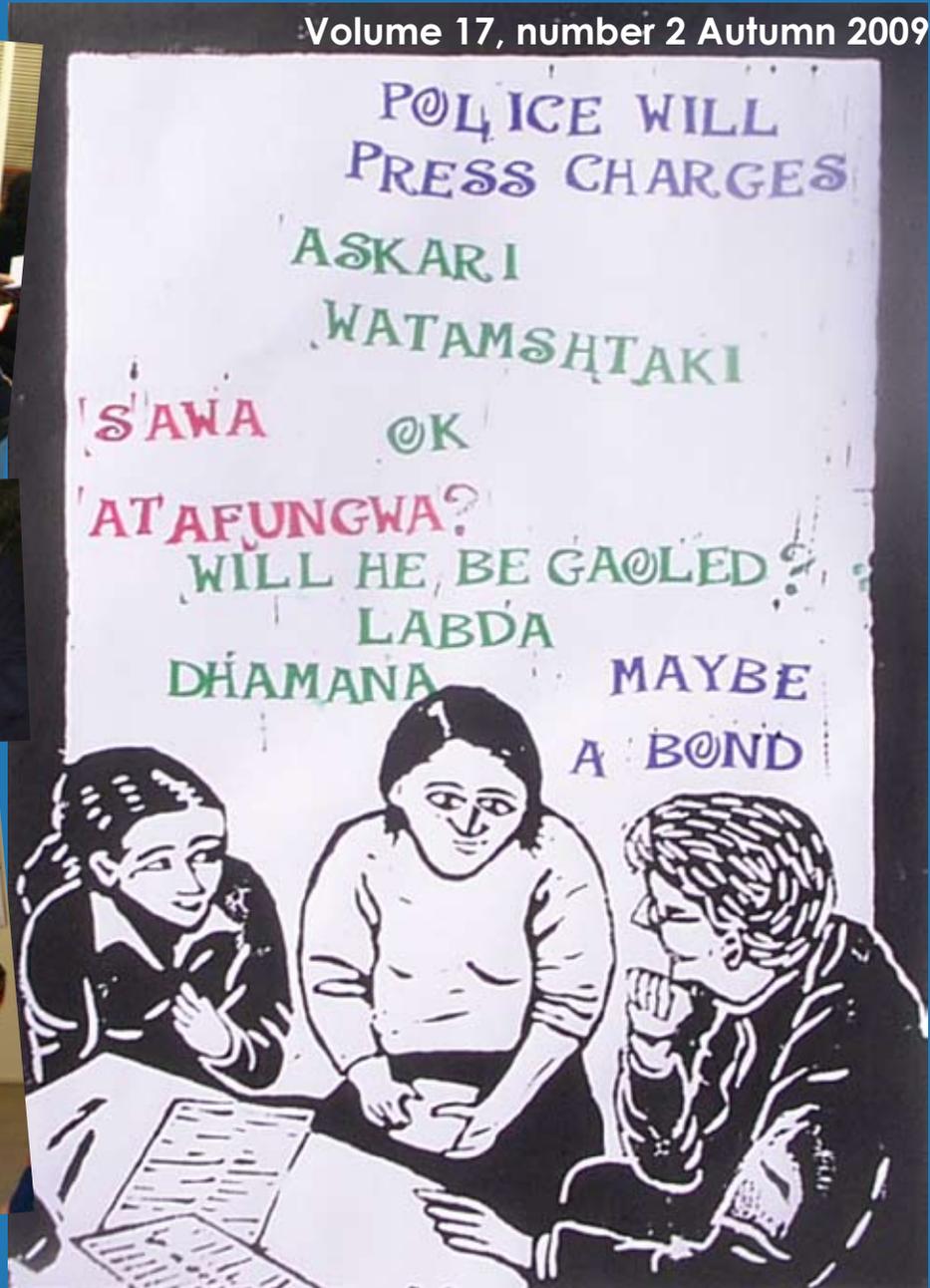


# AUSIT - IN TOUCH

Quarterly Newsletter of the  
Australian Institute of Interpreters and Translators Inc

The peak national professional association for  
translators and interpreters in Australia

Volume 17, number 2 Autumn 2009



**Blogging & networking**

**AUSIT Orientation Day**

**New leadership**

**NZSTI news**



Member organisation  
Federation Internationale  
des Traducteurs  
International Federation of  
Translators

## Contents

President's report .....	2
AUSIT news .....	3
Lawyers & interpreters - what do they think of each other? .....	4
AUSIT on LinkedIn and Watercooler....	5
A new leadership paradigm.....	7
Your Honour, you're speaking too fast .....	8
Starting up localisation .....	10
NSW Premier's Literary Translation Prize .....	11
IJET-20 .....	12
Intrepid interpreters return from the goldfields.....	13
NZSTI news .....	14
Qld Branch news.....	15

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### From the editor

The deadline for the winter issue is **10 August 2009**. Thanks to all contributors and proofreaders Sue Jollow and Barbara McGilvray.

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*Front cover: (anti-clockwise from top left) the crowd enjoys AUSIT Orientation Day in Adelaide; Yveline Piller, Jerzi Brodzki and Odile Blandeau in Kalgoorlie; AUSIT President Sarina Phan opens the Orientation Day; linoprint in Swahili and English by Jean Burke.*

# President's Report

## Sarina Phan says be pro-active and get involved if you want to ride out tougher economic times



Hello everyone.

From every radio station I switch on, every newspaper I pick up, all I get is doom and gloom. There is an old saying: 'When the going gets tough, the tough get going'. This is the time to get going and to keep on going. The 'economic tsunami' has swept through this great land of ours, but opportunities are there for those who are ready and willing to ride out the wave.

Be pro-active. Involvement in AUSIT activities is the best way to prepare yourself for success in the current climate. Participate in PD workshops and networking sessions, be a mentor, or pull up your sleeves and join one of several working committees in your state. Action is more than just activities. By being pro-active you are sharpening your mind, and giving yourself the best chance to be ready to grasp that opportunity. This is also part of being a true professional.

This is another busy and exciting year for AUSIT. We had our first Orientation Day in Adelaide (see page 15), are awaiting the Excellence Awards and ProZ Conference there in November, and are lucky to be presented with all the PD activities happening around the country. I would like to thank all the volunteers who are working so hard for the benefit of members and the advancement of AUSIT. National Council members, Branch committee members, PD team members, and Excellence Awards and other committee members all comprise AUSIT's 'think tank'; they are the life blood supporting this hard work. We can never have too many volunteers; contact your local Branch committee or the NC and get involved.

AUSIT is a holistic body, a reflection of each and every one of its individual members, not a detached group of individuals running it from a

committee level. Each member has the right to benefit from being a part of AUSIT, but more importantly, each and every member has the right to participate in the running of AUSIT and contributing to AUSIT. Why not become a committee member of your local branch at the next election, join one of the several working groups, or simply write an article for our newsletter?

The Excellence Awards program stands above all others in AUSIT's crowded calendar of events. This is an event no practising T/I wants to miss. Why not nominate a colleague you have worked alongside who is deserving of the very top recognition, or nominate a project which has made a great contribution to our industry. And there is no obstacle to nominating yourself if you think your work might be deserving of an award. The Excellence Awards program provides us with the opportunity to present the best in the industry and also to let our hair down and party.

To maximise your weekend there, this year's Excellence Awards event also includes a mini ProZ Conference which will help you accrue PD points. Book your flights and register your attendance early to claim them back on your tax for this financial year.

For more information go to [www.ausit.org](http://www.ausit.org).

This is a short report from me, but no doubt there will be plenty to write about by the next edition. Until then, remember this is a zero sum game — when someone loses, someone else wins. Just make sure you are on the winning end!

Congratulations to all the members who have become Senior Practitioners this year and a special warm welcome to all new members who have recently joined AUSIT.

AUSIT stands for unity — united effort, a united front, unity of purpose.

## New online forum on legal interpreting

**A**ustralian Forensic Interpreters is an online forum for discussion of legal interpreting issues. The aims of the forum are:

- (1) to foster an interdisciplinary exchange of ideas and information on forensic linguistics, interpreting, and the law;
- (2) to promote open discussion among professionals from across the country;
- (3) to advance the interests of legal interpreters; and ultimately,
- (4) to improve the quality of legal interpreting services in Australia at all levels of the judicial process.

Since delivery of quality interpreting is a shared responsibility, barristers, judges, solicitors and language department managers (as well as interpreters and researchers with an interest in the field) are most welcome to join. It is hoped this forum will serve as an inspiration to work together for the betterment of interpreting services across the Australian criminal, civil and administrative justice systems.

The online forum is currently divided into 11 categories, including Aboriginal interpreting, working with interpreters in legal settings, quality in legal interpreting, transcribing recordings and translating official documents, ethics and remuneration issues. The information available so far includes links to interpreter resources,

relevant PD events, videos, various articles and a 13-page bibliography.

The forum was created because most of the fora currently available online are either international with a focus on translation or only accessible to members of a particular association. It was considered important to have an open forum where all practising interpreters would have a voice, and where members of the legal profession — who regularly work with us — could provide input while also learning from us.

The forum is open to all legal interpreters in Australia, regardless of the professional organisation to which they belong. The forum strongly supports AUSIT and publishes all information on AUSIT events related to legal interpreting. It is hoped the forum will encourage more practitioners to join our national professional association. Membership is free and anyone interested can join at <http://ausfint.ning.com>.

*Alejandra Hayes*



*Australian Forensic Interpreters was created by Alejandra Hayes, a practising T/II of Spanish and a member of AUSIT since 2002. She is*

*currently working on her Honours thesis on legal interpreting at the University of Western Sydney.*

## Excellence Awards and ProZ

Dear colleagues,

You've all heard the exciting news that the 2009 National AUSIT Excellence Awards will be hosted by the SA/NT branch. I am pleased to inform you that following some great media attention and the wonderful Brisbane conference, ProZ is keen to deliver its first ever Australian conference together with AUSIT. A visit to Adelaide will be well worthwhile! Two events in one weekend, what more can you ask for? Good food? Fine wines? All available in South Australia!

### REGISTER NOW TO BENEFIT FROM THE EARLY BIRD PRICES

There is only one more month until the end of the financial year, so hurry! We're looking forward to seeing you in Adelaide.

For further information see

[www.ausitconference.org](http://www.ausitconference.org),  
[www.ausit.org](http://www.ausit.org) (under the 'Excellence Awards' button) and  
[www.proz.com](http://www.proz.com) ('conferences' > Adelaide)

*Claudia Ait-Touati, Chairperson Excellence Awards Committee*

## National PD Committee pilot project

### THE WATERCOOLER

**A**USIT National PD Committee is endorsing a pilot project our colleague and committee member, Andrew Bell, has established. The Watercooler is a moderated electronic community space where each member has an allocated page, email address, web log, and access to forums and an event calendar. The idea is to share knowledge, beat physical isolation, and network with colleagues both in Australia and overseas.

In the past three weeks we have grown from 3 to 30 members.

Although not limited to AUSIT members, the Watercooler gives those who join a chance to shine and show the rest of the world what we are made of. The Watercooler is already being picked up by the major search engines and is a great tool for raising your profile online.

AUSIT members will get PD points (on par with publishing material here) for participating and (especially) for writing articles for the Watercooler.

To subscribe to the Watercooler, see <http://translationandlanguage.ning.com>.

For more, see pages 5 and 6.

## AUSIT's newsletter keeps you in touch

**Y**ou might have noticed something different about this issue: yes, we have finally given our quarterly newsletter a name!

Our 'name the newsletter' competition attracted over 60 wonderful suggestions. The winning entry is *AUSIT — In Touch*, submitted by Qld Branch Chair Tea Dietterich, who receives \$100 credit on her annual membership fee.

We will endeavour to make this newsletter live up to its new moniker and keep members and industry stakeholders up to date with all matters related to T&I.

# Lawyers and interpreters: What do they think of each other?

## NSW member Yveline Piller attended university lecturer Jieun Lee's presentation of her study on the views in these two professions' of each other's role

**O**n 29 April 2009 about 60 T/Is and a few legal practitioners attended a presentation given at the NSW Bar Association in Sydney by Jieun Lee, a professional Korean interpreter and university lecturer. The lecture was titled 'Legal professionals vs. Court interpreters – conflicting views on court interpreting and the role of the interpreter'.

After a short introduction by Terry Chesher, who organised this evening of cooperation between AUSIT and the NSW Bar Association, and a few words by Chris Candlin who supervises Jieun's work as a doctoral candidate at Macquarie University, Jieun took us through some of the views commonly held on the role of interpreters.

In a 1960 court case, for example, the interpreter was viewed as a 'translation machine'. Despite its negative connotation, the purpose of this definition was to avoid the issue of hearsay affecting evidence obtained through the medium of the interpreter. Another definition considered interpreters as 'a conduit' with the role of linguistic encoding and decoding. A 1991 case defined the role of interpreters as 'facilitators of communication', whose role is to remove language barriers.

Jieun then touched on the issue of cultural mediation. Some in the legal profession see interpreters as being required to point out pertinent cultural differences, others believe this task goes beyond an interpreter's role. In one questionable case, an interpreter was asked to evaluate whether the accent of an asylum seeker was indeed that of the region the asylum seeker said s/he came from.

Jieun Lee developed two questionnaires: one for court interpreters and one for legal practitioners. The interpreters were selected exclusively from non-

European language practitioners, and only yielded 36 survey participants. The legal practitioners responded more generously, with 226, or 42% of those contacted, participating.

In assessing the interpreter's role, 67% of legal professionals subscribed to the 'translation machine' view, whilst interpreters leaned heavily towards the 'facilitator of communication' view (89%). Interestingly, legal respondents with knowledge of a foreign language preferred the 'communication facilitator' view over the alternative options.

With respect to the interpreter's role in dealing with cultural differences, 46% of legal professionals (including a majority of judges) preferred intervention by the interpreters, a view supported by only 28% of the interpreters themselves. For the purpose of the survey, cultural differences included culture-bound terms and expressions, terms of address, gestures, cultural customs and behaviour, and cultural concepts. The interpretation of gestures, for example, received a low rating in terms of importance by Australian interpreters (8%), unlike the response to a similar question in a US survey.

Regarding the reproduction of speech style, legal professionals prefer court interpreters to reproduce the style of counsel, whilst a greater number of interpreters reported that they reproduced the style of the witness' speech.

Only a small majority of legal professionals considered hesitations, repetition and grammatical errors in interpreted renditions as the interpreter's reproduction of the witness' style, suggesting that almost half of lawyers view these as speech delivery defects originating with the interpreter.

In the lively Q & A session which

followed, the topics raised included additional certification for court interpreters, the need for specialised training, and the absence of a priority system to identify, retain and reward the more competent interpreters for legal work. Ann Groth, Director of Language Services for the Community Relations Commission (the major NSW provider of interpreters to the courts), reported that specialised training was last offered in 2004, with the considerable cost split between the Commission and the Attorney-General's Department. No further funds for training have been made available. This went some way towards explaining Jieun's finding that only 50% of the interpreters who responded to the survey had received any kind of legal training.

One barrister described court interpreting as a 'highly skilful' occupation, which prompted several interpreters to bring up the issue of the low levels of remuneration. Some experienced interpreters do not seek work in legal interpreting for precisely this reason.

Legal professionals raised various examples which illustrated their fear of being left out of any extraneous exchange between an interpreter and a witnesses. When the exchange appears protracted but the length of the interpreting back to the court is short, concerns arise that the court is missing out on something. This highlights the fact that interpreters do not just remove language barriers to make the NES's position as close as possible to that of an English speaker, BUT that they also provide the same service in reverse for the LOTE-challenged legal professionals.

The burden of improvement seemed to be put solely on the interpreters, yet many of the examples of mistranslations given by barristers

*(continued on page 6)*

# AUSIT on LinkedIn and Watercooler

**Andy Bell from the CPD Committee believes AUSIT and its members need to become more connected with the outside world.**

The term 'weblog' was coined by Jorn Barger<sup>1</sup> on 17 December 1997, and the contraction 'blog,' by Peter Merholz in 1999, who jokingly used the phrase 'we blog' in the sidebar of his blog Peterme.com. Shortly thereafter, Evan Williams at Pyra Labs used 'blog' as both a noun and verb ('to blog,' meaning 'to edit one's weblog' or 'to post to one's weblog') and devised the term 'blogger' in connection with Pyra Labs' Blogger product, leading to the popularisation of the terms.

Since their inception, blogs have become a global phenomenon. If you haven't heard of Twitter, Facebook, My Space, Ning etc., you've probably been in Her Majesty's custody or sharing a desert island with a volleyball called Wilson! Since 2002 blogs have had a central role in politics and presidential candidate Senator John McCain, who confessed to not using e-mail (blasphemy!), lost considerable ground for his lack of IT savvy compared with the media aware, Blackberry™-using blogger Barack Obama (see 'Organizing for America' in the Links section). Jon Gibb, Vice-President of Media Analytics, wrote in 'Riding the Wave of Social Networking' (*Insights and Tactics for Publishers, Marketing and Agencies*)<sup>2</sup> that the popularity of social networking stems from 'an emotional need/desire to be heard, a desire to connect with one another, a need to create and make change, a need to evangelise for the things and people we love, a quest for authenticity, and that the growth of blogging has also been aided by the ease of use/low barriers to entry/technology.'

Globally, the fastest growing demographic in blogging is in the 35-49 year age group, and many readers of this article will almost certainly have their own blog on one of the numerous blog environments available<sup>3</sup>. This begs the question: why should AUSIT members blog? We

already have this newsletter and the AUSIT e-bulletin - isn't that enough?

I don't think it is. Both are excellent forms of communication and have served (and continue to serve) the organisation well. But times are changing and I propose that AUSIT needs to move with the times and become connected to a greater extent, not only within Australia and AUSIT, but also beyond our organisational and geographic borders and with other language professionals and organisations. So, how do we connect with each other and the outside world? My approach to this as a CPD committee member, and perhaps born out of a need on my part to spread the good news and share innovation, has been twofold. The first step has been to create a Ning<sup>4</sup> blog, which — for want of a better name — I've called 'Watercooler'<sup>5</sup>. There are already a number of social fora for translators — the largest being [www.proz.com](http://www.proz.com) — however, the intention was to create a virtual space on a more intimate level, where translators (most of whom are AUSIT members) can share opinions and ideas as well as using the site as a means of showcasing their ideas, websites and CVs.

The second step has been to create an AUSIT group on LinkedIn™. LinkedIn is another social networking site, and defines itself as a network through which you can:

- manage information that is publicly available about you as a professional
- find and be introduced to potential clients, service providers, and subject experts who come recommended
- create and collaborate on projects, gather data, share files and solve problems
- make yourself available for business opportunities and find potential partners
- gain new insights from discussions

with likeminded professionals in private group settings

- discover inside connections to help you land jobs and close deals
- post and distribute job listings to find the best talent for your company

LinkedIn is a free service, and AUSIT, following in the footsteps of the American Translators Association, now has its own exclusive group on LinkedIn. Now AUSIT members can connect not only with each other, but also with a global community of translators, interpreters and language professionals. The potential is huge. For example, if I search LinkedIn for 'Norwegian + translation' the search gives me in excess of 25K hits. Not all these will be language professionals, but many will be. Then it's simply a matter of navigating to individual sites, looking at the members' websites and making contact. This is a huge advance on the old process of googling open directory-style or searching for agencies/translators working within your language groups.

As with all marketing I recommend that you choose your approach wisely – a subtle introduction, perhaps mentioning that you viewed the subject's page on LinkedIn, is usually the most successful. LinkedIn also has 'InMail' via which you can contact new contacts directly. However, this service is not free, nor is it necessary in order to contact other members.

As the reader you might ask: 'why join both groups - don't they serve the same purpose?' I don't think so. LinkedIn is an excellent tool for linking with corporate colleagues and for expanding your business. At this stage Watercooler definitely serves more of a social and educational function. It's intended to be lighthearted, and a place where you can share any kind of information (blogs, video/ audio, documents, research articles,

(continued overleaf)

(from previous page)

opinions – preferably language-related) with colleagues. Both groups are excellent environments for forming synergies, or the 'loose collaboratives' proposed at the Brisbane conference by Henry Dotterer from ProZ. The LinkedIn group and Watercooler can also be used to post jobs, CPD events etc.

Doesn't all this networking distract you from the job at hand — our translation and interpreting work? If you're endlessly browsing with no end in mind, perhaps. However, if you're between projects, or are feeling isolated after spending the week in your office translating 40 thousand words with no contact with any other living creature but the dog, then I'd suggest a little social networking and regular marketing will bring significant gains - both on a personal level, and with an increased client base.

*From Watercooler: Tips, Tricks and Networking for Translators.*  
URL:<http://translationandlanguage.ning.com>

*In closing I'd like to thank Sam Berner for help in moderating Watercooler, and National Council for approving the LinkedIn group. Sam Berner and I will be available to help with any queries regarding either group and we will continue to advertise LinkedIn AUSIT in **AUSIT — In Touch** in the months to come.*

(Endnotes)

- 1 Blog: <[http://en.wikipedia.org/wiki/List\\_of\\_social\\_networking\\_websites](http://en.wikipedia.org/wiki/List_of_social_networking_websites)>
- 2 Nielsen Online: <[http://nielsen-online.com/emc/09032\\_wb/reg\\_preso.jsp](http://nielsen-online.com/emc/09032_wb/reg_preso.jsp)>
- 3 List of social networking sites: <[http://en.wikipedia.org/wiki/List\\_of\\_social\\_networking\\_websites](http://en.wikipedia.org/wiki/List_of_social_networking_websites)>
- 4 Ning: <http://en.wikipedia.org/wiki/Ning>
- 5 Watercooler: <<http://translationandlanguage.ning.com>>

Additional Links:

1. *What are the benefits of blogging for small business?* <<http://sbinformation.about.com/od/businessblogfaq/f/businessblogs8.htm>>
2. *The Benefits of Blogging* <<http://www.website-development-training.com/benefits-of-blogging>>
3. *10 Benefits* <<http://www.wayneliew.com/10-benefits-business-blogging>>
4. *Ten ways to use LinkedIn* <[http://blog.guykawasaki.com/2007/01/ten\\_ways\\_to\\_use.htm](http://blog.guykawasaki.com/2007/01/ten_ways_to_use.htm)>
5. *Jeff Bridges' Blog (not because it's particularly useful in a corporate sense — just highly individual!)* <<http://www.jeffbridges.com>>
6. *LinkedIn* <<http://www.linkedin.com>>
7. *Barack Obama's blog* <<http://my.barackobama.com/page/content/hqblog>>

<h2>Are you LinkedIn?</h2>		<p><b>Sometimes it's a small world, and that's what LinkedIn is about</b></p>
<p>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 <a href="http://www.linkedin.com/groupRegistration?gid=1933378">http://www.linkedin.com/groupRegistration?gid=1933378</a></p>		

# Google books settlement

## from the International Federation of Translators

Dear colleagues,

**W**e would like to draw your attention to the Google Books Settlement process and request you to alert your members in case any of them do not yet know about it. An agreement has been reached in the USA regarding a process to compensate copyright holders (which includes translators) for Google's unauthorised digitisation of books and other documents.

You will find the details at <<http://www.googlebooksettlement.com/r/home>>.

It appears the settlement will affect copyright holders the world over, including translators within and outside the US and those working into languages other than English. We recommend strongly that anyone who might be affected should study the information on the website above to see whether any of their work has been used and whether they need to take any action.

Best regards,

Marion Boers,  
President and Frans De Laet,  
Secretary General.

## Lawyers and interpreters (from page 4)

illustrated that much of it could have been avoided if the principle of the 'virgin interpreter' had been set aside and the interpreter given a suitably selective and confidential briefing on the case. If interpreting performance is to improve, the legal profession needs to recognise that context profoundly influences language. Perhaps this next step can be achieved through further joint workshops.

The proceedings were video-recorded by the Bar Association, which will be providing a DVD to AUSIT, with permission to make further copies.

**See Jane Weizhen Pan's article on pages 8 and 9.**

# A new leadership paradigm

## Qld's Sam Berner shares the secrets of 'invisible leadership'

**A**fter hearing some of the numerous comments made after the 2008 AUSIT Biennial Conference organised by our team in Brisbane last November I really began to wonder if I shouldn't share the ingredients that made our 'Team Miracle' so potent. Participants said they enjoyed both the fun and exchange of knowledge, that it was the best conference they ever attended, that it was very smoothly managed, and encompassed many diverse topics. The only complaint seemed to be that it was impossible to attend all the interesting sessions.

Throughout the past few decades, the corporate and public sector has been showering us with many definitions of leadership: one is born to lead; leadership can be learned; a leader needs to be at the front pulling the team, or at the back pushing it up the mountain; leaders lead by example, through use of motivation or manipulation (also called social skills). Somehow, though, all this academic and para-academic effort does not seem to produce better leaders. 'Leaders' have lost sight of what leadership is all about. What we need now is not more theories or fads, not more people espousing rhetoric about leaders with vision, but rather a change in our leadership paradigm.

I recollect how, as a young teacher, my colleagues would congratulate me on being 'naturally gifted' simply because my students were always focused and never skipped class. When at a relatively young age I became principal of a large college, my school was equally well managed and people told me I was a 'naturally gifted administrator'. One look at my desk would belie any such assumptions, but it got me thinking about what it was that I was intuitively doing right.

I was to find the answer at the Brisbane conference many years later: 'invisible leadership'. I was completely unaware of doing any

leading, and everyone just fell in step — comfortably and at their own speed. Instead of a 'spearheading' leadership, we had an 'infantry' paradigm, and those who saw Team Miracle stand proudly to an ovation at the Abel Smith Theatre on the last day of the conference will know what I am talking about. The team's long, straight line extended from one end of the stage to the other, shoulder to shoulder, heads up with big smiles proudly on their faces. The Infantry on the march to success. There was no leader in sight, since every team member was a leader at some time, in some area, moving this line forward step-by-step.

### How did it happen?

I think the best description I heard of our team came from one of the members on the closing day of the conference. She said, 'No agendas; just friends!' The Queensland branch is very lucky that way: the Branch Committee has been together for over four years now, and encompasses current and past members who are always ready to assist in tight moments.

Friendship aside, I think the second most important aspect of success was that we had a ball organising this event. True, it was hard yakka, but we never thought of it that way. Meetings were relaxed events over coffee and cake, or held overlooking the river, and were full of exchanged ideas and planning, but also light-hearted banter and mutual support. We all stayed positive, were slightly self-deprecatory, and did not take ourselves too seriously. Everyone put their best foot forward without the need to outshine anyone else. It was 'all hands on deck' — *unus pro omnibus, omnes pro uno*.

Another critical aspect is that we communicated vociferously — and still do — a lot. Over 6,000 emails were exchanged between the members of the organising committee in the year preceding the conference, while

another 3,000 were sent by the Chair alone to relevant persons outside the committee. I am sure other members were sending as many emails as the Chair. But sending them out emails does not in itself constitute communication — it was the speed with which members responded to emails, their commitment to reaching an agreements quickly, and their effectiveness at carrying out allotted tasks which made our electronic group such a success.

Fourthly, and no less importantly, we all shared the same goal. From the start this was to be the 'mother of all conferences', and Queensland was going to show Australia that it could be done. Of course it bothered us a bit that we had never done anything like this before, but we weren't going to be daunted by that. We took stock of our assets — what each of us knew best how to do — and built the conference around them. So everybody excelled and the conference was a success.

And finally, our team was a success because each member had different strengths. Successful leaders surround themselves with people who have different competencies — or rather, this kind of leader 'attracts' such people. Members 'took over' the leadership at some stage of the process — during fund raising, negotiations with third parties, etc. Everybody in the team took responsibility for the whole event, so there was no blaming if one aspect didn't work or was delayed.

### What are the characteristics of a leader who leads invisibly?

- (a) Be genuinely interested in your team members and other relevant people, not just at a professional level, but at the human, emotional level.
- (b) Show appreciation, extend friendship, be there when things don't go well. Don't be afraid to show emotion. Be passionate

(continued overleaf)

- (but practical and realistic) about what you do.
- (c) Praise in public, criticise constructively and very gently in private.
  - (d) Motivate by making people feel they CAN DO and showing trust in their abilities. Share your vision — not just of the goals, but also of how you see them achieving these goals.
  - (e) Start on the task you want to have done. Others will come to your help when they see you doing, not when they hear you yakking about doing.
  - (f) Be the hardest-working team member. If someone beats you to that position, strive to beat them at it. It is amazing how much gets done.
  - (g) Don't stress your team out. Be a laid back leader.
  - (h) Keep your eyes out for gems that don't shine unless you take a shine to them.
  - (i) Stay curious. Life is full of surprises, even in places you think you know very well. Be prepared to be pleasantly surprised.
  - (j) Cultivate loyalty. The best catalyst is a person's regard for you. A team works best if it is made of friends, so encourage bonding.
  - (k) Don't hector about 'objectives' and 'goals', but affirm or reassure that the journey will be fun for people. Fun motivates more than anything else. Avoid going overboard with the 'rah rah' factor.
  - (l) Visualise what you want at the

end of the road, and keep waving the picture around — you need to be sure that the rest of the team is also visualising the same thing. If they are not, you need to redraw the picture so that everyone's colours are in it.

- (m) Learn when to let go of dodos. If you have difficulty doing that, place the dodo on a shelf, but stop pretending it is an active team member.
- (n) Make your holes so they fit the pegs — don't try to fit the pegs into your preconceived holes. But be aware that as a team leader you might need to be made of plasticine, and fit into all the holes no one else fits into.

#### How does this apply to AUSIT?

When a community extends beyond a certain number, face-to-face contact becomes difficult. However 'difficult' and 'impossible' are different things. You can't get to know everybody in one month, but if you are leading a large team — such as an AUSIT branch — make the time and effort to get to know a few members each week. After all, how can one lead an unknown quantity and expect the quantity to produce quality?

Ideally, a branch chair should do three things: encourage, assist and develop. Encourage the growth of membership, assist the membership in their professional development and networking efforts, and develop an environment which promotes their industry interests. None of these can be achieved if the branch chair

does not know their members on a personal level, or when the members don't know who is leading them.

The same set of qualities applies to national leadership. True, they will need to be modified — you can't meet half of your membership at a café on a Saturday morning — but the basics are very much the same. It is not enough for a person's words to be read once in a while; the national leader needs to be 'seen' attending various functions in various states so the state membership does not feel they are being ignored. This is especially so with our more remote memberships: Tasmania, Northern Territory and Western Australia. Ideally, these should be opportunities for networking with the goal of strengthening ties and loyalties. And it can't be done once a year at a major event only attended by a small percentage of members.

Ongoing communication, knowledge-sharing, and reaching out to members is most important; the enthusiasm of the leadership must not only be felt, but spread across the membership. In this way an organisation like AUSIT can be sure to retain its members, as well as attract new ones. After all, we need to constantly market ourselves to our existing members to retain their loyalty and interest. Eventually word of mouth will spread and new members will be motivated to join in.

While leading is a complex task, it basically comes down to the leader who — because of their genuine interest in people — has the ability to inspire and be inspired.

## Your Honour, you're speaking too fast...

### Jane Weizhen Pan at the 'An introduction to court interpreting' workshop

I heard the interpreter say these words to the judge. The courtroom roared with laughter. The judge was curiously 'sheepish' that day — usually the interpreter would have been thrown out of the court for saying something similar.

But this was a drug case. A peculiar one. The accused, Ms Li, was a non-

English speaking Chinese woman involved in a drug trafficking crime at a low level. Two witnesses were called to give evidence on her character. The first was a social worker who had been working with the Chinese woman for years. The social worker gave her evidence with the assistance of an Auslan interpreter.

After watching and hearing what the Auslan interpreter said, the judge was startled for a moment. 'Ms. Social Worker, may I ask how you have communicated with your client over the years?' queried the judge. 'Through an interpreter,' the court was told. 'But there must be two, right? One for you and one for Ms. Li',  
(continued next page)

said the judge. More giggles in the courtroom.

The hearing went on... It was a peculiar one because it was supposed to be. This hearing was part of a legal interpreting workshop organised by Sarina Phan, veteran interpreter of Vietnamese and English. Apart from the 'sheepish' judge and the prosecutor and the barrister (both barristers in real life), everyone in the courtroom was an interpreter, including the two witnesses and the accused.

The workshop, *An Introduction to Court Interpreting*, consisted of three parts. On the first day, Sarina gave a thorough introduction to different types of hearings in different courts and then gave a run-down on court etiquette and who's who in courts, as well as what interpreters are expected to do. We received invaluable advice on house-keeping matters such as, 'when someone is being sworn in, keep silent, do not get up and leave the courtroom. If you are entering, find a seat and sit down quickly, or stand where you are until the oath has been administered'. Then there were more practical matters: 'Liaise with court staff/solicitors for written materials/documents such as statements, etc. At the County Court and the Supreme Court, the Judge's associate would be your point of call.'

On day two, Laurie Robson, a barrister from legal education provider Leo Cussen Institute, gave participants a general introduction to the Australian legal system and how it works. Then came statements on what lawyers expect from interpreters. 'You are a linguistic expert, not a cultural expert - if I have a linguistic question about how to frame a question to a witness, then I rely upon you to give me the answer', said Mr. Robson. 'Okay, so talk to me... and don't treat me like a word-converter, Sir', I grumbled to myself.

Next was question time. One interpreter raised the issue of whether or not to interpret offensive language an accused may direct at the judge. 'But in my culture it's not appropriate to say things like that to a judge', said the interpreter. A heated discussion followed. It was eye-opening.

Day three was the highlight of the workshop. A senior tipstaff gave this 'non-school' group a grand tour of the county court including the jury room, which we interpreters had never had a chance to set foot in before. It was like an executive's room, with a big conference desk, sofas, a TV set and a small kitchen. Most importantly, there were plenty of brand new notebooks.

*'They have never provided me with notebooks, not even a sheet of paper'*, I thought to myself.

Then we watched the mock trial I described earlier. At the end of the trial, all participants and barristers had a lively discussion over the language issues involved. It was late and we were reluctant to leave.

There was a lot to think about, but here are a few observations and thoughts:

The workshop was designed to give interpreters an overview of the Australian legal system and the different levels of courts and their protocols, and was aimed at interpreters with little to no experience in the courtroom. Delivered over three days, the nine-hour workshop was densely packed with practical advice, and was an invaluable opportunity to learn from experienced interpreters, as well as providing a rare chance for interpreters and barristers to learn from each other.

'Law is language', I remember reading somewhere. Barrister Laurie Robson explained: 'We spend most our lives being trained to control the atmosphere of the court room; we're trained to ask a question in such a way as to achieve a particular forensic end, and so we craft our questions in a particular way in order to achieve a particular objective. If there is an interpreter between us and the witnesses, we lose the control we are used to having.'

So why can't barristers and interpreters, the two language species in the courtroom, get to know each other better? Rather than fearing loss of control, and rather than becoming guinea pigs for inexperienced court interpreters to experiment on, why don't barristers spend more time with interpreters so

that we can learn from each other and everyone can regain the control they need?

Would it be a good idea to have a mentoring system? Such a system exists in places like Hong Kong. Will there be more opportunities like this for interpreters/future interpreters to cross language boundaries and get the most out of those with experience so the same mistakes aren't repeated over and over?

I know I will always have butterflies in my stomach whenever I step into a courtroom, no matter how well I prepare; that is part of the thrill, though I still want to be well prepared. It would nonetheless be helpful to have workshops designed for interpreters who already have some court experience, and who wish to spend more time exchanging ideas with barristers over how they use (and abuse) language in the court room, how to construct certain types of questions and why, and what the challenges involved are.

Be they offenders, barristers, judges or interpreters, everybody deserves unaltered communication with one another, and being a guinea pig in a courtroom is not good for anyone. Workshops like these go a long way towards helping all parties involved avoid miscommunication in Australian courts.

## Important dates

### 7-10 July 09 — IATIS Conference

Monash University Caulfield Campus, Melbourne

### 25 July 09 — AUSIT Qld presents: The Four Tools You Need to Know to Create a Rewarding and Sustainable Career in the T&I Industry

Brisbane Square Library, 6pm

### 6 November 09 — AUSIT Excellence Awards

Adelaide Town Hall, Adelaide, 5.30pm

### 7 November 09 — ProZ/AUSIT Conference

Tafe SA, Adelaide

# Starting up in localisation

## The second part of a two-part article by Vivian Stevenson and Ignacio Garcia on a not-so-new career path for translators

**T**ranslation is a linguistic challenge. Localisation is certainly that too, but it's a test of your technical and organisational skills as well. So, assuming you are a competent translator with a keen interest in translation technologies, and this new environment doesn't faze you, how can you get involved?

In this section we consider what you can do to obtain your share of localisation business, and where your experience might take you.

### Acquiring the skills

To get the work you must first have the skills. If you completed your translation studies before the IT revolution, or came to translation from another discipline, then you need to know about the file formats and translation tools that go hand in hand with the localisation business.

Fortunately, the web-connected world makes it easy — but not necessarily inexpensive — to become localisation savvy through online courses and workshops. Try the language group notice boards on communities like ProZ or Go Translators, look at online industry publications, or consult your professional association.

Practise opening different kinds of files in your TM editor. If you already have some familiarity with translation memory tools and digital text handling, you can also train yourself up on the job. Keep up your main translating business and just dedicate a part of your time to researching this new mode and increasing your confidence.

Let's assume that after a 50-hour online localisation course, or some playing around on your own, you feel confident about taking on some localisation projects. You will understandably want your efforts to be rewarded. What can you do to get consistent work, and what kind of career path is open to you?

### Working for direct clients

Not every company seeking localisation services will be a multinational giant looking to cover 20 languages. Today, even the smallest enterprises can aspire to having a global presence by taking on one country at a time. It is entirely possible that a small company might find its saviour for a specific job in a one-person language services provider like you.

Your own webpage is practically a must. Remember that we live in a 'Web world', and companies thinking about entering foreign markets are unlikely just to look for language services in the phone book. Like you, they will be spending time surfing the Net for the right service and price.

Another advantage to creating and maintaining your own webpage is the valuable insights you get into digital content — why not make localising it your first project? Of course, your page is just as likely to attract 'normal' clients.

The important thing is to start small. A basic webpage is a perfect beginning, or try a modest custom desktop application. These first small efforts will likely be more linguistically interesting than big-ticket localisation jobs, and will have enough technical issues to keep you busy (and learning) without becoming overloaded.

These small projects will still probably need updates and upgrades, so you will be kept busy looking after your TM glossary and database — all good practice for what big language services providers might need. If your client's venture succeeds, you'll find repeat business as they modify and grow their product, calling on you to amend and incrementally add what you've done.

### Freelancing for a language services provider (LSP)

This is an obvious option, since LSPs

are in the business of finding and keeping localisation clients and the translators required to serve their needs. A lack of strict localisation experience need not work against you if you are a good translator with some IT knowledge and a desire to learn.

As part of your marketing drive you could start at the top with Lionbridge and SDL (see the CommonSense Advisory list of the top 25 translation companies) or target the smaller, more local and/or specialised firms. Browse the 'Careers' or similar section of the agency website, and make sure your application addresses the relevant areas.

Make your CV brief and to the point: include your translation (or translation-related) qualifications; TM tool (and other IT) expertise; clients, and the size and subject matter of jobs you've done for them; and if possible some unique angle to differentiate you from the bulk (often thousands) of other aspirants; eg SDL Trados, Microsoft, or Oracle certification.

If you do get work, remember that most technical and terminological matters will be dealt with at the LSP level. Use that support sparingly to ask smart questions and gain new skills.

As with most freelance work, professional mobility will not be great, but if you perform well then apart from a steady influx of work you may be able to gain senior translator, or revisor/senior revisor status, and command top-end rates. You will also hopefully find compensation for lack of a career path in the independent, home-office lifestyle.

### The small agency

Let's imagine you've become a very busy freelancer: you do the books, keep up with clients and professional issues, and attend to day-to-day management tasks. Translation now occupies the most significant part of

your time, but a part nonetheless. At some point you may find a dilemma arising, where you are confronted with a new business opportunity you simply don't have time for. Can you afford to let that opportunity go? If not, you will have to create time by outsourcing something which until now you have done yourself.

You can choose to offload management tasks to a bookkeeper, receptionist, or webpage administrator. Or you can start offloading your core activity, by outsourcing the translation side to collaborators or subcontractors. The second option marks the agency path, and simply considering such a venture is useful because of the insights it brings. Even if you decide against it, your business analysis could help you overhaul your freelancer approach for the better.

To begin with, bear in mind that good, reliable freelancers will want good, reliable payment. You also need to factor at least 35% onto your translation costs to cover engineering, project management, desktop publishing and other overheads to break even. You need to have a clear idea of the timeframes for delivery and how to meet them. Then there is indemnity insurance and other complications of scale such as office facilities, multiple software user licences, equipment maintenance and repairs, legal advice on contracting and performance or breach issues, translator illnesses and dropouts, etc.

To be competitive under these conditions means that you have to be highly productive, with the best technology and the best workflows in place. On the upside, there are competing agencies working on volumes and margins that leave them little room to upgrade technology and workflows. A newcomer may well use a fresh start to establish a web-based, state-of-the-art outfit, and attract top translators and clients who are tired of dealing with 'steam-age' vendors. With work rolling in, you could end up with an office and employees, a pool of quality freelancers, and the makings of a new success story.

### Summary and outlook

On the whole, localisation is clearly

not the quick fix career path some translation trainees may have dreamed about.

The very web-networked nature of the business tends to flatten differences in remuneration. The going price for contractors is currently around 0.07 euro per word for UI ('user interface') work and 0.05 for UA ('user assistance'), whether you live in Bahrain, Brisbane or Bogota. There is room for negotiation, depending on seniority, target language, urgency and subject matter; just don't expect too much. Direct clients won't pay you more than an LSP would charge them, and you would be unwise to take less than what an LSP will pay you. For localisation jobs, a consistent 0.10 euro per word can be considered a good deal.

If you want to work as an employee, you might start on around €22k per year and will almost certainly have to relocate. If you can bear the personal upheaval, then you will gain invaluable hands-on experience, and

the potential to move upwards (or sideways) within a big organisation. If you freelance, you retain your independence at the cost of added uncertainties and responsibilities. Some freelancers report incomes of €35k+ per year, but rates tend to stay static or creep down. That said, you can work wherever you have Internet access, and escape office politics and commuting pressures.

The localisation industry is still relatively diffuse, and there is room for talent to shine. There are few barriers to entry, which means you won't lack competitors, but can also take steps to stand out amongst them. Enough people have made it already for you be confident that, if smart and persistent enough, and with the right technology you can shoulder your way in too.

Of course, expending the same effort on a career in finance would probably prove more lucrative. But you never chose a translation career based on money alone, right?

## NSW Premier's Literary Translation Prize

The 2009 New South Wales Premier's Literary Translation Prize has been won by David Colmer over a strong field of candidates. The prize of \$30,000, together with a PEN medallion, is awarded every two years for a body of work by an Australian translator working into English.

David translates from Dutch (learned at the age of 29 when he fell in love with a Dutch woman) and is a published writer. Born in Adelaide and now living in Amsterdam, he translates poetry, for which he has won several prizes, plays and children's literature as well as novels. One of his most recent translations, *The Twin* by Gerbrand Bakker (published by Scribe in Australia) is a particularly good read. David has had a novel and a short story collection translated into Dutch.

The other shortlisted candidates for this year's award were:

- Harry Aveling (Melbourne), who translates poetry, fiction and

drama from Indonesian, Malay and French. He has also written on translation.

- Alison Entrekin (from Perth, currently living in Brazil), whose translation of Paulo Lins' *City of God* was the basis of the film of the same name. Her translation of *Budapest*, by Chico Buarque, was voted one of the ten best books published in the UK in 2004.
- Simon Patton (Brisbane), translator of poetry and fiction from Chinese, who writes poetry himself. He was President of ALiTrA for several years in the 1990s, among other things producing and publishing its classy newsletter.
- Kevin Windle (Canberra), who has translated fiction, drama and literary biography from a total of nine languages including Polish, Russian and German. In addition to literature he has translated many scholarly texts, and has also written on translation.

*Barbara McGilvray*

# IJET-20 Japanese-English translation conference - striving and thriving

## The Japan Association of Translators organises a successful T&I conference in Sydney, as Michele Miller reports

It was mid 2007 when we started planning IJET-20; little did we know that a financial tsunami was lurking just off the horizon. It was never going to be easy attracting delegates to an international conference once the rumours of a global economic meltdown started to become a reality, but patience and perseverance paid off and on 14-15 Feb IJET-20 left its linguistic mark on Sydney.

This was the 20<sup>th</sup> International Japanese English Translation (IJET) conference to be organised by JAT, the Japan Association of Translators. JAT has held an IJET every year since 1990, alternating between a location in Japan and a location elsewhere in an English-speaking country. This was Australia's turn, well, second turn, but the first in Qld was so long ago it was last century!

The goal was to organise a PD event which would attract both professional and budding translators and interpreters, as well as students of T&I. The organising committee (comprising mainly practitioners based in Australia) searched far and wide for speakers that denizens of the T&I world would really want to hear. The Consul General of Japan in Sydney, Mr Nobuhito Hobo, agreed to open the conference, and aided by the generosity of the Japan Foundation in Sydney, Oxford-trained anthropologist and documentary filmmaker Dr Fiona Graham was engaged to give the keynote address. The program itself was designed to give play to a number of different presentation formats, including Pecha Kucha-style lightning presentations, The View from Your Office (to give those in far-flung locations a chance to say hi by video clip), and of course presentations (PP, workshops, panel discussions) by experienced T&I professionals and academics. The committee also wanted to draw speakers from the wider

community: professionals who are connected to this field but for whom T&I is not their primary source of income. Speakers included lawyers, business consultants, corporate managers, translator employers and government representatives. Such was the program that the American Translators Association (ATA) officially approved IJET-20 as an event worth 10 Continuing Education (CE) credit points for ATA members.

The goals set for IJET-20 were achieved, and in the opinion of the majority of delegates, exceeded! The opening address by the Consul-General bespoke an understanding of an industry that is vast and productive. The choice of Dr Graham, aka geisha Sayuki of Asakusa, as guest speaker was popular, providing delegates with a glimpse into the complex nature of the Flower and Willow World through the eyes of a Westerner. And the blend of some 40 speakers across streams broadly divided into legal, medical/pharma, literature, business, translation tools, and interpreting often called for some excruciating decision-making on the part of delegates. The sign of success - all sessions were fully attended until 5 pm Sunday!

Program content included the following: compiling the EDICT/JMdict J-E freeware Japanese dictionary; raising productivity with speech recognition; the pain and pleasure of literary translation; what lawyers look for in translator teams; subtitling at SBS and challenges in subtitling Japanese films; the 3 Rs for Japanese translators and learners (Reading, Retrieval and Recall); ethical challenges in business interpreting; patent translation; manga; a student's perspective on combining legal knowledge with Japanese; copyright protection for translators in Japan; healthcare interpreting; teaching technology in translation; why technical terms are not a big

problem for translators; the linguist selection process in Australian law enforcement agencies; translation services from a user's perspective; and the T&I Training Package Project. Panels included a medical translation round table, client acquisition, CAT tools interoperability, and cultural translation in niche fields.

The pre-conference harbour cruise, the official conference dinner at The Refectory at the University of Sydney, Wolfgang's walk around North Sydney, and the dedicated tea and coffee cum networking room at the venue all provided a wealth of opportunities for old friendships to be renewed and new links to be forged.

Post-conference feedback from delegates confirmed that the conference contributed to their professional development and enrichment. We thank participants for their enthusiasm in helping make this conference a success amid demanding economic times, and we thank also the Consul-General of Japan for the Opening Address, the Japan Foundation for their sponsorship, Kirin, Go-Shu and Casella Wines for their generous donations, the student volunteers (T&I practitioners of the future!), Mark Dytham of Klein Dytham Architecture (creators of Pecha Kucha Night) for permission to use the term *Pecha Kucha-style*, the City of Sydney for the conference bags (a veritable collector's item, made out of recycled street banners), and the many who donated to the Victoria Bushfire Appeal during the conference. And last but not least, we thank the presenters for their willingness to share their knowledge and experience.

The next International Japanese English Translation Conference will be held in Miyazaki, Japan, on 24-25 April 2010.

For details, visit <http://ijet.jat.org/en/ijet-21>.

# Intrepid interpreters return from the Goldfields

## Three days interpreting in 'Kal' gives Yveline Piller a rare insight into fundamental aspects of Australian life and culture

When I opened a message from Jerzy Brodzki (Translators International) last December, I was expecting holiday greetings, not an offer of work in the depths of Western Australia. This was an adventure I simply could not refuse.

The three-day conference interpreting assignment on road maintenance took place in Kalgoorlie. The prosperous town, known as Kal to the locals, was a surprise with its beautiful Federation buildings, ornamental facades and long verandas, and population of ca. 31,000 spread over such a large area that not a single tall building marred the pure blue horizon.

The trip from Sydney started out with multiple flight delays and a late arrival. Jerzy, who had driven over 600 km from Perth to meet long-time conference partner Odile Blandeau and me on arrival, was frantically worried his interpreters might miss the start of the conference.

We made it, but our luggage did not and we showed up on the first day of the conference in our travel clothes. Fortunately, our professional tools — laptop, wireless internet, electronic dictionaries, glossaries and conference documents — were in our hand luggage, so we could start work with a degree of confidence.

At the conference venue in the Mining Hall of Fame (a fascinating indoor and outdoor space dedicated to mining history) we quickly found that the on-site equipment left much to be desired, perhaps because a conference with simultaneous interpreting was a first for Kalgoorlie. With astute thinking and diligent client training in the needs of conference interpreters, we eventually managed to cobble together enough technical facilities to approach the required standard.

Delegates were helpful and

cooperative, but kept forgetting to talk into the lonesome roving microphone so we could not hear them and interpret for their colleagues. At one stage, Jerzy, who had expected to watch from the sideline, got stuck into the action, taking possession of the mike and racing around to pass it from delegate to delegate. This intense legwork for the benefit of the conference seemed to ruin his tennis performance later that day. By the third day constant encouragement made the roving process almost fully functional.

At one stage delegates were taken to an open-pit gold mine to see massive road-trains in action as they hauled four trailers loaded with gold-bearing rocks to a weight of over 200 tonnes. After travelling on a dirt road which is kept even by regular sprays of saline ten times more concentrated than seawater, the truck starts an amazing unloading process at the stock-pile, tipping two trailers sideways at a time and working on the run to avoid the dangers of loose rocks rolling back under the wheels.

Despite the financial crisis, Kalgoorlie people are brimming with optimism, because mining gold, is, in their own words, like 'mining money'. Recent media mention of job losses were in the nickel mines, so there was nothing to worry about. In fact, some see it as a bonus, as tradespeople are becoming a little more available and customer service in town businesses is improving slightly.

Kalgoorlie revealed the presence of many interesting locals. Take Gloria, who moved there 15 years ago, following her husband with great reluctance as Kalgoorlie was the largest town she had ever lived in. A bright woman with lots of energy, she owns a three-trailer rig and recently set up her business as an auditor

for the National Heavy Vehicle Accreditation Scheme for Main Roads WA. The newly accredited profession required her to undergo stringent selection followed by training for which she travelled to Perth and Melbourne. She routinely attends some of her clients in Esperance, some 400 km south of Kalgoorlie.

Kathy, a slightly built tour guide who introduced me to the less obvious attractions of the town, originally came from New Zealand like many others in Kal. To offset the boredom of doing data entry, she started driving heavy machinery for the mines. One of her favourite jobs was drilling holes in the dense rock and packing them with explosive sludge in preparation for blasting. She reluctantly gave it up under pressure from her male colleagues, who thought the occupation was not suitable for a woman ...in her sixth month of pregnancy.

At the end of my short visit one of the overseas delegates, not realising that Kalgoorlie offers a rare insight into fundamental aspects of Australian life and culture, had requested an early return to a more predictable style of civilisation. For my part, I wish I could have stayed longer.

*Yveline is a Fellow of AUSIT and a French <math>\leftrightarrow</math>English translator and interpreter, with a lifelong bias for exotic job locations.*



# NZSTI news and views from 'across the ditch'

Patrick Geddes, Editor of NZSTI's *Word for Word*



Civic Square, Wellington, New Zealand

Registrations are now open for the New Zealand Society of Translators and Interpreters (NZSTI) annual conference in Wellington on the weekend of 11-12 July 2009. The idea behind this year's conference theme *Te Māramatanga mā te Reo: Understanding through Language* was greatly influenced by a number of presentations at the AUSIT conference in November 2008. The Wellington branch of NZSTI wanted to build the conference around the idea that language is the facilitator of understanding between individuals and groups of people; be they defined by a common culture, interest or sphere of activity. Hence we had a desire to create a programme that highlights the way languages interact with these domains, whilst simultaneously anchoring all of this very much in New Zealand.

The conference is being jointly run by NZSTI and Te Kāhui Kaiwhakamāori o Aotearoa (the Māori language translators group) with the support of Te Taura Whiri i te Reo Māori/the

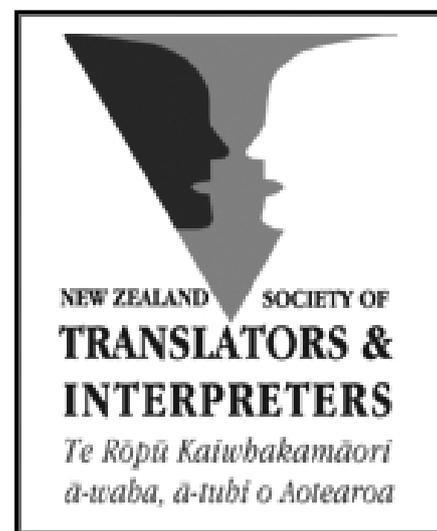
Māori Language Commission. In New Zealand the latter is the legal custodian of the *taonga* (treasure) of the Māori Language itself and is one of the keynote presenters at the conference. The other is the Kimberley Interpreting Service (KIS) from Western Australia, which needs little introduction to AUSIT members. By placing these two Indigenous-language organisations side-by-side we hope to shed light on the language issues that are similar to, and different between both cultures and hopefully create a ongoing forum for Trans-Tasman dialogue.

Around this we believe we have assembled a rich and stimulating program of presentations from New Zealand and abroad.

Following the conference we are also offering post-conference NAATI preparatory workshops and visits to the NZ Parliament as well as translation and interpreting agencies in Wellington for those who don't have to rush back to work on the Monday.

We hope that we'll see a number of our AUSIT colleagues at the NZSTI Conference in six weeks, in Wellington, New Zealand, the home of *Lord of the Rings* and the 'Flight of the Conchords'.

For further information on the conference programme and registration see <[www.nzsti.org](http://www.nzsti.org)> and click on 'Noticeboard.'



# AUSIT Orientation Day in Adelaide

On 15 May a pilot AUSIT Orientation Day was held in Adelaide to coincide with the midyear National Council meeting. The event aimed to promote and communicate AUSIT activities and was attended by 40 plus practitioners, many just starting out in the profession, with other more well-known figures within our small community.

Once we all had the chance to 'meet and greet', our National President Sarina Phan opened the Orientation Day with a presentation about AUSIT, giving a clear picture of the benefits of AUSIT membership

and demonstrating the direction the Institute is heading. This was followed by a brief on forthcoming events in South Australia, namely the AUSIT National Excellence Awards and the first AUSIT/ProZ Conference (on 6-7 November 2009).

National PD Team Chair Sam Berner then treated us to a lively talk about how to be successful as a freelancer and how we may be affected by the global recession. After a short break, Sarina and Trung Khanh Lam demonstrated via very entertaining role-play some of the dilemmas interpreters can face on the job. The

debate afterwards and the catering were the crowning touch.

The Orientation Day generated welcome interest in AUSIT and gave South Australian members the opportunity to meet and chat with representatives of the NC. Hopefully in the future such successful events can become a regular feature of the AUSIT calendar in all states.

*Claudia Ait-Touati*  
SA Branch Chair

## Branch news — Qld

### Multicultural Women in Business Workshop

AUSIT Qld invited members to join the free Multicultural Women in Business Workshop (Finance — Reading your Figures and Understanding Finance) organised by the Lord Mayor's Multicultural Unit and the Brisbane International Business Women's Group. This successful event was held at the Brisbane City Hall, with excellent speakers and valuable networking **across industries** for AUSIT members. AUSIT Qld encourages members to network in this way to recruit corporate clients directly.

### Lord Mayor's multicultural dinner

AUSIT teamed up with Brisbane International Business Women (BIBW) for a corporate table at this premier event on 29 May. Here was another opportunity to raise awareness of AUSIT among corporate and public service Queensland.

### Interpreter Training and Mentoring for Emerging Languages (ITAMEL) project

This mentoring project is sponsored by the Brisbane City Council and managed by AUSIT and is well underway. Posters have been designed to attract suitable candidates from 15 different language backgrounds (emerging languages), while NAATI, Qld Health and other key industry stakeholders are very excited and keen for the

project to start. Sam Berner and her team will be vetting the candidates in an initial meeting and will then run regular mentoring workshops covering a variety of subjects. NAATI has expressed a special interest in this and would like to see this training happen regularly with 'rough and unpolished' newly accredited interpreters of emerging languages. Need any more details? Just ask Sam Berner. You can contact her at <sberner@arabic.com.au>.

### University of Queensland industry forum

Myself (AUSIT Qld Branch Chair and Agency Owner) and Rona Zhang (AUSIT Qld Branch Secretary, PhD Student and successful interpreter and translator) are independently presenting at the upcoming UQ Industry Forum on 22 May at the School of Comparative Languages and Cultural Studies, UQ. AUSIT members as well as industry stakeholders have been invited to the Forum; this is yet another opportunity to give AUSIT exposure as well as recruit AUSIT student members.

### Qld Health Interpreter Service working party

AUSIT Qld Branch Chair Tea Dietterich represents AUSIT on the *QLD Health Interpreter Service working party*. As a part of the ongoing implementation of the Queensland Health Strategic

Plan for Multicultural Health 2007-2012 and of the interpreter service, the program has identified a number of quality initiatives that need to continue or be commenced in the coming financial year. Qld Health values highly AUSIT's input and advice regarding this plan. *'The contributions of AUSIT have been extremely valuable in the past, and we are happy AUSIT is able to continue to participate and provide advice on the initiatives planned for the next financial year'*, Ellen Hawes, Manager, Qld Health Multicultural Program.

### BEHIND THE SCENES

**Accounts** Our former treasurer Julie Segal has now officially handed over responsibilities to our new treasurer Max De Montaigne. Welcome Max and thank you Julie!

**Conference wrap-up** The video of the Conference is being finalised and the conference proceedings are going to press shortly. They will soon be available for purchase.

**Assistant secretary** We've got her back! National Secretary and our Qld Branch assistant secretary Ilke Brueckner-Klein is back enjoying the warmer winter months in our River City. We hope the winter will last as long as possible, before she returns to Melbourne for the summer.

*Tea Dietterich*  
Qld Branch Chair

# 2009 AUSIT NATIONAL EXCELLENCE AWARDS & PROZ Conference

## NETWORK & FINE FOODS

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## 6 & 7 NOVEMBER 2009 ADELAIDE

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