further study and my life overall. I recall when studying my Master's Degree how I found it easy to understand business transactions and make recommendations in research essays. In my capacity as an interpreter, I successfully assisted a joint venture formation between Australia and China in waste management, and was involved in government negotiations between the two countries. I also helped IP Australia in their roadshow presentations of IP protection in China.

Whenever I was facilitating communication in all those activities, I noticed how parties would consider the negative and positive implications of decisions, and how they would negotiate to allocate resources and break cross-cultural management resistance.

*What's your link with the AUSIT Excellence Awards? How did you hear about the Awards? Who nominated you?*

I heard about the Excellence Awards through emails from AUSIT, of which I am a member. I felt I could give it a go because I had received lots of positive feedback about my work, so I passed the nomination forms to some of my clients. All these referees commended my interpreting and I got strong support from them. One of these clients was Mr Brian Brogan, who had been an economic adviser to then Prime Minister Gough Whitlam in the early 1970s.

*Was preparing the submission difficult? How did you feel when you found out you had won?*

I did not feel that preparing the submission was too onerous. In fact, I am happy I had the chance to sum up aspects of my interpreting work. I remember one component of the submission required a description of an interpreting assignment. I enjoyed telling people how I planned it, what the challenges were and its final outcome, including how I communicated with the interpreting coordinator to establish a clear picture of what topics would be covered. I explained how I usually arrive at the work scene to familiarise



myself with the environment and why I have a quick chat with the presenter to become familiar with their accent, discuss practical ways to work effectively, etc.

I was thrilled to win the National Runner-Up Award for Excellence in Interpreting. This means a lot to me and I regard it as a milestone in my interpreting career.

*Finally, is there anything you would like to say to those who are thinking of nominating for the Awards?*

Essentially, you must have a large amount of positive feedback about your interpreting. You must have delivered high-quality work which has impressed your clients enough for them to want to give supportive references. Sometimes you need to go that extra mile and deliver more than expected in order to provide excellence. For instance, last year in Canberra a member of a Chinese delegation broke his arm during the course of an activity; I was the interpreter for the day. When the incident happened, I accompanied the injured person to the hospital and offered my interpreting services into the evening. In the end, I did not charge an extra fee above my daily rate. But I did receive a communiqué of gratefulness from both parties.

I would add that your submission needs to be well organised, demonstrating best practice in interpreting and ethics.

Are you working in the language industry?  
Studying to become a translator/interpreter?  
Or just fascinated by language?

## Australia's first Language Services Expo!

### Program

- Ongoing demonstrations
- Exhibitors
- Seminars
- Workshops

The Australian Institute of Interpreters and Translators Inc. (AUSIT) cordially invites all interpreters and translators to participate in the first ever Exhibition for Translators and Interpreters, called D-Day: D-Day stands for demonstration day as it will be a day full of demonstrations and workshops alternating with interesting lectures and seminars.

Celebrate excellence and stay connected!

### General Information

#### Excellence Awards

6 November 2009  
6.30pm - 12.00am  
Adelaide Town Hall, King William Street  
\$ 137.50 AUSIT members/\$165 non-members  
(early-bird respectively \$110 and \$137.50)

#### D-Day

7 November 2009  
9.00am - 6.00pm  
TAFE SA, 120 Currie Street Adelaide  
\$137.50 (early-bird \$110)

#### Jill Blewett Memorial Lecture

7 November 2009  
11.00am - 12.00pm  
TAFE SA, 120 Currie Street Adelaide

Registration forms can be downloaded from:  
[www.ausitconference.org](http://www.ausitconference.org)  
[www.ausit.org](http://www.ausit.org)

#### Event Partner



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The AUSIT Excellence Awards Weekend  
TAFE SA, Saturday, 7 November 2009

AUSIT D-Day featuring  
Jill Blewett Memorial Lecture

AUSTRALIAN INSTITUTE  
OF INTERPRETERS  
AND TRANSLATORS  
INCORPORATED (AUSIT)

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Ph: 1800 284 181

ABN 64 855 620 166  
[www.ausitconference.org](http://www.ausitconference.org)  
Email: [awards@ausit.org](mailto:awards@ausit.org)

# Excellence Awards FAQs

## Everything you need to know about this year's National Excellence Awards

### 1. What are the AUSIT Excellence Awards?

The AUSIT Excellence Awards recognise initiatives/activities by individuals and organisations operating in all sectors of the translating and interpreting industry. They encourage best practice, professionalism, dedication to quality, innovation and outstanding contributions.

The AUSIT Excellence Awards commenced in 2004 with one category which celebrated organisations who made an 'Outstanding Contribution to the Translating & Interpreting Industry'. In 2005, two practitioner categories were added — the inaugural practitioner awards for 'Excellence in Translating' and 'Excellence in Interpreting', increasing the total number of categories to three. The Excellence Awards went national in 2007 at a fabulous gala dinner in Sydney, during which the translating and interpreting profession celebrated outstanding achievements that truly reflected the depth and breadth of work done in Australia.

### 2. What awards are available to enter?

In 2009 two new categories will be added to the existing ones:

#### Outstanding Contribution to AUSIT

This award will be presented to an AUSIT member for his/her contribution towards AUSIT, be it as an office-bearer or otherwise.

State branches are encouraged to nominate any of their members who contribute in an exceptional way to AUSIT. Nominations can also be made directly or via a third party. The state with the most nominations will be awarded a separate prize.

#### Outstanding Contribution to Indigenous Interpreting

This award will be presented to a practitioner, team of practitioners, language service provider,

organisation, business, or institution that is part of, related to, or involved in some aspect of Indigenous interpreting. The award will recognise work on a particular assignment, project or initiative which benefits the Indigenous community as a whole, including end-users and practitioners.

The following categories will remain in place during the 2009 Excellence Awards:

#### Excellence in Interpreting

This is awarded to a NAATI-accredited (or recognised, or with equivalent qualifications) interpreter or interpreters, whose performance on a particular assignment, series of related assignments or a project was outstanding. Judging criteria include: linguistic and interpreting skills, professionalism and ethical conduct, and outcomes/purpose fulfilment.

#### Excellence in Translating

This award recognises a NAATI-accredited (or recognised, or with equivalent qualifications) translator or translators, whose performance on a specific assignment, series of related assignments, or a project was outstanding. Judging criteria include: evidence of research and use of available resources, accuracy in conveying all information, faithful reproduction of style, register and all other pragmatic features of the original, whether the translation fulfils its purpose, and levels of professionalism and ethical conduct.

#### Outstanding Contribution to the Translating & Interpreting Industry

This is awarded to an organisation, institution or business, which is related to or involved in the T&I industry, and is for initiatives or activities benefiting the industry as a whole, including end-users and practitioners.

### 3. Why should I enter?

There are many benefits to participating in the Awards, whether your submission wins or not. An AUSIT Award or entry gives your initiative/activity role-model status and gives

you peer and industry recognition.

Finalists will be acknowledged at the National Awards Presentation Gala Dinner in November 2009. Successful submissions in each category will be recognised with an 'Excellence Award' or 'Highly Commended Award'. If applicable, other parties involved may also be acknowledged. At the judges' discretion, outstanding entries from the host state (SA/NT) may also be awarded.

Successful submissions will:

- be honoured with an attractive trophy and certificate at the National Awards Presentation Gala Dinner, with Award recipients invited to make a short acceptance speech;
- be announced in AUSIT publications (*AUSIT - In Touch*, and the Vic/Tas Branch newsletter *Bennelong*) and in media-releases;
- gain a presence on the AUSIT website <[www.ausit.org](http://www.ausit.org)> for the continuing education of the public and practitioners;
- be referred to in AUSIT publicity (eg. on Institute literature, stationery, etc);
- enable the entrant to receive PD points for the submission; and
- gain the entrant recognition throughout the industry.

### 4. Who is eligible for an award?

The Awards are open to T&I practitioners or teams of practitioners, language service providers and organisations/individuals/businesses who are part of or connected to the T&I industry and whose primary residence is in Australia.

Individuals or organisations that are nominated or enter do not have to be members of AUSIT; however, a history of constructive relations with AUSIT and the language profession in general is desirable. (AUSIT members obtain discounts to entry fees.)

(continued overleaf)

(from previous page)

Any work by current AUSIT office bearers or work performed during a term of office cannot be entered, except under the category 'Outstanding contribution to AUSIT'.

Relatives of judges (ie. first-degree relatives such as a parent, sibling, child, or spouse or partner) are not able to enter.

### 5. How do I enter the Awards?

All categories require an entry form to be filled in and a detailed submission to be prepared and submitted. The entry kits (listed below and available for download from the AUSIT website, <[www.ausit.org](http://www.ausit.org)> — 'Excellence Awards') contain all the necessary information.

Interpreter Submission Kit

Translator Submission Kit

Outstanding Contribution Submission Kit

Outstanding Contribution to AUSIT Submission Kit

Outstanding Contribution to Indigenous Interpreting Submission Kit

There are two ways to enter:

T&I practitioners and organisations or institutions working in or related to the T&I industry can all **enter directly**, OR they can **be nominated** for a particular piece or pieces of work or project by someone else.

Nomination requires a person to complete a Nomination Form and send it to AUSIT. AUSIT then advises the nominee of their nomination, and the nominee is encouraged to complete a submission.

### 6. Who can nominate someone for an Award?

Anybody, anywhere can nominate any number of individuals or organisations for an activity or initiative performed in the field of translating and interpreting. You could be a member of the public who used a translating/interpreting service which you feel merits recognition, or you could be working in the business, government, legal, education, or health sectors etc, where you may have come across an outstanding translating or interpreting performance. Colleagues, clients, or agency staff members can also make nominations. If you have nominated an initiative or activity

undertaken by another individual, a team or an organisation, you are helping to ensure that high standards are rewarded and hopefully adopted by others. By making a third-party nomination you may also benefit in other ways; eg. if applicable, your name or your company may be acknowledged where the submission is successful.

### 7. How do you nominate a person for an award (make a third-party nomination)?

Nominations are possible for all awards. You need to download the correct Nomination Form, fill it in and send it to AUSIT. Nomination forms can be downloaded from the AUSIT website, <[www.ausit.org](http://www.ausit.org)> — 'Excellence Awards'.

The address to send forms to is: AUSIT Excellence Awards, c/o PO Box 193 Surrey Hills, VIC 3127.

For further information or help contact <[awards@ausit.org](mailto:awards@ausit.org)>.

### 8. Can I nominate myself?

Yes, and you don't need to fill in a nomination form. Simply prepare your submission based on the guidelines in the relevant entry kit (see left), attach an entry form to the front, pay the entry fee and send it before the deadline to AUSIT Excellence Awards c/o PO Box 193 Surrey Hills, VIC 3127. For further information or help, contact <[awards@ausit.org](mailto:awards@ausit.org)>.

### 9. What documents do I need to prepare for an award?

Documents vary according to the category. Common requirements include an entry form, references, extensive details on the assignment, referees, brief background and qualifications. Entries for translation awards require the translation and source text. All requirements are provided in the relevant submission kits, including instructions. Download the entry submission kits (referred to above) and follow the guidelines.

### 10. Which award should I enter?

For interpreting — If a particular assignment or event really stands out in your mind for reasons you can elaborate on, think about entering for that assignment.

For translations — Similarly, if you think you have done an outstanding job

on a particular assignment, consider entering it as your project. If you and a colleague/s have combined on a job in one or more languages, you can enter together.

If an assignment or initiative has had a wider impact, it could be entered for the **Outstanding Contribution to the Industry** award. Examples might include: an assignment where many languages have been coordinated by you, something an agency has done, or an initiative benefitting the industry as a whole (including end-users) where individuals, teams, institutions, or organisations have been involved (eg. a research study into an aspect of the T&I industry, the delivery of relevant and beneficial training to translators and interpreters, or a long-term demonstrated commitment to the industry).

The two new categories will recognise the enormous efforts and contributions of members towards AUSIT and contributions to support, stimulate and promote Indigenous interpreting. These two categories have been implemented as a response to the widespread contributions of members and non-members of our profession.

### 11. I have done an assignment (interpreting or translation) with several colleagues. Can we do a combined submission?

Yes, you can. For interpreting, such as a shared job, conference or team situation, you can do a combined submission. We need information and references about all of you. We also need a separate entry form for each team member, and each team member pays a fee. You can enter as a joint entry of interpreters or translators, indicating the number of team members on the entry forms.

For a translation assignment completed by several people or a team, you can enter as a whole team, or just some members can enter — you decide. Complete the submission together, fill in separate entry forms, and supply all of the information required for each team member as above.

### 12. What is the closing date for nominations?

Nominations for the 2009 Excellence Awards closed on 1 September 2009.



Submissions for the 2009 Excellence Awards close on 22 September 2009.

*The Excellence Awards Gala Dinner Presentation will take place at the Adelaide Town Hall on 6 November 2009.*

### **13. How do I find out if someone has nominated me?**

AUSIT will receive nominations for all categories. Once a nomination is received, AUSIT will contact the nominee and advise them of the nomination, then direct them to the website to download all relevant material to complete a submission and enter before the deadline.

### **14. What is the closing date for submissions?**

Submissions for 2009 Excellence Awards close on 22 September 2009.

### **15. What happens if my submission includes confidential material?**

Completed submissions will only be viewed by the AUSIT Panel of Jurors and the Excellence Committee, and will be afforded full confidentiality. Jury members are permitted to discuss submissions only with other jury members; however, they may verify the evidence provided and/or statements made without divulging confidential information.

There is a section on the entry form to tick if confidential or copyright material is included in your submission. There is a confidentiality waiver in the 'Jury' section on the reference and nomination forms (part of the Kit). If you are one of the parties to the assignment, AUSIT seeks your agreement for those materials to be disclosed to the members of the jury. While the submission will be used for publicity by AUSIT and referred to on the Awards Presentation night and on the AUSIT website, no confidential information or personal details will be divulged.

### **16. How recent does the assignment/project/initiative have to be?**

A project, assignment or initiative must have been undertaken or completed in the two years prior to submission. This means that work completed after November 2007 will be eligible.

For the 2009 Regional (SA/NT) Awards only, entries will be accepted for

activities or projects completed since January 2006.

### **17. How do I obtain references and referees?**

You can submit general work references testifying to the type of work you do as an interpreter and/or translator (there is no limit to the number). These could be from employers, clients, agencies and end-users, or other parties to your work.

We require references specific to the submitted assignment from parties involved:

– for interpreting, we need two written references specific to the assignment your entry is on. We also need at least one other general reference about your work.

– for translating, we need two written references specific to the submitted assignment/project. We need a minimum one other general reference about your work.

– for outstanding contributions, we need two written references specific to the submitted initiative and a minimum of one other general reference.

For all entrants we also require the contact details for referees (those providing written references) plus two other referees.

As part of the submission kit (for interpreting and translating awards) and to make the process as easy as possible, there is a reference form for referees so they can provide both specific and general references for a translator or interpreter. This can be downloaded from the AUSIT site and completed, and should be sent directly to AUSIT.

### **18. How do I get involved in the Awards process?**

Your assistance would be most welcome, as all work on the Awards (as with most AUSIT activities) is undertaken on a volunteer basis by committee members. Contact <awards@ausit.org> to find out how.

### **19. When do we find out who wins?**

You need to make sure you attend the AUSIT Excellence Awards Gala Dinner. Whether you are an entrant, nominator, practitioner, service provider, academic, end-user, or

interested party, this is an event not to be missed. The 2009 AUSIT Excellence Awards will be held on 6 November 2009 at the Adelaide Town Hall. Booking forms are available on the AUSIT website.

### **20. Who are the judges and how do they decide who receives an Award?**

Submissions will be judged by a panel of jurors, whose members are appointed by the AUSIT Excellence Awards Committee and which will be headed by the AUSIT Awards Committee Chairperson (who has no voting rights and does not judge submissions). The jury will be made up of individuals representing various sectors of the T&I Industry from across Australia, including practitioner representatives. Jurors are to base their judgement on pre-defined assessment criteria. They will take into consideration adherence to the AUSIT Code of Ethics, development and advancement of the work environment, professional development, and the role and future of interpreters and translators. Jurors shall disclose any possible conflicts of interest and abstain from voting on any submission where these occur. The decision of the panel of jurors is final and no discussions will be entered into.

AUSIT reserves the right not to issue an Award in a given category if it deems the criteria have not been satisfied.

# 2009 NATIONAL EXCELLENCE AWARDS, D-DAY & Jill Blewett Memorial Lecture

**Awards Venue:** The Adelaide Town Hall, 1st Floor, 128 King William Street, Adelaide  
**Date & time:** Friday, 6 November 2009; 6.30pm pre-dinner drinks, 7.00pm dinner  
**Included:** Four-course dinner, beverages and entertainment  
**Dress code:** Formal or business

**JBML Venue:** TAFE SA, Adelaide  
**Date and Time:** Saturday, 7 November 2009, 11.00am – 12.00pm

**D-Day Venue:** TAFE SA, Adelaide  
**Date and Time:** Saturday, 7 November 2009, 9.00am – 6.00pm

## BOOKING FORM AND TAX INVOICE

Please return with full payment to:  
AUSIT Excellence Awards Committee  
Email to <awards@ausit.org> or mail to PO Box 193, Surrey Hills, VIC 3127, AUSTRALIA  
Fax: (03) 9898 0249

Direct Bank Transfer to:  
Commonwealth Bank of Australia; BSB: 065 505; Account Name: The Australian Institute of Interpreters and Translators (AUSIT Awards) Account No.: 06 5505 10223139

Cheques to: The Australian Institute of Interpreters and Translators (AUSIT Awards 2009)

Full Name and Title: .....  
Organisation: .....  
E-mail Address: .....  
Business Postal Address: .....  
.....  
.....

Do You Require an AUSLAN interpreter?

Do You Require a special diet?

Vegetarian

Halal/Kosher

Other: .....

Will you also be attending D-Day on 7<sup>th</sup> November?  Yes  No

### PAYMENT DETAILS (all costs are GST inclusive)

I am paying for:

<input type="checkbox"/> AUSIT Member – Awards registration (after 31 Aug):	AUD 137.50 _____
<input type="checkbox"/> Non-AUSIT Member – Awards registration (after 31 Aug):	AUD 165.00 _____
<input type="checkbox"/> Student - Awards registration	AUD 110.00 _____
<input type="checkbox"/> Corporate Table (for 10 persons)	AUD 1430.00 _____
<input type="checkbox"/> D-DAY (after 31 Aug)	AUD 137.50 _____
<input type="checkbox"/> JBML	N/A _____

### PAYMENT METHOD

Cheque/Money Order to 'The Australian Institute of Interpreters and Translators AUSIT Awards 2009'

Direct bank transfer (please attach proof)

Credit Card

Visa

Master Card

Card No: \_\_\_\_\_

Expiry Date: \_\_ / \_\_ Security CCV: \_\_\_\*

Name on Card: .....

I authorise AUSIT to charge my credit card the amount of:

AUD ..... AUSIT Excellence Awards Gala Dinner Booking

AUD ..... D-Day

AUD ..... TOTAL

SIGNATURE.....

IMPORTANT NOTE: Owing to AUSIT policy, once payment has been received we are unable to offer any full or partial refunds. In case of a cancellation due to unforeseen circumstances, please contact the administration and a refund will be assessed on an individual basis. Thank you.

\* For Visa or Mastercard holders the CCV number is the three digit number printed after your card number on the signature strip on the reverse side of your card.

## NSW Branch office bearers

Elected at the AUSIT NSW Branch Committee Meeting  
28 August 6 - 8pm were:

**Helen Slatyer** – Chair <helen.slatyer@mq.edu.au>

**Yveline Piller** – Principal Delegate & NAATI Liaison/Interface with AUSIT NC  
<actyve@jprimus.com.au>

**Hania Geras** – Treasurer <geras@idx.com.au>

**Nathalie Ramière** – Secretary (6 months until her departure)  
<nathalie.ramiere@gmail.com>

**Melissa McMahan** – Marketing <melissamcmahan@iinet.net.au>

**Willya Waldburger** – PR representative <carpediem127@hotmail.com>

**Patricia Cruise** – Principal PD coordinator <patricia.cruise@bigpond.com>

**Abigail Pita, Amale Hourani** – PD coordinators  
<abigailpita@gmail.com>, <amalehourani@optusnet.com.au>

### Other committee members:

Ignacio Garcia <i.garcia@uws.edu.au>

Thomas Kis-Major <tkmlau@yahoo.com.au>

## Vale Paul Sinclair

Members were shocked and saddened by the sudden death on 31 July of Paul Sinclair, a founding member and tireless champion of AUSIT.

A tribute to Paul will be published in the next issue of this newsletter.

## Connect-IT

On Saturday 4 July AUSIT, SA/NT Branch had its first monthly CONNECT-IT, an Interpreters and Translators networking morning tea, at Fellini Cafe in North Adelaide. This new initiative focuses on sharing tricks of the trade with other colleagues and this first meeting proved a success. Everyone welcomed CONNECT-IT as a good opportunity to meet other language professionals and learn from each other's experiences. Being a networking activity, everyone who attended the session also earned PD points.

Would you like to attend the next CONNECT-IT? Then book the date below in your diary and join us for a nice cup of tea and some excellent information sharing.

**When:** 3 October 2009 (always on the first Saturday of every month), 10.00am.

**Where:** Fellini Cafe, 102 O'Connell Street, corner of Tynte St., North Adelaide.

We hope to see you there!

*Tom Deliveyne*

*PD co-ordinator AUSIT SA/NT*

## Double Masters in translation studies between France and Australia

A new double masters between Monash University and Jean Moulin University (Lyon, France) started in July 2009 under the coordination of Marc Orlando (professional translator and interpreter, member of the AUSIT, NZSTI and the SFT).

The course will provide training for future translators. Students will work in both language directions — English to French or French to English — and will be taught by academics and professional translators from both institutions.

Students will spend a year in Australia and a year in France, undertaking practical training with French or Australian companies, which will provide them with key contacts and excellent opportunities for their future careers. On successful completion of both academic programs, students will obtain two distinct masters degrees.

For more information, please visit:

<<http://www.arts.monash.edu.au/translation-interpreting/masters/>>

## Important dates

### Saturday 26 September — AUSIT WA Open Day

Tresillian Community Centre, 21 Tyrell Street, Nedlands. 10am – 3pm

### Friday 6 November — AUSIT Excellence Awards

Adelaide Town Hall, Adelaide, 5.30pm

### Saturday 7 November — JBML

TAFE SA, Adelaide. 11am - 12noon

### Saturday 7 November — D-Day

TAFE, SA, Adelaide, 9am - 6pm

## Are you LinkedIn?



The AUSIT group on LinkedIn is the perfect starting point for online networking. It also enables you to make contact with individuals outside AUSIT who are connected to your fellow AUSIT members. Joining the AUSIT group on LinkedIn is a fast track to building your e-network. Take advantage of your AUSIT membership. Joining LinkedIn gives you an instant community to grow your network quickly. Why wait? Get your online networking underway. To join just visit <http://www.linkedin.com/groupRegistration?gid=1933378>

**Sometimes it's a small world, and that's what LinkedIn is about**

# Remote presenting

Since 2003 **Sarah Dillon** has attended all but one ITI International Conference in person, but this year she gave a — virtual — presentation there.

**L**ate last year fellow freelance translator Philippa Hammond and I were invited by the ITI Conference organising committee to present a paper on social media, based on our experiences of applying these tools to our everyday business activities. The idea was to demonstrate some of the possibilities of web 2.0 by working together over a period of about six months and then presenting a paper at the International Conference in London in May 2009, with me based in Brisbane and Philippa in London. It was an exciting idea and we were keen to give it our best shot.

I do not consider myself to be a social media 'expert' but realise I am one of a small number of professional translators actively and visibly using social media as part of my everyday business practice. I joined LinkedIn in late 2006 and Twitter in April 2008, and have explored countless other applications and tools, developing strong ideas on using social media in the professional sphere.

Philippa and I put a lot of thought into the level at which we would pitch our presentation, as we wanted to at least offer food for thought for all levels. We also believed it important to make clear that while social media may not be a business necessity for every translator (because I don't believe it is), it is more than a passing fad since it represents a massive shift in the way technology is currently used in all areas of our lives.

We knew we would have to do more than just dazzle people with an all-singing, all-dancing software ensemble. So we put quite a bit of time into getting some perspective on our ideas, by researching theories and applications, reading case studies and compiling examples of good practice. Every tool we looked at and used was available for free and cross-platform, as we were working with PCs and Macs. All this background work reassured me we were delivering relevant and useful knowledge.

Our session ran for 30 minutes with two clear sections: an overview of social media, then a quick demonstration of two tools, all within the context of business use by language professionals.

## Preparation

Philippa found mind mapping helped her clarify her thoughts around the subject, while I work best with OmniOutliner. We used Delicious to share relevant references and articles, and Skype to IM (Instant Message) and talk to each other. We worked together in real time on our abstract using Zoho Writer, and on our slides using Zoho Show.

We considered setting up some kind of community or group around the theme of social media for translators as a way to get a better idea of our audience prior to the conference, and as a centralised source of information following the conference. Although the idea is an exciting one and it would be great to see it work in the future, we both decided against it. I think 'closed-circuit' groups are fruitful only when there's a very specific set of circumstances in place. I tend to prefer the more open, flexible approach offered by blogging communities, for example.

## Presenting

We looked into a couple of different web conferencing, presentation and remote-classroom style environments early on in our planning and DimDim seemed to best suit our needs. It is free, offers voice and video streaming, and features include the ability to share presenter controls, desktops, web browser, whiteboard and documents.

In practice, we found the voice option too delayed for our purposes, and the shared web browsing feature didn't work with any of the sites we wanted to demonstrate. As a workaround, we decided to use Skype to stream our voices and faces, and DimDim to share our slides and demonstrate software. Skype isn't always the best option for

business-critical tasks, but in this case it met our needs. 'Rehearsals' went really well once we tweaked our settings and it was exciting to see it all coming together.

I presented from my home office in Brisbane, with very little change to my existing workstation set-up. Philippa used her own laptop in the lecture theatre in London, which was hooked up to a projector and the venue's sound system. We were both working from headsets with microphones to reduce ambient sound and interference, and web cameras which come as standard with our laptops. We had a dry run from the conference venue a day before we were due to present, so we knew everything was in good working order.

## Going live

About an hour before the presentation started on Sunday morning (Sunday evening in Brisbane), I said goodbye to the friends who had come around for an early dinner, logged on to DimDim, created a meeting with the settings we had tested and sent Philippa an invitation. Then I uploaded our presentation into the environment and prepared the applications and my browser with the pages I wanted to share.

A few minutes before the session started in London, Philippa logged into our DimDim meeting and called through on Skype for a final chat. She then arranged her desktop so the Skype video window was in front of the presentation (see cover picture).

I waited online while the hall filled, then we were introduced and Philippa ran through her part of the presentation. In my Skype video window, I could see Philippa's face and a corner of the white screen behind her. In our shared DimDim workspace, I could see our presentation with the pointer she was controlling and the current slide. It was hard to keep focused and remember I had an audience of

200 people at this point; I was glad I'd thought of this in advance. If I'd become distracted or forgotten that my video camera was running, it could have been very embarrassing.

#### Prepare for the worst, hope for the best

Philippa and I went to great lengths to prepare workarounds for almost every kind of technical hitch imaginable. There is no such thing as bad technology, only bad preparation. We had stored copies of the presentation locally, carefully prepared images of the software we wanted to demonstrate, and were ready to present with no slides at all. We were also familiar with each other's material in case we needed to exchange roles at any point.

We did encounter some minor technical issues but these were easily managed given all our planning. When I discussed these issues with attendees afterwards, many were surprised anything had gone wrong at all, and were impressed they had not noticed them impact our presentation. This was very satisfying.

The most difficult part of presenting remotely is not the technical aspect, or even the lack of audience rapport or feedback, but a lack of control over the presentation

experience overall. Because of the obvious physical constraints, the remote speaker has to rely on other people far more than usual, and so the success of the session depends heavily on support from the wider conference team. It's not easy to hand over that degree of control when your face is quite literally on the line, but when it works well it makes for a deeply satisfying experience.

Overall our presentation generated a great buzz for both the audience and us; I can't wait to explore this further.

#### The future of presenting?

I believe remote presenting is definitely a viable option for T&I industry events. There are limitations and risks, but for the right presenter with appropriate on-the-ground support these limitations can be overcome to ensure a highly polished and meaningful learning experience for attendees. Potential presenters are scattered all over the globe in our industry and it would be a shame for an event to limit itself to geographically-available speakers. Saying that, there is no doubt presenting in person is the ideal scenario for all concerned. After all, T&I professionals attend conferences for much more than just the speakers.

#### Resources:

[www.delicious.com](http://www.delicious.com)  
[www.skype.com](http://www.skype.com)  
[www.dimdim.com](http://www.dimdim.com)  
[www.zoho.com](http://www.zoho.com)

Mindmapping software:  
<http://freemind.sourceforge.net/wiki/index.php>

OmniOutliner:  
<http://www.omnigroup.com/applications/omnioutliner/>

You can hear a recorded version of our session at: <http://www.dillonslattery.com/2009/07/social-media-for-translators-prez.html>.

*Thank you to my co-presenter Philippa Hammond and to the 2009 organising committee of the ITI International Conference.*

*Sarah Dillon is a freelance translator of French, Spanish and German, originally from Ireland but currently based in Brisbane. She has been providing freelance language services to businesses worldwide since 2004.*

*She is a member of AUSIT and the Chartered Institute of Linguists (CIOL), and an associate of the Institute of Translators and Interpreters (ITI).*

<http://www.sarahdillon.com>

## From a letter to the editor of the NT Centralian Advocate

**O**n Monday I was awoken by the news that the NT Government Department of Education is considering the slaughter of 4.5 language teacher positions in Alice Springs to transfer the resources to Darwin. I was and still am appalled.

I have dedicated 50 years of my life to the learning and promotion of languages in various forms, and am convinced language and culture go hand in hand. In my rage I went to the Language Centre located at Anzac Hill High School to ask for some clarification. The Language Centre is celebrating its 20<sup>th</sup> anniversary next month with festivities being organised, and our PM has allocated some \$1.3 M for the development of a new centre.

For what? Would it be a celebration or a funeral? Teacher positions will be abolished with four teachers out of work. Language education will be

provided 'by virtual teaching'! This is the language of administrators, not educators.

My understanding is this is about bean counting, limited resources and 'equity'. Equity is supposed to provide more to those who have less chance of reaching the same outcomes.

We know Alice Springs is always second best to Darwin, but we are the capital of Central Australia, a thousand miles away from any other urban centres. Our population may be a quarter of Darwin-Palmerston's, but our children have the same right to be fully educated, even one on one where possible. From a young age they must be given all the possible chances to become competitive with children from Darwin, Sydney, Paris, Beijing, and New York. And WE CAN provide this!

Whoever is the present Minister for Education should seriously consider

that what is not provided today to our children will further reduce chances for the adults of tomorrow to contribute effectively to our society. Or is Government policy to maintain an insular and mono-cultured society in a country that prides itself on being multicultural?

Lack of language means lack of culture; it reduces one's ability to accept otherness in any form, and promotes racism and aggression. It also reduces the chances of finding good jobs, particularly in the tourist industry. Parents who want to give their kids all possible opportunities and have them grow up with open minds, please voice your concerns directly to the people in high places who cannot see the implications of their reductive action.

Maya Cifali  
 Alice Springs  
 27/8/09

# The positive side of interpreting

## Sandra Hale from the University of Western Sydney analyses a recent survey of AUSIT members' enjoyable work experiences

There is only so much negativity one can take before one starts to feel depressed or think 'it's not worth it'. We would all agree that negative comments abound when it comes to discussing our profession, especially interpreting in community settings. Practitioners are not alone in dwelling on the negative. Academics from around the world have also tended to concentrate on the negative aspects of this profession, such as interpreters' inability to interpret accurately, their dissatisfaction with their role as prescribed by the code of ethics, and their frustration with those for whom they interpret. Service providers are also known for criticising interpreters for poor performance.

So are all interpreters incompetent? Are all interpreters dissatisfied with the code of ethics and their role which requires accurate and impartial interpreting? And are all service providers ignorant about the role of the interpreter or insensitive to the latter's professional needs? Surely not! Highlighting the negative is important in order to bring about change. However, concentrating *only* on the negative can lead to a lopsided view of reality. I decided to conduct a questionnaire to answer these questions.

AUSIT members will remember the call to participate in a survey about positive experiences. Interpreters are not renowned for participating in research, and very few people in general like to fill out surveys. Therefore, I was very pleased to receive 94 responses to this questionnaire. The results found that these interpreters find their work enjoyable, rewarding, and significant, as expressed by respondent #69 below. For the most part, respondents felt they are treated well and perceived as professionals by service providers and non-English speakers, are comfortable with their role as prescribed by the code of ethics, and, despite the generally

low remuneration and less than adequate working conditions, are happy working as community interpreters.

'Working as a community interpreter is for me extremely rewarding. I absolutely love it. Our role is so diverse and so important. I really believe that I make a difference in my everyday work environment. It gives me a strong sense of pride'. — Respondent #69

Let us look at the reasons behind these positive results.

### Who were the respondents?

The interpreters who answered the questionnaire were varied in terms of language combination (25 different languages) and years of experience (from less than 5 to more than 20 years' experience), so we can say that neither of these factors contributes to having positive experiences. What was significant, however, was that almost all of them (95.7%) had NAATI accreditation and well over half (64.1%) were graduates of formal interpreting courses, hence the four main languages respondents worked in were representative of the languages offered at TAFE and university courses (Arabic, Auslan, Chinese and Spanish). We can therefore speculate that being formally trained and accredited may correlate with having positive experiences.

The graduates of formal courses were asked to rate the usefulness of their education. The results showed a significant majority (83%) found their training to be either essential (55.9%) or very useful (27.1%), with only 15.3% rating it as moderately useful and one person rating it as not at all useful. It can be safely concluded that this sample clearly demonstrated the usefulness of formal training for effective practice as a community interpreter. When asked why they found their training useful, respondents' answers fell into the following categories in order

of importance: it was essential for obtaining the necessary interpreting skills, it gave the necessary theoretical grounding to make informed decisions, it was necessary to gain professional status, was required to learn about the ethics of the profession, needed to gain confidence as a professional, enabled them to be better equipped to interpret accurately, gave adequate preparation to be up to the job at hand, enabled them to gain the trust of those for whom they interpret and to learn the required terminology. Although the most common answers related to acquiring the necessary interpreting skills and the theoretical underpinning of their work, issues of professional status, professional confidence and credibility were also very important considerations for trained interpreters. Being formally trained gave them not only the necessary skills and knowledge to perform their work, but also the confidence and credibility of a professional. This may be an important contributing factor toward positive experiences.

### What do they think about their role and the Code of Ethics?

The results of research studies in other parts of the world seem to indicate community interpreters do not like being prescribed as accurate and impartial interpreters, but prefer the role of advocate for the minority language speaker. In contrast, the surveyed group of AUSIT interpreters were overwhelmingly in favour of the prescribed role. Almost all (97.7%) said their role was to interpret accurately and impartially, while most (86.2%) reported using the direct approach of interpreting, which was described as 'interpreting every turn in the first and second person, allowing the main participants to communicate directly with each other'. Only one untrained respondent reported using the mediated approach (interpreting in the second and third person, summarising what each

speaker says and relaying only what is thought relevant), while 12.6% stated they use a combination of both (5 of these respondents being trained and 11 untrained). These results show a clear link between training and the approach adopted. Interestingly, only 6.9% reported that service providers rarely use the direct approach, with the rest (93.1%) stating they either use it often (58.6%) or most of the time (34.5%). This may indicate that the service provider's choice of approach may be determined by the approach adopted by the interpreter.

With regard to the Code of Ethics, almost all (96.7%) stated it was useful to them. While 80.9% stated that they resorted to the Code of Ethics to help them solve ethical dilemmas, only 4.4% said ethical dilemmas forced them to breach the COE often or very often. When asked to describe the usefulness of the COE, over half said it was useful as a general guide. Other interesting responses included: the COE helps to perform a professional job, it sets boundaries, it gives credibility and it acts as a safety net. Anecdotal evidence has suggested the COE sets unrealistic expectations of interpreters, who are constantly faced with ethical dilemmas which can force them to breach the prescriptions found in the Code. This group of interpreters strongly contradicted that perception. They expressed the view that they didn't need to breach the COE when pressured to do so by other participants. Instead, they had the confidence to refuse unethical requests by explaining that they contravened their code of ethics, thus educating other participants about their professional role. This in turn gave them credibility as professionals. The quote below is an example of how interpreters use the COE to explain their obligations to clients without offending them.

'The Code of Ethics is not only a guide to an interpreter, but also a good excuse for interpreters to refuse clients' gifts or other demands that could lead to unprofessional conduct by an interpreter. In that situation I always tell my clients I am bound by the Code of Ethics and doing what the client demands me to do will get me into trouble. I live through this job

and I must follow the Code of Ethics to keep my job. All clients agree and happily leave without further trouble.' — Respondent #13

#### **How are they treated by the service providers?**

The majority of these interpreters (81.6%), who are mostly formally trained and NAATI accredited, reported being treated as professionals by other professionals, especially those working in the legal and welfare areas. The respondents thought their qualifications had a lot to do with this treatment. This is an encouraging result. Much has been done in the past 30 years to educate service providers, especially legal professionals, about the work of interpreters. These results seem to indicate those efforts have not been in vain. Similarly, a high 69.3% thought that non-English speakers also viewed them as professionals, and 78.4% agreed that if they acted as professionals, they were more likely to be treated as such by those for whom they interpreted.

#### **Why do they work as interpreters in the community setting?**

The majority of responses suggested interpreters genuinely enjoy doing the work they do, finding it rewarding, interesting, challenging and stimulating. A number of those surveyed stated that they feel they are contributing greatly to society by making a difference in facilitating communication. The quote below provides an example of the kind of satisfaction these interpreters report experiencing during the course of their work.

'It gives me great satisfaction after each assignment when I see the relief on the NESBs' faces and I get many appreciative comments from service providers expressing how easy I made their job and how good I was. Interpreting to me is more than a job from which I earn money. It is a passion for me to help people to understand exactly what is being said to them and to make them understood. I have been there myself, when I could not express myself in English, and I know the exact frustration and anxiety I felt and these NESBs feel now'. — Respondent #88

#### **What makes a positive experience?**

Some expressed that all their assignments constituted good experiences or that there were too many to recount. Others highlighted their best experiences, which can be summarised into the following categories: when they felt appreciated, when they felt they were part of a team with the service provider, when they felt they had made others happy and when they felt the communication flowed smoothly because they did a good job. It can be argued these positive experiences are made possible through these interpreters' high levels of competence and professionalism.

#### **What did they do when they had trouble interpreting?**

The results showed that these interpreters were confident and secure enough to be able to admit when they had difficulties, and to interrupt and ask for clarification, repetition or to correct a mistake. Such an attitude demonstrates a high degree of professionalism.

#### **What can we learn from the results of this survey?**

This survey presents encouraging results about the work of Australian interpreters in the community setting. Results show that well-qualified interpreters are comfortable with their role and have the confidence to live up to their ethical obligations, thereby commanding respect from those for whom they interpret. This combination consequently leads to high job satisfaction. The results also show there have been improvements in the way service providers work with interpreters and in their perceptions of the latter. This positive outlook should not make us ignore the many areas needing improvement. Instead, it should give us the impetus to keep working on such areas in the hope things can improve. Let us be optimistic that as more interpreters become better trained, better qualified and more professional, better remuneration and working conditions will follow.

**Acknowledgements.** *I'd like to thank all the interpreters who replied to the questionnaire for their inspiring answers. I'd also like to thank my excellent research assistant, Elizabeth Friedman, for her continued assistance.*



# AUSIT

## EXCELLENCE AWARDS

Call for Nominations and Entries for the  
AUSIT National Excellence Awards 2009  
in the Translation & Interpreting Industry  
Adelaide Town Hall, 6 November 2009

Are you a translator/interpreter  
or language service provider?

If so, we encourage you to think about suitable initiatives to submit. These can be your own work or initiatives in which several parties collaborated, or work done by a colleague that deserves recognition. You know best where you have done excellent work, so there is no need to wait to be nominated. All you need to do is follow the entry requirements set out for each category and prepare your submission. The merits of each submission will be assessed by the AUSIT Awards jury.

What are the Awards criteria?

The key selection criteria for initiatives that are recognised by AUSIT through these awards include innovation, role model value, benefits delivered to users and/or practitioners and their level of impact on the industry as a whole. Additional criteria for the interpreter and translator categories include linguistic skills, professionalism and ethical conduct, evidence of research, accuracy, faithful reproduction of style of the original in the translation and most important, the interpretation/translation fulfilling its purpose and meeting the needs of the parties involved.

Want to find out more about nominations  
and/or submission?

Contact the EA Organising Committee at [awards@ausit.org](mailto:awards@ausit.org) or state branches will be running EA information sessions in August through to September. Attend one of these sessions to find out more about nominating someone or putting together your submission.

Event Partner



Sponsors



Enquire for Partnership or  
Sponsorship opportunities:

Claudia Ait-Touati  
Chair for EA Organising Committee  
[awards@ausit.org](mailto:awards@ausit.org)

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