

Australian Institute of Interpreters and Translators Inc

in TOUCH

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2010 Biennial National
Conference Program

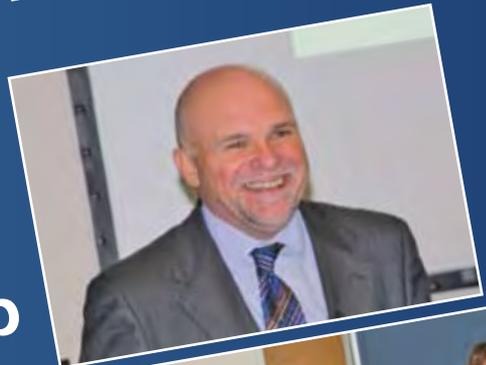
New Membership
Renewal Policy

Post-Editing MT

Collective Bargaining

Translation and
Technology

NZSTI Annual Conference



Member organisation
Federation Internationale
des Traducteurs
International Federation of
Translators



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Front cover photos: Top picture — Professor Anthony Pym at the UWS Research Symposium in July; middle — AUSIT President Sam Berner, Lachlan Simpson, Monash University's Technology Manager and NSW member Claudia Koch-McQuillan debating at the Symposium; bottom — the crowd at the NZSTI Annual Conference in Christchurch.

From the editor

The deadline for the spring issue is **10 November 2010**. Thanks to all contributors and Tea Dietterich, my spy in the NC for their contributions.

Please send any letters, articles or images for forthcoming editions to:

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From the helm



President Sam Berner on how AUSIT and its members will survive

Where, exactly, is this profession going in the next few years?

This question has been discussed in various forms in the past three months on the AUSIT e-Bulletin, at a symposium in Sydney, and through various blogs and gatherings. There are different answers, all pointing in one, challenging direction. Thankfully, as humans we still have the capacity to decide if we want to go that way. If we don't want to, then we need to stare the facts in the face and change directions. Fully. 360 degrees. We need to reinvent ourselves.

Firstly, let us touch on government contractors. Their situation is dismal and the discussion about them does not seem to be reaching for solutions, instead focusing on complaints and generalisations. That is the perfect recipe for staying in the dismal situation we are complaining about. Government contractors need a *representative* body, but a representative body also needs to have a very sizeable membership base. Secondly, government contractors need leadership and a propagandist. Not in the bad meaning of the latter term, but someone who would do the rounds and ignite what I call 'righteous indignation' among translators and interpreters working for the public sector so that they might decide it is time to act *together*. Member Andre Bevez is correct in saying this is not something AUSIT can achieve, because we are not representative of that sector, and therefore are not their voice. What AUSIT can do, and has always been doing, is to be present everywhere there are 'public service buyers' and state the facts. I am aware there is

disagreement about these tactics, but I also strongly believe that our presence in these instances is better than an absence.

Thirdly, let us glance at those independent freelancers operating as micro-businesses. Renato Beninatto, Chief Executive Officer with Milengo, predicted in June that within five years all translation software will become free, thus further lowering the barrier for entry to the profession. Will the availability of free translation software, the tendency of businesses in a recession to cut costs and use machine translation and post-editing, and the growth of the so-called free economy and crowdsourcing translate into lowered prices or not? This is a very valid question we need to address. At the recent UWS Interpreting & Translation Research Group Symposium in Sydney (see Felicity Mueller's report, page 13), Professor Anthony Pym thundered that technology is deskilling translators, and went even further to predict the death of our profession. Thankfully a few objecting voices from AUSIT closed this debate in a tie, but a tie means half of the audience actually believed his prediction would eventuate.

So, to those who have been trumpeting that independent translators are better off than government contractors (mostly interpreters), I say this is your wake-up call. It is not about comparing TV to cinema or radio and saying it won't change anything. The Internet has changed life, and if you are not on the Internet as much as I am, you may not have even noticed that the DN Gen (Digital Natives Generation) tend to listen to and watch their stuff

on their laptops. That our profession has changed already is no longer a prediction, it is a fact. If you intend to make a decent income from translating, then utilise the technology to produce more words per minute at a lower cost to the client, or clean up after a machine. Within the next five years translation proper will simply become a necessary CPD activity for anyone intending to remain on the market as a post-editor.

What, I hear you say, can AUSIT do about this? At the moment, very little. Very little, because AUSIT is little. When the National Council requested legal advice on collective bargaining from a barrister, the answer we received outlined that we were not representative enough of the profession (see the full letter on pages 5-7 of this issue). To those who keep saying that AUSIT can do a lot, I say, yes it can, *if and only if* it becomes an organisation which represents the profession, with the majority of all Australian T/Is becoming members. That is the first condition. The second is that once these members sign up they would need to agree on a single agenda. Considering we are such a motley crowd of practitioners with various, often conflicting, agendas and interests, such an agreement would need serious effort and compromises. The third condition is

that every member would then need to become an ambassador for the profession, not just a member by virtue of paying dues. As our Victorian member Louis Vostermans aptly put it, AUSIT is a vehicle for *collective action*. To expect all actions to be executed

and government sector contractors. We need, above all, resources — people, knowledge, money — to market AUSIT as a vehicle for collective action (provided we agree on what this is). We need time to achieve results. We need leadership and an

'To those who keep saying that AUSIT can do a lot, I say, yes it can, *if and only if* it becomes an organisation which represents the profession, with the majority of all Australian T/Is becoming members.'

by the National Council is to ask the impossible from a group of volunteers already juggling a huge workload. To further expect this to be achieved by a council that lasts one, or at a maximum two, years before being replaced is also not realistic simply because every new council needs a lot of time to learn the ropes and by the time they master the basics they are required to hand over to the next council.

The beauty of democracy is that those who are not happy with the current situation can vote to change it. And our elections are just around the corner. We need a new constitution if we are to move from a tiny entity into something bigger. We need a different code of practice that will cover both independent businesses

executive that is not going to burn out within 12 months trying to achieve the impossible at the expense of their health, income and families. If AUSIT members want their profession to thrive, they must learn to work together for a common goal with a single, united vision supported by resources. AUSIT must, absolutely must, learn how to generate income that can be fed into its advocacy activities.

How to achieve this is something only AUSIT members can decide together. And that means all 700 plus of us, not just the handful who find the time and passion to post to the groups, engage in committee work, or write in this platform. Everyone needs to become an ambassador. Or we go the way of the dodo.

New standard membership renewal policy (in force from 15 August 2010)

In response to feedback from members and to facilitate the relevant administrative procedures, it has been decided to return to a uniform membership renewal date. Also, after further consideration, a decision was made not to introduce the suggested late fee of \$50.

The following rules will apply as from 15 August 2010 and/or after the publication in the *AUSIT - In Touch* Newsletter of this New Standard Membership Renewal Policy.

- Membership subscriptions will fall due on 1 July each year. Payment on or before the due date will ensure that you continue to enjoy all the benefits

of membership without interruption. If your payment is currently due on some other date, you will be issued with a pro-rata invoice for the 2010-11 membership year to bring your due date into line by 1 July 2011.

In future, reminders will be issued to all members at the beginning of June.

- From the beginning of the next financial year, if payment is not received by 1 August, your membership will automatically be suspended. In this case you would no longer receive the AUSIT newsletter or have access to the e-Bulletin and other forums and to members' prices at events. You would no longer have

the right to be called a member of AUSIT.

- An annual renewal notice and where necessary one reminder will be issued, but ultimately the onus is on you to renew on time. It is hoped that the introduction of the uniform renewal date will make this easier, and thus avoid the inconvenience and the cost of suspension to both you and AUSIT.

Thank you for your cooperation.

Your National Council

National Secretary's report



National Secretary Ilke Brueckner-Klein on new renewal policy, Vic/Tas Branch news and the forthcoming NAGM

Over the last couple of months we have processed (apart from regular membership applications) an increasing number of applications from long-standing members who wanted to upgrade their membership to the Senior Practitioner category — this is a promising trend. Why not consider becoming a Senior Practitioner yourself?

In May the National Council passed a motion by the Qualifications Committee that applicants with overseas qualifications should be assessed by AUSIT, rather than being referred to NAATI, with due diligence and research to be carried out by the relevant branch committee and the NC using the best possible practices available to us. Extra weight is to be then given to experience, references and membership of overseas professional associations. AUSIT will no longer rely solely on NAATI certification when determining eligibility for membership of AUSIT.

Our President Sam Berner wrote a letter to Senator the Hon. Stephen Conroy, Minister for Broadband, Communications and the Digital Economy, regarding the decimation of the SBS Subtitling Unit. Not surprisingly, we received the same non-committal reply that was received by other AUSIT members who had written to the Minister.

In response to feedback from members on the eBulletin after the introduction of a new AUSIT Membership Policy and Procedure, National Council has

revised the policy and procedures with editing assistance from Barbara McGilvray, and has also introduced a uniform membership renewal date to facilitate the relevant administrative procedures. You will find the New Standard Membership Renewal Policy (in force from 15 August 2010 and already published via e-Bulletin and on the AUSIT website) in this edition of *AUSIT - In Touch* (see previous page).

Following a discussion on the e-Bulletin regarding translation rates, our colleague Daniel Muller has volunteered to conduct a survey (see page 11 of this issue). Thanks Daniel for your efforts, and thanks to everyone who participates.

In July National Council was dismayed to learn that the once so committed and vibrant Vic/Tas Branch Committee had fallen apart for various reasons which were made public in an e-Flash on 28 July. NC, with the help of former AUSIT President Sarina Phan, former Vice-President Eva Hussain and other members of the Vic/Tas Branch, will bring forward the Vic/Tas AGM to ensure the election of a new committee.

Time flies! And so another busy year is slowly coming to an end for the NC you elected in November 2009. In October you will be sent the Notice and Agenda for the NAGM 2010 as well as Proxy and Nomination Forms. For now, I would like to invite everyone to pencil in this year's NAGM which will be held on 6 November in conjunction with AUSIT's 2010 Biennial National Conference held on 5-6 November in

Important dates

9 September
NSW Branch Grapevine II
Sydney

18 September
NSW Branch AUSIT Orientation Event, Sydney

18 September
AUSIT NSW Branch AGM
Sydney

25 September
St Jerome's Day Fundraiser
Perth

30 September
AUSIT Qld Branch AGM
Brisbane

30 September
International Translators Day

1 October
AUSIT WA Branch Networking Lunch
Perth

October
AUSIT SA/NT Branch AGM
AUSIT ACT Branch AGM

5-6 November
'Synergise' AUSIT Biennial Conference
Fremantle

6 November
AUSIT NAGM
Fremantle

11-13 December
International Conference on Literary Translation
Wellington, NZ

30 July 2011
Next FIT Statutory Congress
San Francisco, USA

Fremantle, WA. Check out the details at www.ausitconference.org, be inspired and sign up! This is a perfect opportunity to collect PD points, network with colleagues and clients, and have your say.

Should you wish to contact your National Council, please send an email to admin@ausit.org.

The Chairperson
National Council
Australian Institute of Interpreters and
Translators Inc
C/- Mr A Bevz

Dear Sir,

Collective Bargaining

As we understand the position, members of the Institute are engaged by various agencies on a contract basis to provide community interpreting services. A number of government-type organisations engaged in areas such as public health and education put out tenders to agencies for services which include the provision of services such as interpreting. A number of agencies engage in these tendering processes, which tend to be highly competitive as to price. The agencies effectively hire interpreters on a casual basis to do this work. The concern is that the competitive pressures on pricing are simply pushed down the chain to the actual providers of the services, resulting in very poor returns for them and unsatisfactory contract conditions. The bargaining position of the interpreters in this sector is understood to be virtually non-existent.

The Institute therefore seeks, firstly, to explore whether, and in what form, collective bargaining would be available to assist its members who work in this sector, and secondly, how effective some form of collective bargaining or conduct would be to address the unsatisfactory situation which exists.

The following comments may assist the Institute in consideration of these issues, bearing in mind that a much closer examination of the sector and how it works would be required in order to provide definitive advice.

1. In broad terms, Section 45 of the *Trade Practices Act 1974* prohibits a contract arrangement or understanding if it has the effect, or would be likely to have the effect, of substantially lessening competition. Arrangements by suppliers of goods or services to fix uniform prices, or even to impose uniform conditions on the purchasers of those goods or services, are in most cases viewed as arrangements which will have the effect of substantially lessening competition and therefore are in breach of the Act.

Collective bargaining and AUSIT

Response to National Council's request for legal advice on addressing unsatisfactory wages and conditions

[Note: this letter is published in unedited form — The Editor]

2. However the legislation recognises that there are some circumstances where such an arrangement or conduct should be permitted, and the Act allows the ACCC in particular cases to authorise a contract arrangement or understanding which would otherwise be in breach of Section 45, but only if the ACCC determines that the proposed contract, conduct etc. would be likely to result in a benefit to the public and the benefit would outweigh the detriment of the lessening of competition.
3. The authorisation process allows application to be made by an individual or organisation on behalf of an identifiable group who will be involved in the proposed collective bargaining. The lodging fee is \$7,500. The process is then as follows:
 - i) the ACCC investigates and will contact affected parties, which would include the counterparties to the proposed collective bargaining. Parties are invited to make submissions;
 - ii) after investigation the ACCC issues a draft determination and requests interested parties to advise whether they wish a conference to be held;
 - iii) if requested, a conference is held with all interested parties having the right to be heard and to make supplementary submissions;
 - iv) the ACCC makes its final determination, but application for review can be made by an interested party to the Australian Competition Tribunal;
 - v) authorisations are granted for a specified period of time, often five years, and can be revoked by the ACCC if circumstances warrant it. Depending on the circumstances, an authorisation can effectively be extended, but this process involves replacement by a new authorisation and thus some degree of fresh scrutiny of the situation.
4. Following the Dawson review of the Trade Practices Act, the notification process was added to the Act with the intention of providing a simpler, quicker process as an alternative for small business to authorisation. The features of this process are as follows:
 - i) an individual or organisation can lodge a notification application and the fee is \$1,000 (as against \$7,500 for an authorisation application);
 - ii) the persons who are to engage in the collective bargaining and for whom application is made must be named and must have consented to the application. Each person named must reasonably expect that the value of his or her transactions with the target party will not exceed \$3m in the 12-month period;
 - iii) the ACCC will make a preliminary assessment with respect to validity and formal compliance with requirements within five days, and will invite submissions from interested parties within tight time deadlines;
 - iv) if the ACCC has not issued a response within 28 days, the proposed collective bargaining can commence and will be protected;

- v) the ACCC may issue a draft objection notice giving reasons why the ACCC proposes removing immunity. The test is similar to that applying in relation to authorisations — whether the ACCC considers the collective bargaining is likely to result in a substantial lessening of competition and whether any benefit to the public will outweigh the detriment;
- vi) if the ACCC issues a draft objection notice (it may issue no notice at all, in which case the immunity just continues), interested parties then have 14 days to require a pre-decision conference to be held within 30 days;
- vii) the ACCC may decide to issue a final objection notice, or it may decide not to issue such a notice, in which case immunity continues;
- viii) only an unsuccessful applicant, and no other party, may appeal;
- ix) notifications have a life of three years.
5. Under both procedures the major issue is, in very broad terms, whether the proposed arrangement is likely to result in a substantial lessening of competition and if so whether there is a benefit to the public which will outweigh the detriment constituted by the lessening of competition. This involves an examination of the markets which will be affected, and in the present case it would be likely that the relevant markets would be, firstly, the market between the competing agencies who submit tenders to the various government or semi-government bodies, and secondly, the market between interpreters competing to be engaged by [sic] the agencies. We suspect that there is not much of a competitive market between interpreters, as it seems likely that they are engaged by the agencies on a take it or leave it basis. However in the arcane world of competition law, rectification of an imbalance of bargaining power is not *per se* a public benefit. The perspective which is adopted is largely that of the public as ultimate consumer, and thus pressure on pricing leading to increases down the chain to the end users is a major consideration in terms of the issue of public benefit. In the present case the end user is mainly government, which means the public purse.
6. Neither authorisation nor notification compels counterparties to negotiate or to agree to anything, and such counterparties may simply choose not to engage with the parties having the immunity to collectively bargain. Whether in this case the agencies or any of them choose to deal [sic] is likely to depend on whether the agencies perceive the situation as one where they have to, in particular if it is going to be difficult to secure interpreters outside those seeking to collectively bargain.
7. In the situation under consideration it is necessary to decide what form of collective conduct will assist the position of the Institute members. In particular, the question is who will bargain with who [sic]. Notification is a more specific process than authorisation. It requires identified individuals or entities who seek to collectively bargain with an identified party or parties. It does not seem very practical to contemplate a scenario where identified members of the Institute would lodge a notification in relation to proposed collective bargaining with a particular agency over price terms and conditions relating to a specified tender. On the other hand the ACCC has difficulty with the concept of, e.g. the Institute, setting standard prices and terms which are industry wide, and in this context the ACCC has usually not favoured a single industry-wide negotiator. Collective action in an enterprise context is much more favoured.
8. However a standard form of contract, and perhaps a code of conduct, might well be acceptable to the ACCC. The ACCC has granted authorisation for standard contracts in a number of situations. Authorisation could be applied for by the Institute on behalf of such persons as will be its members from time to time, this being possible in the case of authorisation but not in the case of notification. Standard contract terms might include various allowances which at present are never paid by agencies. It is a matter for the Institute's judgement to determine to what extent the position of members could be uplifted by contract terms and conditions of this sort. As mentioned above, recommended minimum pricing may be a bigger ask, but would be worth looking into if application for authorisation were made.
9. Apart from introducing the notification process, the ACCC has also taken several steps to make the authorisation process a more efficient and timely process, in particular adopting a six-month time limit for dealing with applications. A streamlined process may also be applicable, which produces a final determination in three months, but this process will apply in more clear-cut and less complex situations.
10. The Institute would need to consider the likely effectiveness of an authorisation for standard contract terms or even minimum recommended prices. To what extent could the agencies simply ignore the existence of such terms and conditions? For what proportion of the interpreters' market could the Institute speak? Possibly the existence of such minimum contract terms and conditions would underline the substandard conditions which exist in the industry at present and enable a refusal on the part of the agencies to deal on the basis of the standard improved terms and conditions to be exploited politically or in the media.
11. If application for authorisation were made there would need to be quite a bit of work done on the issue of public benefit. Some of the concepts which have acceptance in this context are savings in transaction costs by reason of collectively bargained contract terms and conditions, and increases in industry efficiencies. In the situation of a large company dealing with a number of small suppliers, greater input of the small suppliers into contract terms and conditions is normally seen as a good thing and likely to lead to a more competitive and efficient market than where contract terms and conditions are take-it-

or-leave-it terms imposed by the dominant entity. We would think that an important issue would be lifting of interpreting standards. We assume that it could be argued that unsustainable levels of return, which in most cases will not support full-time occupational involvement, tend to result in providers having lower levels of qualification and professional competence.

12. The ACCC encourages preliminary discussion about proposed authorisation and notification applications, and it is our experience that it is possible to have helpful and productive discussions on this basis which would give an indication of the ACCC'S likely response, and [which] also might assist in shaping the application.
13. A left-field alternative to the above, which might be worth some thought, is the possibility that the Institute's members engaged in this sector should seek union cover. So far as we are aware, in some industries contractors are covered by a union; e.g. owner/drivers by the Transport Workers Union. We are aware of at least one other industry sector where there has been coverage of contractors by a union. However the issue might

be what the union could do for them apart from possibly providing some degree of lobbying and negotiating strength.

We have also been requested to comment on the possibility of a collective withholding of services as a means of securing better terms and conditions of engagement. A collective boycott is referred to in the Trade Practices Act as 'exclusionary conduct' and generally speaking is defined as a contract arrangement or understanding which has the purpose of preventing, restricting or limiting the supply of goods or services to particular persons or classes or persons, or the acquisition of goods or services from particular persons.

Section 45 of the Act expressly prohibits such agreements, as well as those likely to lead to a lessening of competition. However under the Act, the ACCC is permitted to authorise such conduct, just as it may authorise an agreement likely to lead to a lessening of competition. While there have been many authorisations granted in the latter category, the ACCC has only ever granted one authorisation for a collective boycott. This was a matter in which this firm was involved. The authorisation was taken on appeal to the Australian Competition Tribunal, which overturned the ACCC's

determination. The general consensus is that the decision of the Tribunal raised the bar so high in terms of the requirements for approval of a right to boycott that the ACCC will never grant one again.

However what constitutes a boycott may not be completely clear. If members of the Institute were authorised to collectively bargain, and in relation to new engagements by an agency which has succeeded in a tender process the members are unable to reach agreement with the agency, they cannot be compelled to accept engagements and provide their services. However if members currently engaged by an agency to provide services under an ongoing contract decide to cease providing their services, it is very likely that this will be exclusionary conduct in breach of the Act.

This is a complex issue and our advice above is intended to be broadly indicative only.

We would be happy to discuss any of the above further with you if you desire.

Yours faithfully,

*Andrew Lumb [signed]
Nevett Ford*



Post-editing MT

An increasing number of translators are using machine translation, writes Tineke Van Beukering

Machine translation (MT) has been rapidly gaining ground. Traditional perceptions are that translators will oppose MT, as it is a danger to their practice and profession. However, as machine translation software becomes readily available to anyone, an increasing number of translators are using it themselves to help them with their work, especially when facing a lack of matches in their translation memory for a text or segment. MT is becoming thought of as a tool for speeding up translation work. In fact, many larger companies are already *expecting* translators to use it.

As MT becomes more prevalent, a demand arises for translators to fulfil a totally new role — that of post-editors. Instead of translating the text themselves, post-editors check the output of MT and correct it, so the end result is a high quality translation of the source material. This is not quite the same as checking another translator's work. Machine translations are made using dictionaries combined with the grammatical rules for a specific language and large translation memory databases. Efficient as the machine translation programs are, at this stage they are still far from being an equal

match to the human brain. Typical machine translation mistakes are therefore different to mistakes made by humans and the editing process is more involved.

As a result of the increased availability of MT, demand for post-editors is increasing. Translators may increasingly be faced with the decision of whether or not to offer post-editing as one of their services, or even of whether to specialise in post-editing and make it their main source of income.

At the 2010 AUSIT Biennial Conference in Fremantle Tineke will give a presentation on post-editing with the aim of generating a discussion on the question 'Post-editing: yes or no?' and the closely related more general question 'Where do we see translation going in a future increasingly invaded by automated translation software?'

Tineke Van Beukering runs Dutch Translation Services, email: Tineke@DutchTranslationServices.com.au.

Conference cocktails

The plan is that on Friday 5 November 2010 the evening will be balmy, with clear skies. The sparkling stars will reflect off the rippling Indian Ocean, which will gently lap under the balcony of the Fremantle Maritime Museum. Muffled sounds of convivial conversation and music will filter out from inside, but you will be relaxing in peaceful contemplation while sipping that special AUSIT cocktail. You might want to look back and review the events of the day — the first day of the AUSIT Biennial Conference 2010 — it will all have gone by in a whirl.

Luckily you arrived here at the Maritime Museum right on time and took advantage of the free access to all galleries before the start of the dinner. You discovered some fascinating facts about fishing in the waters off Fremantle, then you checked out *Parry*

Endeavour, the yacht lone yachtsman Jon Sanders sailed three times around the globe. You walked by *Australia II*, the racing yacht with the winged keel that won the America's Cup from the United States in 1983, before pausing in front of a display of cargo showing an incredible variety of traded goods, from sandalwood to sheep, whale oil to wheat. Then you came across stories of immigration: tales about the gangways, steamers, laughter and tears that brought migrants to the port of Fremantle and carried loved ones away to war. Looking around the museum took your mind to another place for a while, and you liked that.

You were hungry by then, so you decided to join the company of colleagues and friends inside the function centre. There were canapés and a rich variety of finger foods, plus

a wide range of drinks. Instead of being seated at large tables, guests congregated in small, ever-changing groups. You enjoyed wandering around renewing acquaintances and making new friends, matching names with faces. A little small talk here, an introduction there, a hug and pat on the back — it was all so uplifting! But then you craved privacy, and found it here, on the balcony of this fabulous building under the silvery moon.

The cocktail glass is empty — time to go back. Look, those otherwise restrained and oh-so-serious translators and interpreters have let their hair down and are showing off their dance moves. Let's shake and shimmy before the second day of the Conference begins.

Conference Organising Committee

2010 AUSIT Biennial Conference Program

Still trying to decide whether to make the trip to Fremantle, WA in November? Look at what you could miss:

- Keynote speaker Professor Paul Frommer, creator of the Na'vi language for the movie *Avatar*
- Frank Palmos, co-editor/translator of *The Sorrow of War*, considered one of the top 50 translated books of the 20th Century
- Vivienne Glance, WA poet and performer, and Sudanese-born poet and playwright Ismail Afeif discuss 'trans-creation'
- Dr. Jing Han from SBS on cross-lingual and cross-cultural communication in subtitling
- Learn from the best! No less than four AUSIT Excellence Award Winners will give you the benefit of their experience in areas such as business practice, interpreter training and quality assurance
- Leading judges and barristers will discuss ethical issues, including mandatory reporting obligations
- Mental health experts and speech pathologists will talk about how to work effectively with health professionals
- Educators and psychologists will present coping strategies to deal with occupational stress
- The latest research in the field of what is the right personality to work effectively as an interpreter
- The latest technology for video interpreting and the latest developments in interpreter training
- A live demonstration and link-up between Fremantle and London on how to leverage social media for marketing
- Tips on how to survive and thrive as an independent translator or small translation agency
- Discover the pros and cons of machine translation and hear about the translator's new role as a post-editor
- Chinese translators can learn from a leading Chinese academic about the best CAT tool to use for Chinese
- **Translation theory and practice.** Leading academics will discuss cultural loss and compensation in translation, hidden narrative perspectives, the creation of stereotypes through linguistic ideologies, traps to avoid when translating poetry
- **Ethical issues.** Learn about the use of euphemisms in translations of witness testimonies of the Tutsi genocide in Rwanda and how this raises ethical issues of professional practice, plus how the use of foreign interpreters in South African courts results in conflicts of interest
- Learn from AIS how Aboriginal interpreters are being positioned as agents of change to allow effective public communication in the Northern Territory
- Explore the role of linguistics in corpus-based translation studies, or the effectiveness of adaptation theory in the teaching of translation
- Hear about the impact of WA language services policy and the latest developments in quality assurance and training
- **For trainers and educators.** Attend the Inaugural meeting of TITEN (Australia) — The Translator and Interpreter Trainer and Educator Network of Australia

Don't delay, register today and enjoy two fabulous days of inspired learning and networking, plus beautiful WA sunsets!

Your Synergise! AUSIT Conference Organising Committee

The Pandora's Box of Xenolinguistics

Part two of Sam Berner's exclusive interview with Professor Emeritus Paul Frommer

Sam Berner: ... You and James Cameron created a new culture. He created Pandora and you created the language of Pandora. You are the main culprit in failing to make Na'vi an appealing language — at least for me — and I come from a Slavic and Semitic background. Na'vi is extremely difficult to pronounce.

Paul Frommer: Oh, no! I had a feeling you wouldn't have any problem with it.

SB: Well, I watched a video of you trying to teach people how to pronounce Na'vi, and I failed miserably, I have to say.

PF: If you can handle Arabic and pronounce the 'Ain' (ع) — which I find extremely difficult — and the 'Ta' (ط), and the 'ssad' (ص) and things like that — if you can do all that — then I presume you wouldn't have any problem at all with Na'vi. I mean, there are few tricky things. Of course the question is, tricky for whom? It has the nasal consonant, which I have written as 'ng'. Now for Western speakers, that is very difficult. In fact, the actors had more problems with that than with the ejectives 'p', 't' and 'k'. Those they actually mastered very well, but the 'ng' at the beginning of the words was a big challenge. But if we speak Vietnamese or Thai or Chinese it is no challenge at all. So what you are going to find difficult all depends on who you are and what your background is. But I still think it is fairly doable. At least people seem to have fun trying to pronounce *Pxasik* and *Skxawng*!

SB: Was that the swear word that everybody is picking up?

PF: The swear word is *Skxawng*, pronounced 'skaou'. The 'kx' is my shorthand for the ejective 'k'a'. It doesn't come from the lungs and the way I try to teach people to say it is to try and make a 'k' sound without breathing. I also combine ejectives. I don't know if this occurs in any other languages. That is a bit of a challenge, because the first ejective is difficult and then you have to follow it with another. But people seem to love the challenge

of trying to pronounce it.

SB: How did you come up with it, I mean, the process of deciding, okay, this is how it is going to be pronounced, this is the phonology of it? How do you make the decisions?

PF: ...I involved Jim Cameron with the phonology to a certain extent in the early stages, because I wanted him to be happy with the sound of the language. I didn't start from absolute zero because in the original script that I was handed, there were about 30-plus words that he had come up with by himself — mostly names of characters, a name of an animal, a name of a place. So I looked at those words and they seemed so Polynesian to me. It was no coincidence, as he had recently returned from New Zealand and obviously had some Maori in his ears. I took that as a base. I noticed for example that there were very few voice stops, and so one of the things I had to decide was what sounds would be in the language and what sounds were not going to be. I decided we were just going to take out all voice stops. Then I wanted to add some spice to it, so I thought of all these ejectives, which I found fascinating.

Other decisions, for example, involved asking myself whether the language should have any distinctive vowels in it. What sort of tonality should it have? So from early on, I constructed what I called 'sound palates'. I just put together some words in what looked like sentences and I gave Jim various options. Then I used distinctive vowel lengths: they all had the ejectives in them, and I said, 'Look here are some possibilities, how do you feel about it?' He liked the ejectives, but he didn't like the tone. In fact I'm very happy we didn't go with the tone because that would have been murder to try to teach the actors. He also didn't like the vowel length distinctions. So to a certain extent I did involve him in those decisions. Once those were in place, the rest was very much up to me. And I just thought to myself what the syntax should look like, what kind

of morphology, and so on. I wanted to make it interesting, somewhat unusual. So, for example, the verbs, they're inflective for tense and aspects. There is no agreement except for person and number. But for the tense and aspect, I decided to use inflection exclusively. So you take the root of the verb and you split it a little and then the inflex comes into the middle of the root. Obviously that's done in human languages. Some people analyse Arabic and Hebrew as having inflexes from the root, and there are remarkably different forms in Arabic of roots combined with prefixes and suffixes. But in Na'vi I did that exclusively, and that added some interest to the language. So, for example, the root word for 'hunt' is *taron*, and that is a single morpheme, and you can't break it down any further. To inflect it, to get past, present, and future tense, you stick an inflex in the middle. So from *taron* you have forms like *tivaron*, *tolaron*, *tayaron* and *tamaron*. Then we have various inflexes in the second syllable that indicate the attitude of the speaker. So, if I say *tomario* it means 'hunting has taken place and I am happy about it.' and if I say *tomarion* it means 'hunting has taken place and I am unhappy about it'. Those were relatively arbitrary decisions; they didn't have to do with the culture of the Na'vi.

SB: Are you going to write us a book on Na'vi grammar?

PF: Ha! That is a good question. Am I going to write a book on Na'vi grammar? I would like to, but there is the very tricky issue of the relationship between myself and Fox Studios, because the way the legalities work, I don't own the language. It is essentially a product that I produced for the studios, so I can't do that [write a book] on my own. I hope at some point there will be interest and I'd like to cooperate with them on that, I'd like to work with them to produce something like that...

...In the meantime, what is higher on my priority list is to develop a language-learning website, which really addresses the needs of beginners and has progressive language lessons where somebody who is linguistically sophisticated can go hear the dialogue, click on the link, hear the correct pronunciation, have some explanations of grammar and so on. That is what I hope to be able to start soon, as I promised many that I would do that. The ones who are advanced don't need it. What they need are

vocabularies, elaboration of rules and style.

SB: You do lots of writing for business, and as translators, both Tea [Dietterich] and I do lots of translating for business; we perpetually see cross-cultural issues in communicating because what makes sense in language A doesn't necessarily make sense in language B. Would you like to comment on issues you see in your own business communication field in terms of linguistic problems?

PF: For a while now I've been teaching two courses at the Marshal School of Business. One is called 'Advanced writing for business', where we occasionally discuss cross-cultural issues. We have a very large cohort of international students. More than anything, it is a TESOL course; the aim of it is to increase their proficiency level in communicating, but we also deal with cultural issues, not necessarily exclusively related to language, but related to the cultural shock that people sometimes feel being in a totally different environment. Most of my students are East Asian. This semester I have one Vietnamese, a

Korean student and all the rest are Chinese students. The classroom environment is culturally very, very different. The linguistic [sic] is obviously different too. Just to get them to the point where they feel comfortable enough to ascertain [meaning] in the American context, to stop being so self-conscious about their language that they don't participate at all — that is one of the major issues at the course...

...There are of course interesting, cross-cultural issues that come to the fore. One of them, and a very troublesome one, is the different attitude towards using source material. The attitude towards what we consider plagiarism is not necessarily the same as it is in other places. A lot of our students seem to have problems in using source material in the way the American culture considers appropriate. I talked to people and said that you simply can't cut and paste from the source document into your document, and just consider it okay. Even if you reference it, you have to change the word and your natural words. I tried to understand what the mindset of these

students is, and one of the students — I believe she was from mainland China — told me something very interesting. She said, 'in my school environment when we take a beautiful language from another source and include it in work that we hand to the teacher, it is considered as honouring the teacher by using different language, by using someone else's elegant prose'. For me that was a very striking cultural difference.

SB: Yes, I come across these cultural differences myself working with different clients. We look forward to your coming to Perth.

PF: I really look forward to the conference, and what I would like to do is come up with something that is really as meaningful as possible to the audience and addresses concerns that are important to them, so that my experience could benefit to them.

*SB: We look forward to that too. **Toda raba**, Professor Frommer for your time and this interview. **Oel ngati kameie, Pawl!***

PF: *Toda raba, shukran* and thank you very much.

Is business a dirty word?

Patricia Avila asks is business all there is or is there room for something else to fuel and sustain a professional life?

I am very proud to have been in this profession since 1971. I am also very proud to have been able to work in many of its 'niches' in order to make a living out of it. And I am proud to say I run a business. However, that is not *all* I do. If it were, I would have retired a long time ago.

I have come to the happy conclusion that the professions of interpreter or translator — because of how we deliver our services to the Australian community — can be highly addictive. I have also come to the realisation there is an additional element which seems to drive community-based T/Is and keep them working happily — even into an age where most people would rather just enjoy the cups of coffee without having to go out and do jobs or join the grey nomads.

As community-based T/Is we provide an important service to the community.

Some colleagues have expressed their

dislike for translating documents such as birth certificates, drivers licences and other 'boring' documents. Yes, they can be boring and I too am in my element when working on a translation that has me researching, discussing and learning new concepts around an enthralling topic. However, I don't want to lose sight of the important role my translations can play in making people's lives a bit easier. This can range from helping prepare their documentation so they can sit their learners driving test, to translating documents for visa applications, or getting tertiary qualifications accepted or recognised by educational institutions so clients can start work as professionals in health, legal and other fields.

Like all of my colleagues, as a community-based interpreter I have witnessed all kinds of human dramas. I feel privileged to be able to provide my professional services as an interpreter in difficult court cases, enabling those involved to feel the justice system is not

discriminating against them.

Likewise, during complex health interventions and in other stressful circumstances — which can be even more so when people don't understand the language — the services of a proficient interpreter contribute markedly to relieving some of this stress.

Being a part of the solution in these emotionally charged situations and having the trust of everyone provides a lot of enjoyment for me, as is witnessing the happy resolution of sometimes very long and arduous health or legal issues.

Is this 'getting emotionally involved' with the clients? Not at all. Regardless of the final outcome, I am exercising my right to enjoy my work and its impact on people's lives. Money alone does not provide this.

I have structured my professional life to be a combination of running a business and providing a service for many years now. The business part sustains me, providing my material needs and wants, the service part inspires and drives me. Both areas give me enormous satisfaction and pride; I am sure a lot of colleagues I greet in the corridors of courts and hospitals of Queensland feel the same.

Based on a recent discussion about translation rates and (presumed?) downwards pressure on prices amongst members, I am conducting a survey of translation rates among AUSIT members on behalf of AUSIT's National Committee. The survey is *completely anonymous* and takes about one minute to complete for most members. It can be completed online (preferred) at www.dmuller.com/ausit, and you will need to use the user ID **ausit** and password **survey** to access the survey. Do NOT use your usual AUSIT user ID and password.

AUSIT translation rates survey

If you prefer to complete the survey by mail or by fax (least preferred option), you can download the form from the same website, or use the copy (below) in this newsletter.

Please make sure that you only complete the survey *once*; since it is anonymous, I will not be able to identify multiple submissions by the same member.

Please ensure that you submit your survey before **30 September 2010**. We need as many participants as possible, so just as you go to vote for your political representatives, submit your information and help your professional organisation make the profession stronger.

Take the brief time to complete NSW member
Daniel Muller's survey of translators' rates

Important. Please remember to only submit your data *once*, either online, by fax or by mail.

The survey can be submitted as follows, in order of preference, until 30 September 2010:

1. **Online.** Visit www.dmuller.com/ausit and follow the instructions. You will need to enter the following password and user ID (to ensure that the survey is an 'AUSIT only' survey):
User ID: **ausit**, password: **survey**. Again, do NOT use your usual AUSIT ID and password.
2. **By mail.** Complete this form and send it to: Daniel Muller, PO Box 5163, Chullora, NSW 2190.
3. **By fax.** Complete this form and fax it to (02) 8014 5490.

Please read and follow the instructions on the next page. Leave the box blank or enter 0 if you do not offer a particular service. All rates and fees must be entered as **source fees / source rates**. If you charge on a different basis and need help converting it into source fees/rates, please read the conversion guide (access via www.dmuller.com/ausit). All rates and fees must be in Australian Dollars. You must be a member of AUSIT in order to participate in this survey.

From Language (Source)	Into Language (Target)	Fee for standard document , client is an agency	Fee for standard document , direct client	Rate per 100 words/characters (source count) for average document, client is an agency	Rate per 100 words/characters (source count) for average document, direct client
<i>(at least one language must be English)</i>					
<i>Example: English</i>	<i>Italian</i>	\$30	\$40	\$20	\$30

Please feel free to add additional sheets if the space above is insufficient. Survey conducted on behalf of AUSIT.

Instructions

It is important that everybody enters their data for the same rates/document definitions.
 If in doubt, please email daniel@dmuller.com to clarify your issue before posting a submission.

Definition of the Base Rate

- Rate which you actually charge, excluding GST, not the rate which you would like to charge or think you should charge (survey is anonymous)
- Rate based on source word/character count
- Rate that 'first comes to mind' when preparing a quote
- Discounts — Base Rate should not include discounts which are only available to a few clients; e.g. loyalty discounts, large volume discounts, charity discounts
- Loadings — Base Rate should not include loadings which only apply in certain circumstances, such as rush jobs or handwriting.
- Translation memory (TM) — Include the lower rates for using TM if these reduced rates are generally available to most clients
- Translation memory (TM) — If repetitions are not charged (in full) to client, use rate for non-repetitious word count as the base rate
- If bundled with other services (e.g. DTP, localisation, 'more-than-usual' research), use rate which would apply if translation was not bundled with other services
- Convert hourly rates to per-word rates using reasonable output per hour. Convert target word/character rates to source rates
- Convert rates per letter to rates per word
- Do not include rates charged when acting as a translation agency
- Do not include income from employment as a translator

Definition of a Standard Document:

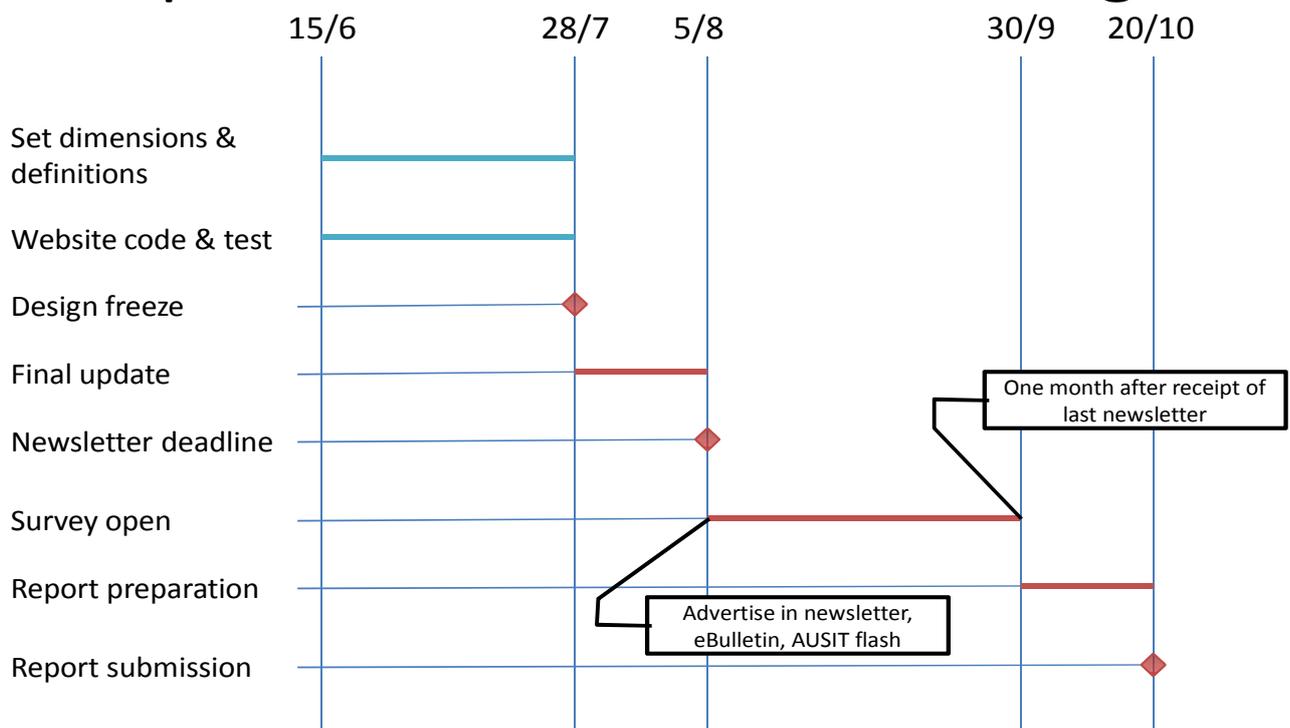
- Single-page official documents such as birth certificates, police records etc with small amounts of text
- If the per-unit cost is below the minimum fee, please indicate the per-unit cost in the survey

Definition of an Average Document:

- A document of average length (say 2,500 words. Clearly above any minimum fee but not large enough to warrant significant volume discounts)
- A document of average difficulty (for the translator doing the work)

AUSIT Translation Rates Survey 2010

Implementation Timeline & Progress



Last update: 15/6

The University of Western Sydney held its Third Annual Research Symposium on 16-17 July. This year's theme was 'Technology and the future of translation' — a topic which is likely to impact on all of us.

Associate Professor Sandra Hale and her Interpreting and Translation Research Group deserve to be commended for inviting high-profile international guest speakers, as well as for giving researchers an opportunity to present their findings. In addition, students and practitioners (including a large number of AUSIT members) also had the chance to hear about new developments. This knowledge helps bridge what some might see as a gap between research, teaching and practice.

This year's guest speaker was Professor Anthony Pym from the Universitat Rovira i Virgili, Tarragona, Spain, a leading researcher, teacher and writer on translation issues. Pym makes many of his fascinating lectures and videos available free of charge via his website <http://www.tinet.cat/~apym/>. He has also just published his 18th book, *Exploring Translation Theories*.

Pym's keynote address dealt with the impact of language technologies on the translation profession, particularly the impact of machine translation (MT) and translation memory (TM) software. According to Pym, 'Preliminary research is showing that when some trainees revise MT and others translate from scratch, there is no consistent difference with respect to efficiency and quality, although there are huge differences in the cognitive processes involved. This means that not only can anyone translate, but the nature of the verb "translate" itself is changing.' Pretty scary stuff, but we need to know about it. Pym also pointed out that a technology is only ever seen as positive when the dominant class accepts it is useful.

Professor Pym also conducted a plenary workshop about research into what goes on in translators' minds while they are working. Screen recording, think-aloud protocols, keystroke logs and eye-tracking data (which can even record stress!) all contribute to a body of knowledge about the translator's cognitive processes. This

UWS Interpreting & Translation Research Group — 3rd Annual Research Symposium

Felicity Mueller reports from the recent symposium on 'Technology and the future of translation'



highlights differences between the way professionals and novices approach their work and solve problems. It is interesting that professionals spend more time reviewing their work, focus more on the target text, and are able to shift more easily between routine tasks and conscious problem-solving. It is hoped these and other discoveries will lead to improved training for translators.

The other presentations ranged from the impact of technology on T&I to the use of technology to improve research and teaching. Researchers reported on tools to improve data reliability and relevance in translation and interpreting research. Educators discussed their use of technology in the teaching of languages and interpreting. Uldis Ozolins spoke about developments in telephone interpreting technology and practice. Telephone interpreting is a growing worldwide industry — in Australia alone, TIS now handles over 500,000 calls each year — yet training and research in the field has been neglected.

There were also hands-on courses in Wordfast, SLD Trados Studio 2009 and Web-based translation memory, plus a panel discussion on the role of technology research in the future of translation, during which Dr Lindsay Heywood, the CEO of NAATI, reminded us not to lose sight of the translator's personal input and the importance of quality, which will always be at the heart of our work.

The symposium concluded with a lively and witty debate on the

topic 'Technology is deskilling the translation profession', featuring AUSIT members Uli Priester, Suzan Piper, Sam Berner, Claudia Koch-McQuillan, plus Anthony Pym and Lachlan Simpson, the Technology Manager at Monash University. The debate was moderated by Channel Ten senior journalist, Frank Coletta. Both sides were equally convincing (and entertaining), and, appropriately, the audience vote was a tie.

The video of the plenary lectures, the panel discussion and the debate will be accessible free of charge on the Interpreting and Translation Research Group's website www.uws.edu.au/itrg.

'Preliminary research is showing that when some trainees revise MT and others translate from scratch, there is no consistent difference with respect to efficiency and quality, although there are huge differences in the cognitive processes involved. This means that not only can anyone translate, but the nature of the verb "translate" itself is changing.'

— Dr Anthony Pym

NZSTI Annual Conference

Christchurch, 10-11 July 2010

Report by Patrick King
Director of NZTC International



This year's conference, under the theme of 'Service, Value and Ethics', was the third NZSTI Annual Conference to be held in Christchurch since 2004. The social program opened with an evening function at Bar Beleza, accompanied by a lively Latin American combo.

The Saturday morning opening session began with keynote speaker Jim Anderton, a Christchurch MP since 1984 and a current candidate for the mayoralty of Christchurch. Apart from a repertoire of anecdotes and jokes nicely 'localised' to the audience of predominantly translators and interpreters, Mr Anderton played to professional aspirations with a call for more translators and interpreters to be available to help Christchurch become a global base for the IT, food-processing and tourism industries. He also showed an awareness of the need for improved community interpreting services in the health and welfare areas in the city.

The second session began with a presentation entitled 'Globalisation from Home' by Hyden Toonen, who outlined the growth of his Christchurch-based company TransNational Translations. After nine years in Japan as a translator and translator manager, Hyden returned to New Zealand and expanded his operation by adding extra languages and more services. He retains a 'crafted, authentic' approach by not using MT or TM technology.

Patrick King from NZTC International spoke about the theme of quality in translation and the quality management process employed within the Wellington-based translation company. Peter Tuffley from Christchurch then discussed the value of using Internet discussion groups to solve translation questions, especially in building contacts among deskbound

freelance translators working from home in what can be quite an isolated environment.

Saturday afternoon began with two simultaneous sessions: an interpreter-training workshop led by Hannah Brodsky, and a workshop for translators in which Patrick King and Peter Tuffley discussed common pitfalls in translation.

Dr Lindsay Heywood, CEO of the Australian National Accreditation Authority for Translators and Interpreters (NAATI), was one of the two overseas speakers at the conference. Dr Heywood gave an outline of recent developments at NAATI, including the possible introduction of a Language Aide category for interpreters. The conference was fortunate that Dr Heywood remained throughout the weekend and made himself available to participants during the breaks. NZSTI members may recall how Adolfo Gentile from Australia also gave generously of his time at a Wellington conference some years ago, stayed for the whole conference and contributed valuable comments to many discussions. This sort of participation from our colleagues from across the Tasman is very much appreciated.

Inna Palmer outlined Interpreting New Zealand's training program, describing the content of workshops being held in Christchurch and Wellington.

Diana Clark, Manager of Language Line at the Department of Internal Affairs' Ethnic Affairs Unit, closed Saturday's presentations. Language Line has supplied telephone interpreters for 200,000 sessions involving 40 languages, using a mix of Australian- and New Zealand-based interpreters.

The conference dinner was held in the relaxing and convivial atmosphere of the Mexican Café in central

Christchurch.

Dorothy Kenny from the Centre for Translation and Textual Studies at Dublin City University opened the Sunday program with a presentation on the ethics of machine translation. The implications of MT, the overshadowing of the individual translator, and the increasing role of human post-editing of machine translated texts, were mentioned as current challenges and dampeners on the mood of translation professionals in Europe. Dorothy was pleased to note a more positive atmosphere among practitioners in New Zealand, not least at this conference.

Fangzhen Peng from Canterbury University then discussed his doctoral thesis topic 'Classicalisation in Translation', a concept that might be described as a form of linguistic transacculturation. His examples of terms which had become 'classicalised' helped to clarify the idea, but while the term *classicalisation* seems logical enough in relation to the Chinese characters it is derived from, it needs some disambiguation for an English-speaking audience.

And disambiguation was one of the themes raised by Canterbury University lecturer Peter Low in his presentation 'Troubleshooting for Translators'. Always entertaining, erudite and educational in his presentations, Peter this time got down to the nuts and bolts of handling such textual features as ambiguity, euphemisms, rhetorical questions, authorial errors, obscenity and allusions. Peter advises translators to take a fairly interventionist line, correcting source text errors, clarifying, disambiguating and paraphrasing as necessary — but *not* acting as a censor.

The conference program had a good balance between the interests

NSW Branch Report



Helen Slatyer
AUSIT NSW Branch Chair

Once again the main highlight for the NSW Branch over the last two months has been professional development events. As always, these have been informative and stimulating.

The July visit by Dr Anthony Pym, hosted by the University of Western Sydney and organised by AUSIT NSW member Dr Ignacio Garcia, was a major feature. AUSIT NSW co-sponsored the event held at the Cervantes Institute on 20 July with Dr Pym on the theme 'English translations of Don Quixote — Why so many? Why so bad?' Maurice Thibaux again held a workshop on Wordfast at the University of Western Sydney's Symposium on Technology and the Future of Translation: Research Perspectives. AUSIT also had an information table at the event set up by Melissa MacMahon and Willya Walburger.

On 12 August, Graham Rees from the Australian Tax Office gave a 'Superannuation Overview' for our members. This event was aimed at helping members understand the intricacies of superannuation and how the legislation affects T/Is. The event was organised by our PD Sub-Committee, chaired by Patricia Cruise.

September will be a busy month with the second Grapevine event to be held on 9 September and organised by Melissa MacMahon. The Grapevine events are informal information and networking evenings over drinks and snacks. Grapevine II will be aimed at translators wanting to know more on how to go about translating official documents, as there seems to be conflicting information regarding what is required. Branch Committee member Patricia Cruise will be the speaker.

On 18 September the NSW Branch will be holding an Orientation Day for new members and others interested in AUSIT. The day will be held just prior to the NSW AGM and the program will include a visit from our National President Sam Berner plus talks by some of our more experienced translators and interpreters about their work.

The NSW AGM will be held on 18 September. Please see the NSW Branch website <http://sites.google.com/site/ausitnsw/> for details. You should have also received the e-Flash and mailout to NSW Branch members. We hope to see as many of our NSW members as possible, and don't forget to send your nominations for committee positions and proxies to the AUSIT administrator, Shweta Desai.

We will also be organising our annual St Jerome's day picnic at the end of September — so look out for the eFlash or check the NSW website for details. Our St Jerome's Day picnics are a good way of getting to know local AUSIT members and catching up with old and new friends.

Welcome to our new NSW members: Yoko Onuki, Lucy Takato, Travis Watters, Seunghee Moon, Ospina Fei Maya, Eugenia Tolmacheva and Andra Balogh. We look forward to seeing you soon at our upcoming events.

NZSTI Annual Conference cont. from previous page

of translators and interpreters, and Interpreting NZ trainer Daniel Cheng returned to the interpreting theme with a session on 'Exceptions to the Rule'. He described some interesting workshop explorations of the ethical dilemmas facing interpreters and the importance of having a checklist of rules that allows issues to be examined in a deliberative process, rather than having to come up with spur-of-the-moment responses to the often thorny situations arising for interpreters. One point that often emerges from discussions on interpreting ethics is just how different many of the issues faced by T/Is are, and Daniel's talk brought this out very clearly.

The translator-versus-interpreter dichotomy was neatly used as the theme for the final two presentations. Japanese to English translator Peter Tuffley gave a personal view of the

features of the translator's work and temperament, highlighting the key differences from interpreting: the time factor, use of reference materials while working, flexibility, the ability to check one's work and change it after reflection etc. Putting the case for the interpreters, Henry Liu outlined their role and the challenges they face in their work. Both speakers made their respective career paths appear so daunting that I suspect few members of the audience will be contemplating swapping roles in the near future.

The Open Forum has now become an established part of NZSTI conference programs, and on this occasion there was some lively discussion on the relationship between translators, agencies and customers in areas such as pricing, preparing quotations and transparency. NAATI exams and assessments are a perennial topic,

and Dr Lindsay Heywood made some observations on complaints received by NAATI, pointing out that NAATI runs 850 tests in various language combinations, and that the pass rate for NAATI exams is between 18 and 28%. Translation quality, machine translation and MT post-editing also attracted further debate. The conference concluded with the AGM.

While the Christchurch conferences tend to have a smaller attendance than those held in Auckland and Wellington, the calibre of the speakers is of the same high standard as all NZSTI conferences. These annual conferences are the one opportunity for New Zealand's small but growing community of T/Is to get together socially and exchange views — and business cards — with their colleagues and clients from around the country. Surely an opportunity too good to miss.

International Conference for translators/interpreters,
linguists, academics, agency owners, project managers,
trainers, language service users, voice-over talents

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- Keynote speaker: Prof Emeritus Paul Frommer, creator of the Na'vi language for the movie **Avatar**
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