

INTOUCH

MAGAZINE OF THE AUSTRALIAN INSTITUTE OF INTERPRETERS AND TRANSLATORS

XXI FIT WORLD CONGRESS Brisbane Convention Centre 3–5 August 2017

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Uniting to improve pay and conditions

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New resources reviewed

An updated *Tool Box* for translators, plus a beginners' guide for community interpreters

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NAATI and AUSIT

Their shared history

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PLUS MORE ...

... including impacts of the NDIS on both Deaf people and Auslan interpreters; simultaneous interpreting and the 'bottleneck theory'; and more member profiles

< In Touch

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Editor

Helen Sturgess
editor@ausit.org

Design and production

Mine Konakci
designer@ausit.org

The submission deadline for the Spring 2017 issue is **1 September 2017**

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AUSIT contacts

PO Box 546, East Melbourne, VIC 3002
Telephone 03 9895 4473 / 1800 284 181
Fax: 03 9898 0249
email: admin@ausit.org
For AUSIT Yahoo group subscription matters:
yahogroups@ausit.org
www.ausit.org

Machine translation— callout for submissions

We would like to put together a few perspectives on machine translation for an upcoming issue. If you have any relevant insight or experience that you would be willing to share, please contact *In Touch's* editor (see details above).

< Editorial Committee

Chair and book review editor

Melissa McMahon
intouch@ausit.org

Academic

Stephen Doherty
s.doherty@unsw.edu.au

Interpreting practitioner

Tania Bouassi
Tania.Bouassi@health.nsw.gov.au

Auslan

Christy Filipich
christy.filipich@gmail.com

Translation practitioner

Barbara McGilvray
mcgilvray.barbara@gmail.com

Postgraduate

Vera Gu
verasnake@hotmail.com

Letter from the editor

A big thank you to the many readers who have expressed your approval of the new-look *In Touch*, which we launched with the Autumn 2017 (AUSIT 30th Anniversary) special issue.

Copies of this issue plus the Autumn special issue will be given out at the upcoming FIT congress in Brisbane (see page 19), to give international visitors some insight into Australia's T&I industry, and non-members an insight into AUSIT.

Contributions welcome

Articles published in recent issues have included book reviews, adapted presentations and letters, reflections on practice, reports on conferences ... and more.

If you're interested in writing or adapting an article or other material to submit, please view *In Touch's* Submission Guidelines (see link below); then contact *In Touch's* editor (see first column) with your idea or drafted piece, which will be referred to the Editorial Committee to assess its suitability for publication.

The editor and Editorial Committee reserve the right to edit or not publish any item submitted for publication. Opinions expressed in articles published are those of the authors, and do not necessarily align with those of AUSIT or its Executive, *In Touch's* Editorial Committee, or its editor.

The Submission Guidelines can be found under 'Contribute' at: <http://ausit.org/AUSIT/Publications/Newsletter.aspx>

The submission deadline for the next issue can be found on the inside front cover of each issue.

Correction

Ilke Brueckner-Klein's AUSIT Fellowship Citation in the previous—Autumn 2017—issue, page 6, second column, last sentence: "Her voluntary work to promote Translators Australia to interpreters ..." should read "Her voluntary work to promote Professionals Australia (formerly APESMA) to translators and interpreters ..."

Annual number of issues reduced

Due to an increase in production costs for an improved *In Touch* magazine, the National Council (NC) has decided to publish three issues rather than four in the 2017–18 financial year. The NC will continue to explore ways to increase the funding available for *In Touch's* production, with the hope that we will be able to return to quarterly production in the near future.

The third and final (Spring) issue for 2017 is scheduled to be published in November.

Proof readers needed!

We're looking to assemble a pool of proofers for articles to be published in *In Touch*.

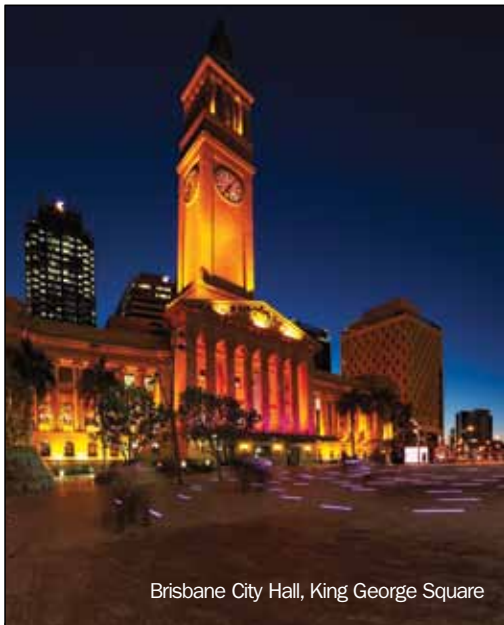
Each article published is professionally edited, in consultation with its author. However, the edited copy then needs a second/fresh pair of eyes to look over it, to pick up any typos or other errors that have been overlooked.

Are you a native English speaker? With an eye for detail? If your answers are 'yes' and 'yes', our next question is: would you be willing to review one or two articles per issue?

With three issues per year this would amount to around 1,500 to 3,000 words per person, per issue (depending on how many people volunteer). When possible articles are prepared for proofing on a 'rolling' basis, rather than all in one go.

If you would like to find out more, or to volunteer, please contact the current chair of *In Touch's* Editorial Committee, Melissa McMahon: intouch@ausit.org





Brisbane City Hall, King George Square

News in brief

A summary of T&I-related items that have appeared in the national mainstream media since publication of the Autumn 2017 issue of *In Touch*

28 March: Sign Guy steals Annastacia Palaszczuk's thunder once more at presser
The Courier Mail

An Auslan interpreter already dubbed #SignGuy on social media again goes viral while interpreting cyclone updates for Queensland's Premier.

5 April: Lawyer felt 'pressured' to do a deal (see also 7, 20 Apr, 4 May)
The West Australian

The lawyer for Gene Gibson, an Aboriginal man from a remote desert community whose conviction for murder was recently overturned, was "troubled" by the absence of an interpreter during the plea bargaining process, but went ahead because he felt pressured to act quickly.

7 April: Indigenous Australian Gene Gibson was lost in translation (see also 5, 20 Apr, 4 May)
The West Australian

An examination of the cultural and linguistic failings of the system that convicted Gene Gibson of manslaughter.

14 April: Pablo Neruda's 'lost' poems: music of another mind
The Australian

A review of a collection of 'lost poems' by Chilean Nobel laureate Pablo Neruda, translated by American poet and writer Forrest Gander, eloquently examines 'the poetics of translation'.

20 April: Language boost for courts call (see also 5, 7 Apr, 4 May)
The West Australian

The miscarriage of justice in Gene Gibson's conviction leads Kimberley Interpreting Service to seek further government support.

20 April: Indigenous translations go online as reform talks end
The Australian

Translations of a paper on constitutional reform into Indigenous languages have gone online only shortly before the process to which they relate is wound up.

26 April: Police interview with couple's alleged slave is 'worthless', say their lawyers
The Age

Paraphrasing, 'chatter' and non-translation of some exchanges between an alleged victim and interpreter contribute to claims that a police interview is invalid.

27 April: Aussie troops' Afghani aid flees Taliban, finds peace in Werribee
The Herald Sun

An Afghani hired locally to work as an interpreter with Australian troops, and now resettled in Australia, tells his story.

4 May: Govt investment essential to avoid injustice (see also 5, 7, 20 Apr)
InDaily

Questions surrounding Gene Gibson's conviction highlight a need for government investment in language services within the justice system.

6 May: Court cases delayed due to shortage of translators [sic] in Victoria's court system
The Herald Sun

A shortage of qualified interpreters is delaying court hearings for many NESB defendants, leading to lengthy stays in custody for suspects and denial of any chance of bail, and leaving victims to wait for justice.

14 May: Robots take jobs from travel to translator
news.com.au

A new study lists translation among the fastest-declining jobs, and suggests that translators may eventually be completely replaced by automation.

23 May: Deaf woman appeal allowed over interpreter
Brisbane Times

A Deaf woman who says she was unable to give police details of an assault because they didn't provide an Auslan interpreter has won a legal appeal to have her discrimination case reconsidered.

25 May: Schapelle left me 'really confused'
Courier Mail

A Balinese court interpreter tells of his experiences working with foreign suspects and detainees, including Schapelle Corby.

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A major win for language service professionals

A significant milestone for language professionals in Victoria has been achieved recently. In the 2017/18 Victorian Budget released in May, the state government announced additional funding to the tune of \$21.8 million to address pay and conditions for translators and interpreters (T/Is). Professionals Australia’s organiser for T/Is, Niki Baras, describes how Victorian PA members mobilised to bring about this win.



In 2015 Professionals Australia developed a schedule of proposed ‘Industry Recommended Rates’ for interpreters, to use as a guide in consultations with the Victorian State Government. The aim was to highlight the discrepancy between the existing rates of pay and the actual cost—in time and expenses—of doing the work.

Ministers from government departments that routinely use language services, represented by the Minister for Multicultural Affairs, the Hon. Robin Scott MP, agreed with Professionals Australia that the issue needed to be addressed, and an interdepartmental working group was established to examine interpreters’ pay rates.

Professionals Australia asked the working group to review the whole system, particularly procurement practices and the enforcement of minimum pay scales to safeguard rates for T/Is. It soon became apparent, however, that this review would be limited to examination of the proposed rates, and also that the process would be very lengthy.

Around the same time as the establishment of the working group, the Victorian Office of Justice issued a request for tender for all court interpreting. As a result, a group of experienced and reliable interpreters who had been dealing

directly with Melbourne Magistrates’ Court lost a regular source of income, or at best copped a pay cut in the vicinity of \$40 per booking if they took on court interpreting assignments via agencies.

Professionals Australia delegates commenced discussions on this development within their various language groups, and in early 2015 court interpreters in one group decided they would take on court interpreting work only at the ‘recommended rates’.

Active monitoring of the situation during this time revealed that court work was being assigned to paraprofessionals, and in some instances to unaccredited interpreters. Some cases were also adjourned as a result of the action.

Over time more language groups joined in, and the Office of Multicultural Affairs also reported receiving calls from aggrieved interpreters.

It should be pointed out here that Professionals Australia did not organise a strike; interpreters simply took action to express their dissatisfaction with their working conditions, and to bring this to the attention of the state government.

In a related action in April 2016, a group of Professionals Australia’s members held a public demonstration outside the Melbourne Magistrates’ Court.

This series of actions achieved tangible results: the state government responded by announcing a formal review of language

Thanks are due to the determined and united group of practitioners who took action—they played an important role in putting our industry on the radar, and have demonstrated that legitimate, planned and strategic action ... can be an effective catalyst for change.

services, inviting consultation and submissions from industry stakeholders.

The review delivered its findings to the government earlier this year, and Professionals Australia understands that they confirmed what we have said all along: that there is a crisis in language services, with low rates leading to low standards and poor quality. This is not sustainable, and puts both government and community at risk.

The findings clearly demonstrated a need for change; so in April this year, as a matter of urgency, Professionals Australia launched a petition to encourage the Hon. Robin Scott—also Minister for Finance—to make a commitment to language services in the state’s upcoming budget.

There were over 1,250 signatures on that petition, and they were still coming in when it was delivered to the minister. The budget outcome of additional funding reflected the hard work and commitment of Professionals Australia members.

It is now Professionals Australia’s intent to ensure that the additional funding pledged goes into T/Is’ pockets, and that the problems we’ve identified will begin to be addressed. The increase in funding is the breakthrough needed to reform our industry: the generals can plan, but an army is needed to win.

So, T/Is got together and spoke up for themselves ... and have been heard.

Congratulations and thanks are due to the determined and united group of practitioners who took action—they played an important role in putting our industry on the radar, and have demonstrated that legitimate, planned and strategic action by members of Professionals Australia can be an effective catalyst for change.

And if we had been greater in number and louder, things might have moved a lot faster. We need to build on the efforts of those who took action last year, to extend our voice. That’s how it works—from the ground up. The diverse range of names on the recent petition shows that across the country, T/Is share common concerns, irrespective of language.

We must not allow ourselves to be fragmented by the isolating factors we face in our day-to-day work, or by ad hoc actions that weaken our strength in the eyes of those we must negotiate with.

We’ve come a long way already, but together we can achieve much more.

Niki Baras graduated from Victoria College, Melbourne in 1985, with a BA in translating and interpreting. She is a NAATI-accredited professional interpreter and translator, Greek< >English, and for the last 30 years has been working in the T&I industry in a range of capacities, including teacher, production manager and agency manager. Niki currently practises as a TII, as well as working part time for Professionals Australia as an organiser with their Translators and Interpreters Committee.



Professionals Australia members raising awareness outside the Melbourne Magistrates’ Court, April 2016



We're seeing the unseen in Deaf people's lives ...

There's little doubt that Auslan interpreters play a significant role in the lives of many Deaf Australians. They find themselves interpreting at early intervention appointments and in preschools; in primary and high schools, universities and TAFE; in workplaces and at medical and health appointments; during weddings, christenings, birthdays and funerals; and anywhere and everywhere in between, from the cradle to the grave.

While Auslan interpreters have long been involved in many of the private and intimate events in a Deaf person's life, this involvement is increasing. **Ryan Gook**, CEO of Auslan Services, explains why ...

As you know, the National Disability Insurance Scheme (NDIS) is slowly rolling out across Australia, to cover expenses incurred by Australians who live with permanent disabilities. Under the NDIS, Deaf people who use Auslan to communicate are eligible to receive a package that includes an annual budget for interpreting, and this significantly increases their access to interpreting services overall. You see, each time a Deaf person books an interpreter using their NDIS package, it is for assistance in an area where this service was not previously provided. The NDIS has been introduced to facilitate recipients' community participation and

independence, and improve their lifestyles. It doesn't cover provision of interpreters for employment and education, as these are already the responsibility of the providers; it covers the costs of interpreting that enhances their quality of life, by allowing them to participate more fully in the community on a daily basis.

Before the NDIS, Deaf people found it hard to participate in social events with hearing people, as interpreters weren't provided, and most Deaf people couldn't afford to hire them privately. Think about this for a moment: 90 per cent of Deaf people are born to hearing parents, and many attend family events with minimal access to conversation—the very thing that leads to building relationships with others. Have you ever met a Deaf person in the community or at a social event, but struggled to

communicate beyond superficial pleasantries? Perhaps you got by with gesturing, nodding and smiling?

In many areas of their everyday lives, such as birthdays, weddings and other social gatherings, tradespeople visiting their homes, and so on, Deaf people have had to get by with little or no communication support. And when it comes to pursuing goals, lack of access to interpreting services has often led to Deaf people holding back. This might include: attending neighbourhood courses such as computer literacy or craft classes; joining a club, gym, walking group or men's social group; researching their family tree; or getting landscaping advice for their backyard. These are just a few items on the exhaustive list of activities and situations from which many Deaf people have been excluded—until now!

The National Disability Insurance Agency (NDIA), in their wisdom, recognised that people with disabilities faced numerous barriers in their lives that prevented them from participating fully in the community.

The NDIS was implemented to remove these barriers, and improve the lives of all Australians. I believe it's working, having seen firsthand the positive impact that this increased access to Auslan interpreters has had on the experiences of Deaf and hearing people.

Case Study

A Deaf friend of mine had been attending a crochet class every Tuesday for more than four months.

The class, run by a community group, was led by an elderly woman who taught participants to crochet children's clothing, using a variety of techniques.

The class consisted of six people: my friend and five hearing people. They had been meeting for three months when an NDIS package was approved for my friend, and she booked an Auslan interpreter.

In one class with the interpreter, she managed to not only tell her teacher and classmates about her family and grandchildren, but also learn about their lives. They shared stories of childhood, school and marriage, whereas in the previous three months, my friend had only learnt the names of her classmates (via name badges) whilst learning to crochet by watching the teacher's demonstrations.

As my friend explained this difference, I couldn't help but notice the pleasure she took in describing what she now knew about her classmates. Impacts such as this can be profound and long lasting.

“For most of us, our homes are our sanctuaries ... Until now, the homes of Deaf people have been the only area of their lives that is not usually exposed to interpreters.”

Many of the communications for which Deaf people are now booking NDIS-funded Auslan interpreters occur *in their own homes*. It is relevant that as Auslan is a visual language, in most instances the client and the interpreter must be in the same location. As a result, Auslan interpreters are now entering the previously unseen, private domains of their clients' lives—their homes.

For most of us, our homes are our sanctuaries: places for us to feel safe, protected and private. We retreat to them to enjoy the intimate relationships we have with our partners and families, or to be alone.

Until now, the homes of Deaf people have been the only area of their lives that is not usually exposed to interpreters. However, for many, the NDIS means that Auslan interpreters will now sometimes enter their homes in order to facilitate communication—with tradespeople such as gardeners and builders, during social events, and so on.

While an ethical framework underpins Auslan interpreters' practice, it does not yet take into account the necessity for practitioners to enter the homes of their clients, and the sensitivities that this involves. Auslan interpreters are seeing

the previously unseen, and while the need to respect people's privacy has always been understood, it is now more important than ever to ensure that private lives remain just that—private!

Ryan Gook is a NAATI-accredited professional Auslan <-> English interpreter with a Postgraduate Diploma in Auslan/English Interpreting from Macquarie University. He is also the CEO and a co-founder of Auslan Services, which he has owned and managed with his wife Nicole Gook since its inception in 2001, and a member of the Australian Sign Language Interpreters' Association (ASLIA).

Ryan would like to recognise the pioneers of the Deaf community past and present and salute the efforts of the Deaf community for making it a place for all people to enjoy, work in and participate in.



Volunteering: to give is to receive

An interview with Yolanda Secos, president of ATISDA

In October 2012 **Tania Stuart** attended the 53rd American Translators Association (ATA) Conference in San Diego, California. It was hosted by the Association of Translators and Interpreters in the San Diego Area (ATISDA), a fledgling organisation at the time, barely four years old and with no affiliation to ATA.

Fast forward to 2016, and much had changed within ATISDA under the leadership of Yolanda Secos, a freelance English>Spanish translator specialising in education.

Since 2012 Yolanda has volunteered in many different positions within ATISDA and ATA. She is currently president of ATISDA and assistant administrator of the Spanish Language Division (SPD) of ATA, as well as sitting on ATA's Membership Committee.

In 2016 Yolanda received the Harvie Jordan Scholarship, presented by ATA and the American Foundation for Translation and Interpretation (AFTI). That year, Tania again visited San Diego. She met up with Yolanda, and recounts their conversation here:

Despite juggling multiple occupations and school holidays at the time, Yolanda generously made time to meet up, and we spent an inspiring and validating couple of hours—over coffee and American-sized pancakes—discussing the challenges shared by T&I professionals on both sides of the world. Learning from Yolanda how ATISDA expanded and reached their goals reminded me how volunteering benefits everyone, and how the collective goals of a group can be brought to fruition through tenacity, collaboration, patience and perseverance.

How and why did you get involved with ATISDA?

This may seem outrageous, but it actually goes back to the mid-eighties, when I somehow ended up being class president every school year from seventh through twelfth grade. All those years spent serving my classmates and my school taught me the importance of being actively involved in the causes that matter to me, and how individuals can make a difference by voicing their concerns and working together towards common goals. Since then, I try to be an effective member of any organisation I join.

In 2008, I was one of a small group of students and educators from the University of California San Diego's T&I program who were trying to form a local professional association for translators and interpreters. ATISDA was founded that year; I was busy with my family at the time, but became actively involved in 2012, when the ATA Conference came to San Diego.

What was your role then and since?

In 2012 I took on managing social media for ATISDA and the ATA's Spanish Language Division (SPD), and editing ATISDA's newsletter.

Asked to help with the ATA Conference, I started by creating a Facebook page to give ATISDA a social media presence, and to create a sense of community. I was then invited to manage the ATA SPD's Facebook page, and ended up managing their LinkedIn and Twitter accounts too.

During countless hours spent on the hospitality table during the conference, I met many colleagues and listened to their concerns. What I heard loud and clear was that they needed a local professional association that could provide networking and education to translators and interpreters. I knew ATISDA could do this, but it would take a lot of time and hard work to take our small group to the next level ... and I was right!

What has been the most important result of all your collaborative work?

The highlight came in 2016, when ATISDA became affiliated with the ATA, a goal we'd been working towards since 2008! You can read more about it here:

<https://atisdablog.wordpress.com/2016/05/23/congratulations-atisda/>

In the same year, our membership grew to record numbers because many of our members took a very active role organising networking events and presenting high quality workshops for ATISDA. At the end of the day, the events we organise depend on how many people are willing to volunteer help.

I've also seen a shift from "What do I get if I join?" to "How can I help?" As more people got actively involved in 2016 than ever before, we were able to hold more than 20 events over the year; and with each event we attracted new members, achieving 50 per cent membership growth over the year. As a result, our website is constantly updated, our blog publishes very relevant articles, and our social media outlets are growing at a steady pace. Seeing these products of our dedication and labour is extremely gratifying!

What are the biggest challenges for professional associations?

Getting members to understand how much effort and time goes into organising events and workshops, or developing and realising projects. Despite a spectacular 50 per cent growth in our membership last year, we need more members to get actively involved. Those of us volunteering also have to work and take care of our families and ourselves; if more members were to volunteer we could accomplish so much more!

What have you gained from volunteering?

I've benefited greatly, both professionally and personally. Being actively involved with a professional association helps me to remain current professionally, and to collaborate with knowledgeable colleagues. Working freelance from home can be very isolating, but the

monthly events get me out of the house and connecting with others. I'm an introverted person, and attending ATISDA events forces me to step outside my comfort zone. Some of my lasting friendships and many professional partnerships have come about through volunteering for ATISDA and ATA.

Years of service have been excellent teamwork training, and have developed my leadership skills and increased my willingness to take risks.

After a couple of years of volunteering I was offered paid positions as social media manager by various companies, who'd found me via my voluntary work. That opened another world of professional opportunities for me. Right after my first issue as editor of ATISDA's newsletter *Intercambios* was published, I was offered work as a writer for a company advertising to the Spanish-speaking community in the US.

Other offers followed, and I could provide writing samples immediately in both English and Spanish, thanks to the articles I'd written for *Intercambios* and ATISDA's blog. So as you can see, there are many benefits to volunteering. There are also many challenges to running professional associations but, at the end of the day, I find volunteering stress-relieving because it gives me a sense of purpose; it really feels great to give back!

What would you recommend to those who want to volunteer but feel that family, health, mobility or personal circumstances may preclude them from doing so?

Thanks to new technologies, a lot of volunteer work can be done from the comfort of our homes. Running a social media outlet, for example, doesn't require leaving the house, yet has a big impact on organisations because it gives them visibility. Those who are experts in a field could present to their colleagues once a year, or organise a networking event. There are many ways to get actively involved, and any help is welcome.

If you're reading this and would like to volunteer for your professional T&I organisation, just let them know your circumstances and how much time you can spare.

"Individually, we are one drop. Together, we are an ocean."

Ryunosuke Satoro

Tania Pineda-Stuart is a Melbourne-based professional Spanish<->English interpreter and translator. She is a member of AUSIT, and has worked as a volunteer for: CELAS (Spanish Latin American Welfare Centre), now known as UNITED; La Mirada Film Festival; Melbourne Writers Festival; Falls Music Festival; Music Together Program; and the Embassy of Honduras in San Francisco (2011).

If you would like to volunteer to assist with the production of In Touch, please see the call-outs on page two (inside front cover) for volunteers to proofread or to contribute an article.

Tania Stuart (left) with Yolanda Secos in San Diego, 2016



Amale Hourani: AUSIT Fellow 2016

CITATION

Ever since Amale joined the NSW Branch Committee, she has been a committed and enthusiastic member of this hardworking group. She has contributed unstintingly to AUSIT's growth as a professional association over a period of many years, including holding branch office first as a knowledgeable and efficient treasurer, and then as a competent and effective chair. Her enthusiasm for AUSIT at both state and national level has never faltered, and has been a model for others to emulate.

As the General Treasurer of AUSIT, Amale not only satisfied but exceeded expectations, and was able to explain complicated financial concepts. Her efficient and reliable handling of AUSIT's finances earned the trust of colleagues and branches across Australia, enabling her to make instrumental changes to improve the Institute's financial processes. She always fulfilled her duties, and never looked for recognition or personal reward. She contributed far more to the National Council's decision-making than could have been reasonably expected from a General Treasurer. Thanks to her ability to spot issues that evaded the attention of others, National Council discussions were managed economically and in a focused manner.

At NSW Branch Committee meetings Amale remained in the background, but was always available if support or guidance was needed. She was the best kind of leader: the kind who leads by example. Holding a variety of positions on the Branch Committee over the years, she harnessed her considerable administrative, organisational and financial skills, together with her boundless energy, to ensure that the branch's work was pursued in a well-managed, professional manner. She consistently demonstrated her ability to distil clear, logical ideas from discussions taking place in a committee setting, and to draw on them to suggest effective strategies. Her diplomatic skills are considerable, and she has a knack of nominating the right person for any task, working quietly behind the scenes to persuade colleagues to take on a role or otherwise participate in the affairs of AUSIT. In fact, one of her greatest achievements has been the nurturing of young members, many of whom have taken on leadership roles over the years.

Amale is also one of those invaluable volunteers among our members who have devoted thousands of hours to working for the good of the Institute and the profession on behalf of us all, sometimes at no small personal and professional cost. In 2012 she dedicated an enormous amount of time and effort to the planning and organisation of AUSIT's 25th Biennial National Conference, held in Sydney at the end of that year. That very successful event could not have happened without Amale's many-faceted contribution, present on the ground and ensuring that everything fell into place.



Apart from actively supporting the professional association, Amale is also a dedicated and successful translator. When working with other translators she has always supported her colleagues, who can learn a lot from her approach to translation, both as a linguist and as a businessperson. She brings to her work a calm level-headedness, a self-deprecating sense of humour, and an amazing ability to teach and empower her colleagues. She is a role model to many translators starting out on their professional journey, and mentors quietly without being asked to do so.

Over the years, Amale has been a quiet achiever and an excellent leader: cheerful and unassuming, but at the same time thoughtful, thorough and effective. It is with great pleasure that the AUSIT NSW Branch Committee nominates Amale to be appointed a Fellow of our Institute.

NAATI and AUSIT: a shared history

As NAATI and AUSIT celebrate the fortieth and and thirtieth anniversaries of their inception respectively, NAATI's Communications Manager **Alessia Maruca** reflects on the inherently interwoven histories of the two organisations.

The founding and development of AUSIT is intrinsically linked to NAATI's own history and development. When NAATI was established on 14 September 1977, it was envisaged that a national professional association would assume responsibility in areas such as discipline within the profession, professional ethics, and the protection of the interests of the profession.

Prior to NAATI's restructure into a company limited by guarantee in 1983, it was expected that this national association would eventually take over the functions (accreditation, course approval, etc.) of NAATI. However, it soon became apparent that two separate organisations would be needed in order to manage the various priorities of the wider industry.

In September 1987, a decade after its establishment, NAATI convened a national meeting. The two key outcomes were:

- The establishment of AUSIT (including the creation of a constitution and bylaws).
- The stipulation of NAATI Level III as a minimum qualification for admission to full AUSIT membership.

NAATI contributed financially to AUSIT during its establishment phase, and adopted the AUSIT Code of Ethics in 1988. Since then, we have enjoyed a long and positive relationship with AUSIT.

During the 1990s, NAATI introduced what are currently known as Regional Advisory Committees (RACs). The function of the RACs is to advise NAATI on the needs of local

employers and on other industry issues. From the inception of these new committees, representatives from AUSIT have been appointed to and involved with them. AUSIT also contributed significantly to a 1992 review into NAATI's 'levels' structure, which resulted in the names by which NAATI accreditations are still known today.

The year 2000 was a particularly exciting time, with NAATI and AUSIT working together, alongside other organisations, to run a special testing program designed to ensure the proficiency of language volunteers at the Sydney Olympic Games. Over 700 NAATI-accredited volunteers were involved.

Some current statistics:

19,900 currently accredited interpreters

- 9,700 gained their accreditation through testing
- 10,200 gained their accreditation through NAATI-approved courses

24,600 currently accredited translators

- 12,600 gained their accreditation through testing
- 10,200 gained their accreditation through NAATI-approved courses

From 1989 until 2007, NAATI—under the leadership of our longest-serving CEO to date, Sherrill Bell—developed a close working relationship with AUSIT. During that time, AUSIT and its members contributed to a number of significant NAATI reviews. These included The Cook Review, which looked into test administrative procedures, and The Slatyer Study, which sought to establish the validity and reliability of NAATI testing.

By mid-2006, both The Cook Review and The Slatyer Study were completed. They resulted in a new independent marking system for translation tests and a new format for interpreter tests, introduced in 2007 and '08 respectively.

The harmonious relationship between NAATI and AUSIT was tested in the mid-2000s, with NAATI's proposal of a revalidation system to which AUSIT was initially opposed.

Throughout 2006, NAATI facilitated a series of special consultations with AUSIT and major language service providers, in order to refine the proposed system. As a result of these consultations design and planning work was able to progress, and the revalidation system was launched on 1 January 2007.

Since then, AUSIT's relationship with NAATI under succeeding CEOs—Lindsay Heywood (2007–10), John Beever (2010–15) and Mark Painting (2015–current)—has been strong. For example, NAATI continues to provide funding to AUSIT for specific projects. In more recent times, this has included funding for industry awareness initiatives and PD events, as well as sponsorship of AUSIT National AGMs and conferences.

Throughout NAATI's 40-year history, many individual AUSIT members have contributed to NAATI's work, in a variety of ways. We would like to take this opportunity to acknowledge and thank all AUSIT members who have served as NAATI examiners, members of various NAATI committees (QAAC, TRAC, RACs, NILIAC, etc.) and NAATI directors.

Today, thanks to the work of AUSIT and its supporters, the T&I industry in Australia continues to grow and professionalise, through fostering the development of professional relationships with various industry stakeholders, and promoting standards in ethics and quality.

Alessia Maruca is NAATI's communications manager. She is responsible for managing editorial and promotional support for all NAATI communication material, as well as coordinating communication and stakeholder strategies, digital media and other services and projects.





The Translator's Tool Box: A Computer Primer for Translators

by Jost Zetsche

Translator **Charlotte Brasler** reviews the latest edition—#13—of this practitioners' manual.

If there is one book I wish all translation students would read before graduating, it's *The Translator's Tool Box*. All translators today, both new and experienced, need relevant computer literacy skills in order to stay competitive. Furthermore, as Zetsche points out, the very latest language technology should be embraced, not feared. This book simply hits the mark on all counts.

I bought my first copy of Zetsche's book back in 2005, long after graduating with an MA in translation and interpreting, and just a couple of years after leaving a corporate job to become a full-time freelance translator. I have almost grown up in my freelance career with *The Translator's Tool Box* by my side, and I find it just as invaluable today as I did back then.

Today, T&I programs probably teach more computer skills, but when I did my degree the program was heavily focused on developing linguistic skills. As far as computer skills went, we essentially just learnt how to type.

This meant that you had to teach yourself virtually everything—a daunting task when launching a freelance career, particularly for someone like me, with no computer science background. In addition, knowledge about the specific software tools used in translation is critical.

Luckily for me, *The Translator's Tool Box* came to my rescue. This computer primer includes information about all the essential tools required for embarking on a career as a freelance translator.

Relevance of the book

The latest edition of the *Tool Box* is a whopping 474 pages long, close to double the size of the first edition. I suspect this increase reflects the greater number of different tools available to freelancers today, to assist them in handling the booming volume and variety of content being translated in today's increasingly globalised world.

The beauty of this edition is that while the size may seem overwhelming, the book itself isn't. This is a testament to Jost's ability to write in a clear and personal style, with a dash of humour to demystify the seemingly cryptic machine we hack away at every day as freelancers. The result is a no-nonsense, no-sales-pitch account of the tools he finds useful in his own work, plus the others that are available for professional translators to investigate, depending on their own various needs. This gives the book a broad appeal to many different types of translators.

This edition also reflects the extremely fast pace of our industry. For translators, staying relevant in an ever more computerised world is critical, and that's where the book is literally worth its weight (metaphorically, as it isn't published in print!).

Having been repeatedly updated over the years, the *Tool Box* has kept pace with technological advancements in a way that you simply couldn't

"[This] book is not a sales tool for the software developers, ... Its aim is first and foremost to get translators to actually use a tool ... any tool."

achieve through googling and attending conferences. For example, some basic chapters on operating systems have been updated over the years in step with Windows upgrades.

The new edition also covers industry hot topics such as machine translation (MT), which has undergone explosive development in recent years. Jost provides an excellent overview of what MT is, and why and where it might be useful to the individual translator.

Structure of the book

The book is divided into two broad sections: a general section on basic computer set-up, and a more specific section on computer-assisted translation (CAT) tools.

The first section covers general tasks on the computer like opening, copying and zipping files, searching your computer, keyboard languages and shortcuts, as well as common sense tasks like backing up, restoring or speeding up your computer, and keeping it clean and free of malicious software.

This section is aimed at giving the reader some basic computer skills and teaching them how to navigate around their computer. The younger generation of translators will most likely have these skills already, but I suspect that the older generation will be pleased to have them included, even if just as a refresher.

The second section delves into the more specific tools used in our industry, namely CAT tools. This section is aimed at giving the reader 'the bigger picture', and shedding light on what purpose each tool serves.

The subsection covering translation environment tools (TEntTs) is the most comprehensive. Jost attempts to categorise these tools according to whether they are installed on your own computer or exist in the cloud, and what platform they use.

He provides a clear, concise overview, and doesn't sing the glories of one tool over another. The book is not a sales tool for the software developers, and that adds to its credibility. Its aim is first and foremost to get translators to actually *use* a tool ... any tool.

Some translators may not see the benefits of using a TEntT tool if they don't work with repetitive texts, but Jost lists the many other benefits clearly. Once convinced, the next problem becomes picking which tool(s) to buy. Since every TEntT user has an opinion on which tool is 'the best', it's great to have this unbiased overview.

Jost advises you to "look less at the tools individually and more at your own environment first", and suggests that you ask yourself: "Who are your clients, what tools are they using and how do they use them?"

In short, don't waste your time and money comparing features and making a big investment, if that investment is just going to gather dust because your best client has their own online tool, which they want you to use.

Another extremely useful chapter is the one on the PDF (which Jost calls the "Pretty Darn Frustrating") format. I'm sure this chapter will draw the attention of any translator who has ever been sent a scanned image of a text for translation.

Finally, the book contains an absolutely indispensable, comprehensive 'how-to' index for quick reference. Needless to say, when you are on a deadline and seeking the answer to a specific question in a book of this size, it's essential that you can quickly find the relevant page(s).

Conclusion

Because Jost is both very computer literate and a language professional, he's able to act as an 'interpreter' between the computer and language worlds, which is a true blessing to the rest of us, mere mortal translators.

Jost states in the introduction that:

"At some point after it became common for translators to use computers for their work, it seems that many of us became convinced that we were really not smart (read: technical) enough to become proficient computer users. The irony is that many of us translate highly technical and complex subject matter every day. There is no lack of intelligence among us – merely a prevailing not-smart-enough-for-computers fallacy that we have bought into.

"It is time to adopt a new paradigm for our profession: Not only is it acceptable to use computers well – it is absolutely critical to our success."

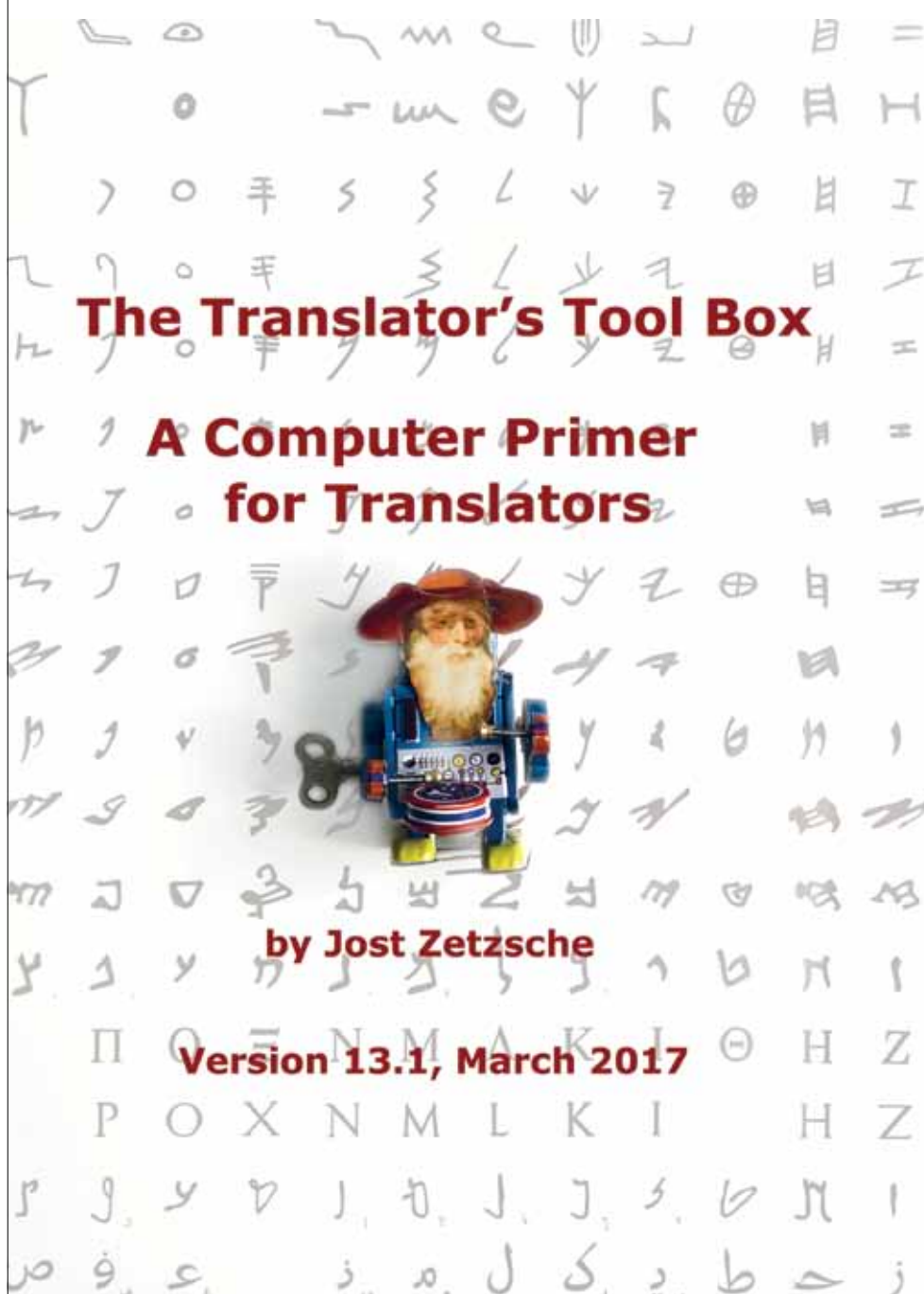
I used to buy into that fallacy, but having read Jost's book, I feel a great sense of empowerment and self-confidence. Trust me,

you will too ... and you may even discover your inner geek. Happy reading!

Charlotte Brasler is a member of AUSIT and an ATA-certified, NAATI-accredited and ITI-assessed full-time freelance English>Danish translator. A native of Copenhagen, Denmark, she is currently based in Sydney.

This edition of The Translator's Tool Box has been published simultaneously in two different formats: PDF plus an HTML5 help system.

Jost Zetzsche will present a paper at the upcoming FIT Congress in Brisbane: "Molding our Future: Why It's Up to Us to Drive the Narrative About Translation and Determine the Technology of Tomorrow".



Featured on the cover of the *Tool Box* is 'Jeromobot', a robot with the face of Saint Jerome, the patron saint of translators. For Zetzsche, he represents the need for translators today to "harness Jerome's intensity and excellence to the power of modern technology". May Jeromobot be with you, and with us all!

Dialogue Interpreting: A Guide to Interpreting in Public Services and the Community

by Rebecca Tipton and Olgierda Furmanek



Healthcare and court interpreter **Willya Waldburger** reviews the latest in the ‘Routledge Interpreting Guides’ series, aimed primarily at spoken language dialogue interpreters working in community-based organisations and state-run services. The guide is designed, according to its introduction, “to support advanced students of interpreting and early-career interpreters”, and intended “as an accompaniment to and not a replacement for interpreter education”.

This guide is a great tool for any practising or future interpreter. The settings and examples given are not specific to the Australian interpreting framework; however, its concepts and guidance can be applied across the various interpreting communities here, and also in New Zealand.

The guide is set out very clearly. Its chapters define the main subcategories within the profession of ‘dialogue interpreting’ in public services and the community, each of which require a specific skill set. Within legal interpreting, a clear distinction is made between criminal and asylum procedures, with a separate chapter on each; while other chapters cover healthcare, educational, social care and faith-related interpreting.

The guide is well researched, practical and easy to use. Its presentation of concrete and real-life case studies as examples will help both the new entrant to the profession and the experienced practitioner.

Our education system offers interpreting courses and training at many levels, and one can also become an interpreter by passing the NAATI test, without any formal training. This guide could be used in the classroom or as a self-teaching tool, and it has an extensive bibliography which could be useful for further research and study.

And with the demand for interpreters in public services and the community increasing worldwide, the guide addresses the need for continuing professional development amongst practising interpreters.

Interpreting occurs in a variety of settings. This guide, which presents real case studies in most chapters, will prepare the interpreter to adapt their skills and practice in order to meet different service users’ needs. Each case study illustrates how the interpreter is used and seen in a specific work setting, for example in videoconferencing in court, or in hospital.

The guide will help the interpreter decide how to approach each interpreting call (assignment). It presents concrete issues that they are likely to come across in their work settings, and tools that they can use to overcome these issues and improve their practice.

Working mainly as a healthcare and court interpreter, I find that this guide understands and covers the complexities of my roles well. For example, it recognises that many healthcare interpreting calls require cultural mediation and facilitation, without which they could be compromised. In contrast, such mediation and facilitation would be inappropriate in a court setting.

Healthcare providers are often not aware of cultural and academic differences between their patients, and this can lead to them using a register which is higher or lower than that appropriate, or using professional jargon which the patient might not be familiar with even in their own language.

These mistakes or oversights can often be ameliorated or removed by the interpreter. For example, they may use their cultural knowledge to consider whether it is appropriate to call an elderly person from a particular cultural background by their first or last name, and adapt the message or question to be interpreted accordingly.

This aspect of my role—often labelled as a ‘role conflict’ and not always clearly dealt with in interpreter training—is recognised, accepted and provided for within the guide.

To sum up, although this book is not based on interpreting in Australia, it will be extremely useful here. It will definitely supplement any formal or self-guided study or training, and I would also recommend it to any practising interpreter who wants to deepen their knowledge and mastery of their profession.

Willya Waldburger is a NAATI-accredited professional French<->English and paraprofessional Italian<->English interpreter. She grew up in Switzerland, and is based in Sydney. Willya works mainly in healthcare and court interpreting. However, her career highlights include interpreting, as well as organising interpreters of more than 50 languages, for athletes during the Sydney Olympic Games; and interpreting at a conference for then Governor-General Quentin Bryce.

Dialogue Interpreting: A Guide to Interpreting in Public Services and the Community is available in print and Kindle editions.

Are simultaneous interpreters subject to the ‘central processing bottleneck’ during language production?

There is no doubt that carrying out two or more tasks concurrently—for example, driving while talking on your mobile (even if it is ‘handsfree’!)—can be quite difficult. However, some interpreters routinely perform simultaneous interpreting (SI), which involves concurrent listening, comprehension, memorising and production. For her MPhil research, **Sui Longjiao** (Caroline Sui) explored whether a fundamental human limitation relating to language production is present in professional interpreters. She summarises her research here.



Interpreters’ ability to perform SI without missing important information is explained by ‘capacity-sharing theory’¹. This theory proposes that even if a human’s cognitive capacity is limited, experts—in this case professional interpreters—can share their limited capacity between multiple tasks, in order to perform them all at the same time.

However, researchers in psychology have shown that language production cannot be performed at the same time as other types of tasks, due to a fundamental cognitive limitation of the human brain. This effect, described as the ‘central processing bottleneck’, is explained by the ‘bottleneck theory’².

To apply this theory to interpreting, my study explored:

- whether interpreters can produce a single simple word without experiencing interference from another, concurrent task; and
- whether there are differences in performance between professional interpreters, bilinguals and monolinguals.

The study involved performance of a ‘dual task’. Each participant was introduced to three distinct nonverbal tones which differed in pitch—low, medium and high—and told to press one of three coloured buttons to indicate pitch (green for high, yellow for medium and red for low). The participant then carried out two tasks concurrently, as follows:

1) ‘Picture-naming task’

The participant was presented visually with a sentence, one word at a time, flashed up consecutively. The final word of the sentence was replaced by a picture depicting an object, which the participant was required to name verbally in English.

In half of the word–picture sequences the sentence might help predict the name of the object—as in the example depicted in the design (below), ‘He bought string for his [kite]’—and in the other half not—for example, ‘He saw a picture of a [kite]’.

2) ‘Tone discrimination task’

After seeing the picture the participant was presented with a tone, and was required to press the corresponding button to indicate pitch promptly.

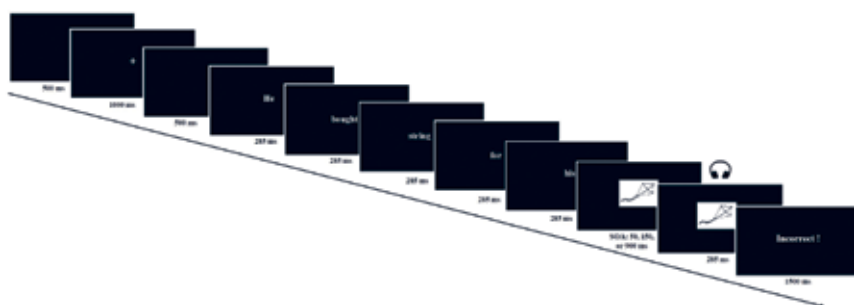
The results of my study indicated that even professional simultaneous interpreters cannot produce a word without experiencing interference from another task. Moreover, there was no significant difference in performance between interpreters, bilinguals and monolinguals. This suggests that there is an interference between language production and other tasks during SI, and this interference might impair simultaneous interpreters’ performance.

Sui Longjiao (Caroline Sui) recently completed her MPhil in the Department of Linguistics at Macquarie University. Her supervisors were Haidee Kruger, Jan-Louis Kruger and Helen Slatyer.

For further information, email Sui Longjiao (Caroline Sui): caroline.sui1989@gmail.com

- Daniel Gile, *Basic concepts and models for interpreter and translator training* (Amsterdam: John Benjamins Publishing Company, 2009).
- Harold Pashler, *The psychology of attention* (Cambridge: MIT Press, 1998).

The results ... [suggested] that there is an interference between language production and other tasks during SI ... [which] might impair simultaneous interpreters’ performance.



The translation of proper names in legal translation—response to review

Rocco Loiacono has written this response to Moira Nolan's review—published in the Summer 2016 edition of *In Touch*—of his monograph *The translation of proper names in legal translation. A study of the translation of the bilateral agreements between Australia and Italy*.



I thank Ms Nolan for taking the time to read my monograph and for her comments. It is pleasing that interest in legal translation in Australia is alive and well. I am glad that she found the chapters regarding the outlines of EU, Canadian and international treaty production and translation fascinating, and the translation difficulties of the Italian–Australian treaties interesting and instructive. However, I would like to clarify some of the matters raised in her review.

Ms Nolan contends that my “concentration upon proper names as a method for examining legal translation did not convince [her].” What I attempted to demonstrate in the monograph was that there is a *utility* in treating legal terms as if they were proper names for the purpose of their translation.

Ms Nolan suggests that the strategies used for translating proper names are used in translation generally, and that the use of *sense*, *meaning* and *reference* is a common modus operandi of a translator, rather than specifically a legal translator. While I agree with this from the point of view of a practising translator, I would like to clarify that the monograph is, above all, a work of research. This research led me to discover that on many occasions the strategies used by the

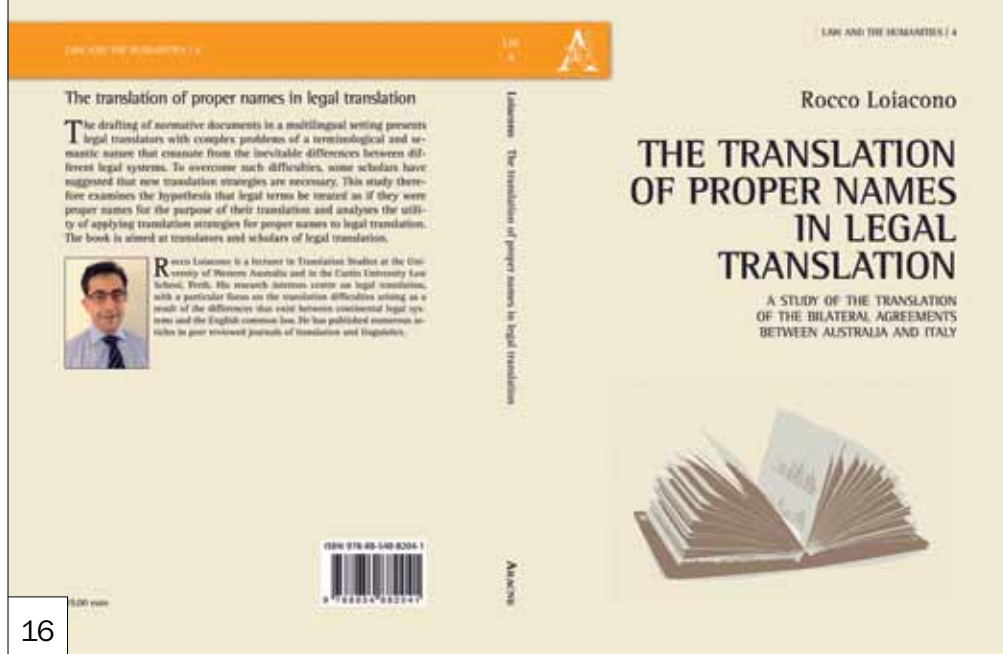
translators of the Italian–Australian treaties did not convey the meaning and/or sense of the legal term across cultures, and on other occasions used a referent that was present in one legal system but not in the other. These are critical issues in equally authentic documents such as the treaties under discussion in my monograph. Both language versions of a treaty are, in accordance with the equal authenticity principle, statements of the law itself; and thus there is little, if any, margin for error.

Further, Ms Nolan's statement that my argument is for a more audience-oriented, communicative approach to legal translation is incorrect. My argument is, in fact, that it is imperative that the *meaning* of the legal text is transmitted across cultures; this may involve at times a source-oriented strategy, and at other times a target-oriented strategy. I believe that the use of *sense*, *meaning* and *reference* would assist in this regard, given that (as noted above) my research shows that it appears that they were not applied in the translation of the treaties.

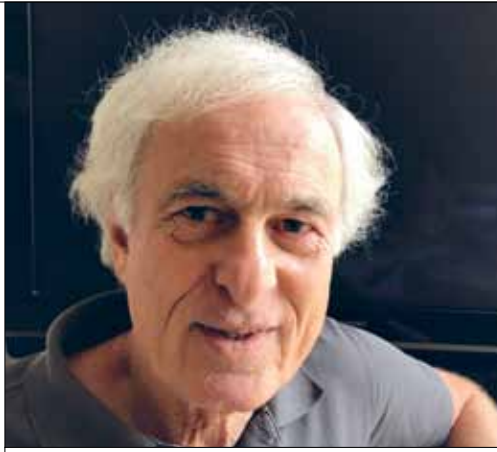
I sincerely thank *In Touch's* Editorial Committee and its editor for the opportunity to provide this response, and hope that my monograph continues to provoke discussion of legal translation.

Rocco Loiacono, secretary of AUSIT's Education Committee, is a lecturer in Translation Studies at the University of Western Australia and at Curtin Law School, Curtin University. Rocco worked as a lawyer for ten years, and completed his PhD in 2013. His particular research interest is the translation difficulties that arise out of the differences between continental legal systems and those based on the English 'common law' system.

For further information on the monograph itself, go to: <http://www.aracneeditrice.it/aracneweb/index.php/publicazione.html?item=9788854882041>



Member profiles



BOB DESIATNIK

Bob Desiatnik has been a member of AUSIT since 1999. He is a translator: French<>English and German>English, and an interpreter: French<>English, and is based in Sydney.

Bob has been practising part time since 1971, and full time since 1997. He has no 'main' area of practice, but has a special interest in legal translation.



DINA KERR

Dina Kerr has been a member of AUSIT since 2011. She is a translator: English>Arabic and an interpreter: English<>Arabic, and is based in Fairfield, Victoria.

Dina has been practising since 2011. Her main areas of practice are community, medical, mental and women's health.

Q&A

Q1
How did you come to be a translator and/or interpreter?

Q2
Tell us about a project you have worked on that was especially interesting or challenging (within the bounds of confidentiality of course).



A1

After graduating in 1970 with a BA (Hons) in French, I spent 17 years as a diplomat. My overseas postings (Phnom Penh, Ottawa, Berne and Suva) and 'desk' jobs in Canberra regularly involved translation and/or interpreting work. I obtained my NAATI accreditations in 1987, towards the end of my time as a diplomat.

I spent the following 10 years in a senior management role in the Federal Court of Australia, taking a year off in the early 1990s to do a master's in public administration at the French National School of Administration.

In 1997, turning 49, I asked myself what I would really like to do 'when I grew up'. I decided I wanted to work full time as a T/I, and resigned from my Federal Court job the next day.

A2

As a young diplomat serving in Switzerland in the early 1980s, I helped to negotiate extradition and nuclear safeguards treaties with the Swiss, and was heavily involved in producing the final texts of both of these complex documents in English, French and German.

As well as realising that little of what I'd learnt in school and university had prepared me for 'real world' translation, I gained a heightened appreciation of the importance of accuracy: the resolution of a dispute between parties, the smooth administration of justice, or ensuring that Australian uranium didn't end up as fuel in a third party's nuclear arms program, might hinge on an obscure little comma buried somewhere in a 200-page text.

A1

I've been an engineer for 15 years. I wanted to develop a side career that would utilise my language skills, and would be a creative and interactive way to work with people—an occupation I could enjoy when I had a family.

I was awarded a scholarship to enrol in a master's program at RMIT in 2009, in translating and interpreting studies. I gained my accreditation while working, and despite the challenge, I really enjoyed it. Now my two focuses are my family and my T&I career.

A2

For my master's degree final semester project I translated a section from the Australian Mental Health First Aid Manual. I found the field interesting, and very relevant to our Arabic-speaking communities. The challenges lie in how society views and responds to mental illness.

After my graduation I approached Betty Kitchener, CEO of Mental Health Australia at the time, and offered to translate the manual into Arabic. She accepted, and my translation of the first edition is now published on their website.

I saw great value in that work, and I hope many people from Arabic-speaking backgrounds can use my translation to cope and deal with their own mental health issues.

MASTER OF INTERPRETING AND TRANSLATION STUDIES

Monash University is a national leader in the field of Translation and Interpreting Studies, our master's program will develop your skills in translation and interpreting in English and another language, with an understanding of both practice and theory.

Our master by coursework program is taught by academics and translation & interpreting practitioners, and is aimed at students with advanced bilingual proficiency. It seeks to develop your skills in translation and interpreting from/to English and another language, and your awareness of practical and theoretical approaches to translation/interpreting practice and studies. There are two specialisations:

Translation: This specialisation will equip you for work in areas where written translation and writing skills are required such as literary and cultural translation, cross-cultural communication, business, law, science and technology, publishing, editing, journalism etc. Students in this specialisation work from their B language into their A language. This stream also focuses on research methodologies for those who want to pursue doctoral studies in Translation Studies.

Interpreting and translation: This specialisation will equip you for work in areas where interpreting and cross-cultural skills are required such as healthcare, legal, business, court, education but also diplomacy and international meetings and conferences. Training is bi-directional and in two languages. Prospective students must be highly proficient and able to fluently converse in both.



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The Master of Interpreting and Translation Studies is one of the few courses in Australia approved by NAATI at the Professional Interpreter, Professional Translator and Conference Interpreter levels.



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ET INTERPRÈTES

Our program has gained full membership of CIUTI, the international association of tertiary institutions offering degrees in translation and interpreting, and the world's oldest and most prestigious of its kind. Monash is the first and only Australian university having gained this membership, which is limited to institutions that meet internationally recognised standards.



The conference interpreting component of the course is listed on the Schools Directory of AIIC, the International Association of Conference Interpreters, which includes only interpreting schools that meet AIIC's training criteria.

For more information, please visit: <http://future.arts.monash.edu/mits/>

XXI FIT World Congress, Brisbane

3–5 August 2017



FIT/IFT is the peak international association for our profession, and the triennial congress is its peak event. This time around it's in our own backyard, an invaluable opportunity to make direct connections with professionals from around the world and take part in the latest discussions about all aspects of the global T&I industry.

Presentations are organised into topical streams: business practices for freelancers; the technological revolution; the latest academic research; literary translation and transcreation; indigenous, rare, emerging and endangered languages; certifications and standards; community interpreting and translation; sign language interpreting; social media; localisation; working in danger zones ... you will have no trouble finding something and someone to inspire you.

So, who are the keynotes, and what are they talking about?

Professor Michael Cronin's 2013 *Translation in the Digital Age* has been followed up by the extraordinary *Eco-Translation: Translation and Ecology in the Age of the Anthropocene*. What role can translation play in the future survival of the planet? Cronin investigates the profound implications of humanity's global environmental impact for "the way translation is considered in the past, present and future". Hear him speak in Brisbane about "**Why translation should not cost the earth: Towards a geocentric translation studies.**"

Dr Glenn Flores' research is especially concerned with racial/ethnic disparities in healthcare, and the effect of language barriers on this disparity. Dr Flores' paper—"**Dissatisfied, Misdiagnosed, and at Risk to Die: Patients with Language Barriers and Why Healthcare Systems Endanger their Lives by Not Providing Professional Interpreters and Bilingual Providers**"—will draw on actual case studies and current research examining the problem, but also suggest strategies for improvement.

Writer, researcher and critic **Dr Sarah Kendzior** is a prolific contributor to current public discourse on authoritarianism and the Trump–Russia relationship (see her website for

a selection of her recent articles and interviews: sarahkendzior.com). It has become very clear in recent times how the internet, initially hailed as a powerful tool of resistance, has also become a tool of oppression.

Her presentation on "**Dissent and Dictatorship in the Digital Age**" will examine how issues of language, interpretation and translation complicate the political agendas of those who use digital media to resist and/or control.

Professor Jemina Napier's principal research focuses are sign language interpreting and T&I pedagogy. Her presentation—the first FIT Congress keynote given *about* sign language, *in* sign language—will address issues that are affecting sign language interpreting worldwide, with particular focus on the impacts of new technologies on the Deaf world. See her speak on "**Disruption and Diversification in the Deaf World and its Impact on the Sign Language Interpreting Profession**", and see her talking about her appearance at the Congress on the AUSITEEvents youtube channel.

Professor Anthony Pym will talk about the diverse communication skills that translators and interpreters (T/Is) draw on, not only when engaged in translating or interpreting, but also in sidelines to their main practice—for example teaching, writing or editing. How should this diversity be reflected in training and certification? Does it have ethical implications? When should we have a narrow vision of what a T/I does or should do, and when not? His paper is "**Translators do more than translate**", and you can see him speak about it on the AUSITEEvents youtube channel.

Social networking events

With Friday night's **Gala Dinner** event already **sold out**, make sure you don't miss Thursday evening's **River Cruise**. This **free networking event**—for delegates who have registered for the full three days—will take place aboard one of Brisbane's iconic Kookaburra Queen paddle wheelers, cruising past some of the city's best sights and attractions: the heritage-listed City Botanic Gardens and Story Bridge, Kangaroo Point Cliffs, the Queensland Maritime Museum, the Southbank precinct ... and more. Numbers are limited, so if you want to attend the cruise but didn't say so when you registered, please email admin@ausit.org ASAP.

Accommodation

The following offers are open to FIT Congress delegates:

Hilton Brisbane: 20% discount off their 'Best Available Rate'*

Rydges Southbank: 10% discount off their 'Best Available Rate'*

* This offer applies to the price at the time of booking and is subject to availability. Please visit the hotel's website for more information on accommodation options.

Take a tour around our spruced up website, and visit the new 'venue' and 'events' pages.

Website: <http://www.fit2017.org/>

Youtube: AUSITEEvents

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- Master of Accessible Communication
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This is a NAATI-approved course that prepares students for NAATI certification testing starting in 2018.

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