



Member organisation
Federation Internationale
des Traducteurs
International Federation of

Quarterly Newsletter of the
Australian Institute of Interpreters and Translators Inc

AUSIT in TOUCH

Volume 19, number 1 – Autumn 2011

AUSTRALIA
澳大利亚

**2011 AUSIT National
Excellence Awards announced**
AUSIT SP at the World Expo
Vic/Tas Branch news
Branch PD events
PD overseas

Contents

From the helm	2
2011 AUSIT National Excellence Awards announced	4
A day in the life of an NC member	5
Incoming Vic/Tas Chairperson's address	6
Vic/tas Branch report	7
Qld Branch report.....	8
Branch PD events for 2011	9
How to be a successful telephone interpreter with high blood pressure	10
A Swahili interpreter returns to the Congo	12
Practice, skill and knowledge	13
AUSIT SP at the 2010 World Expo	14

Front cover photo: Rona Zhang, AUSIT Senior Practitioner, in front of the Australian pavilion at the 2010 World Expo in Shanghai.

From the editor

The deadline for the Winter 2011 issue is **10 May 2011**. Thanks to all contributors for their contributions. Please send any letters, articles or images for forthcoming editions to:

Bradley Dawson
Editor *AUSIT — In Touch*
3 Harris St, Castlemaine Vic 3450
bradleydawson@westnet.com.au

The editor reserves the right to edit or not to publish any item submitted for publication. Opinions expressed are those of the authors only and do not necessarily represent the opinions of the editor or those of AUSIT and its executive. AUSIT does not necessarily endorse products or services appearing in any advertising contained herein.

This newsletter is printed by Bounty Print and distributed by Mailing Matters.

AUSIT Admin Contacts

National telephone: 1800 284 181
Website: www.ausit.org
PO Box 193, Surrey Hills Vic 3127
Tel: (03) 9895 4473
Fax: (03) 9898 0249
Email: admin@ausit.org
Yahoo groups:
ausityahoo@optusnet.com.au

AUSIT Branch Office Bearers

ACT

Branch Committee

Chair	Malcolm Leader	malcolm.leader@bigpond.com
Princ. Delegate	Karmenu Attard	karatt@ozemail.com.au
Secretary	Angie Hoffmann	andrea@hoffmanns-translations.com
Treasurer	Anne Roppola	tellervo1@bigpond.com
PD Coordinator & NAATI RAC		Malcolm Leader

Committee Members

Daniel and Mecia Freire, Patricia Alvarez de Ellis, Sylvia Jamieson, Tarja Karjalainen.

NSW

Branch Committee

Chair	Helen Slatyer	helen.slatyer@mq.edu.au
Vice-Chair	Melissa McMahan	melissamcmahan@inet.net.au
Secretary	Wilya Waldburger	wwaldburger@gmail.com
Treasurer	Hania Geras	geras@idx.com.au
Princ. Delegate	Barbara McGilvray	mcgilvray.barbara@gmail.com

Committee Members

Amale Hourani, Patricia Cruise, Charlotte Brasler, Silvia Martinez.

Conseil des Sages

Terry Chesher, Uli Preister, Felicity Mueller.

Qld

Branch Committee

Chair	Tea Dietterich	tea.dietterich@2m.com.au
Vice-Chair	Alison Rodriguez	alisonrodriguez@optusnet.com.au
Secretary	Elisabeth Kissel	contact@ekgermantranslations.com.au
Treasurer	Max de Montaigne	french@antipode.com.au
Princ. Delegate	Tea Dietterich	
PD Coordinator	Sam Berner	sberner@arabic.com.au
PR Coordinator	Veronique Maes	veronique@alacarte.com.au

Committee Members

Ita Szymanska, Ilke Brueckner-Klein, Vicky Zeng, Jadranka Brown, Rona Zhang, Maria Corbett, Dima Rashid, Sunny Qi.

SA/NT

Office Bearers

Chair	Claudia Ait-Touati	rat4cat@internode.on.net
Treasurer	Thomas Kruckemeyer	glstk@bigpond.com
Secretary	Caroline Sanders	caroline@sanderstranslations.com
Princ. Delegate	Claudia Ait-Touati	
PD Coordinator	Adele Anderson	adeleanderson@aapt.net.au
PR Officer	Jie Sally Qiu	jie.sally.qiu@gmail.com

Vic/Tas

Office Bearers

Chair	Sultan Dogan	sultandogan@gmail.com
Secretary	Sarina Phan	sarinaphan@yahoo.com.au
Treasurer	John Gare	johnhare@westnet.com.au

Committee Members

Alice Jaworski, Bi Yi Fang, Denise Formica (pending), Dong Mei Chen, Marina Del Greco, May Hu, Meredith Bartlett and Nadesan Sanderson (pending).

WA

Office Bearers

Chair	Yutaka Kawasaki	yutaka@kawasakitranslation.com.au
Vice-Chair	Annamaria Arnall	arnall@git.com.au
Secretary	Jean Deklerk	j.t.s@digisurf.net.au
Treasurer	Michèle Dreyfus	mdrtranslations@arach.net.au
Princ. Delegate	Jean Deklerk	

Committee Members

Ella Davies, Valerie Dear, Diana Rodriguez, Trish Will.

From the helm



AUSIT President **Daniel Muller** outlines the Institute's plans for 2011

Dear Members,

Happy New Year to all our members and industry stakeholders.

First of all, a big bravo goes to some of our members from Queensland who showed stoic inspiration and courage during the floods and the storms. We have accounts of a member and committee member who lost her house and was evacuated into a church with her five children yet kept translating! Further north, we heard of a member doing telephone interpreting not far from where Yasi made landfall. Other members from all over Australia rallied around them and offered their support, while AUSIT National initiated a Queensland Flood Relief Action. Floods in other parts of the country presented a challenge to members around Australia, so it certainly has been a busy start of the year.

We at the NC have not been idle either.

AUSIT is now establishing itself on the web 2.0. We have started a Twitter feed www.twitter.com/ausit_nc which will provide very brief updates on what we're working on at the National Council. We plan to move onto other platforms in due course. Communicating is very important, and there is a lot we can improve from our side. Alas, rumour has it that the day only has 24 hours.

AUSIT selected four members to work with Monash on a project which seeks to establish whether our Code of Ethics needs to be reviewed. Our members report back that progress is being made on this potentially exciting and very significant project.

The National Events Committee has been in full swing since the end of the Fremantle Conference in November.

A strong team was called into action and started working straight away on sponsorship packages, judging criteria for the different award categories, and sourcing venues for the signature event to be held this year — the 2011 AUSIT National Excellence Awards.

We are taking these prestigious Awards to the nation's capital for the first time. They will take place in Canberra on 11th November 2011 together with the D-Day Translator and Interpreter Expo to be held during the day in University House at the Australian National University. The high profile gala event of the Excellence Awards will be celebrated in the magnificent setting of The Hall at University House.

This event will see major industry stakeholders coming together to celebrate excellence in translating and interpreting. The NAGM will take place on 12th November at the same venue and reasonably priced accommodation has been reserved on site for both our members and the Expo and Gala Dinner delegates. Please watch out for the e-Flash updates to nominate your peers or get yourself nominated. Put this date claimer into your diaries so you don't miss this year's signature event. Also check out the Excellence Awards website at www.ausitawards.org.

The world around us has changed and AUSIT needs to change with it if we intend to remain relevant in our market. We need to become our own futurists. Otherwise someone else will impose their vision of the future on us. We need each and every one of us for the change to happen, because the only real resource an organisation has is the intellectual capacity of its members. Our Institute is measured by what intellectual property we hold

collectively, what intellectual property we inject into it individually. AUSIT needs to produce a new generation of leadership-savvy members who will continue moving AUSIT forward on its way to success and growth. As AUSIT, we need team leaders who inspire the organisation. The challenges of our time are more pressing, more complex and more misunderstood than ever before.

Talking about the future, AUSIT is currently considering putting together a bid for the World Congress of the International Federation of Translators 2017. A team in Qld has been actively investigating this option and have started talks with the Brisbane Convention and Exhibition Centre (BCEC), who will assist with writing the bid and will research avenues for funding on our behalf if this is to go ahead. AUSIT Qld works also very closely with Brisbane Marketing and the Brisbane City Council, and they could tackle the bidding process together (as 'Team Brisbane').

Welcome new AUSIT members

Congratulations and welcome (back) to the following new (or recently rejoining) members of AUSIT:

Olena Savelyeva, NSW;
 Jessyka Bertha Medina Campos, QLD;
 Lual Doong L Doong, NSW;
 Hiroshi Honda, NSW;
 Catherine Hodot, QLD;
 Rod Wahl, WA;
 Christina Siegel, NSW;
 Xiaomin Wang Kavazos, NSW;
 Yue Hu, VIC;
 Nadia Matar, VIC;
 Shiyi Ye, NSW;
 Na Quynh Phu Pham, NSW;
 Trudy Kattwinkel, QLD;
 Aneesha Eckel, NSW;
 Junyi Chen, NSW;
 Rui Richie Li, VIC;
 Rita Santa Maria, WA;
 Bobi Blazeski, WA;
 Tamara Rochelle Don, NSW.

Important T&D Dates

March 2011

Nominations for the AUSIT 2011 Excellence Awards open

7-8 May 2011

Institute of Translation and Interpreting ITI Conference

National Exhibition Centre near Birmingham, UK

14-15 May 2011

IJET-22 Seattle

Japan Association of Translators Conference

Seattle, USA

19-21 May 2011

FIT, UNETICA and ISIT 10th International Forum on Ethics and Good Practices

Paris International Forum, France
Abstracts deadline 15 January 2011

20-23 May 2011

ProZ.com 1st Europe International Conference for translators and interpreters

Rome, Italy

30-31 July 2011

FIT Statutory Congress

San Francisco, USA

1-4 August 2011

FIT XIX Congress

San Francisco, USA

13-15 August 2011

7th IMTT Language & Technology Conference

Cordoba, Argentina

20-21 August 2011

8th International Workshop on Natural Language Processing and Cognitive Science — NLPCS 2011

Special theme: Human-Machine Interaction in Translation
Copenhagen, Denmark

September 2011

Nominations for the AUSIT 2011 Excellence Awards close

11 November 2011

2011 AUSIT National Excellence Awards & D-Day Expo

Canberra

12 November 2011

AUSIT NAGM & Jill Blewett Memorial Lecture

Canberra



2011 AUSIT National Excellence Awards announced

As the peak professional body for translators and interpreters in Australia, AUSIT is pleased to announce that its National Excellence Awards will be presented again in 2011.

These prestigious awards (instituted in 2004 in Victoria and becoming national in 2007 in Sydney and again in Adelaide in 2009) recognise the outstanding achievements of translators and interpreters throughout the country while bringing together the leading figures in the Australian translation and interpreting industry and government and other major industry stakeholders. The 2011 Awards will again showcase our industry and highlight issues critical to promoting and developing translation and interpreting in Australia.

The purpose of the Awards is to recognise initiatives and activities by individuals, teams and organisations, while encouraging best practice, professionalism, dedication to quality, innovation and outstanding contributions in all areas of translation and interpreting.

On Friday 11 November a translator and interpreter D-Day Expo will be held at University House in the Australian National University. It will address issues facing the industry and feature demonstrations of innovative technologies, opportunities to try out and learn about new products and methods, and talks from leading Australian translating and interpreting professionals.

In the evening there will be a Gala Dinner in The Hall at University House, with the presentation of awards for excellence in translating and interpreting in six categories to outstanding Australian language professionals. If you know of any individual, team or organisation with a project that demonstrates excellence in our field, please consider nominating them for a 2011 AUSIT Excellence Award. Nomination forms and guidelines can be found at www.ausitawards.org.

The ongoing success of the AUSIT Excellence Awards could not be achieved without the industry stakeholders who contribute by becoming partners or sponsors. For them, the Awards present a unique opportunity to reach thousands of language professionals in Australia and gain exposure to language service providers, users, training institutions, and government and corporate bodies with an interest in our field.

For more information on sponsorship opportunities and for exhibiting at the translator and interpreter D-Day Expo, please contact Sponsorship Manager Tea Dietherich at tea.dietherich@2m.com.au.

For any other information, view the Awards website or contact the AUSIT National Events Committee at:

e — info@ausitawards.org

tel — 1800 284 181

A day in the life(?) of an NC member

The National President gives an idea of just what it is that NC members do

03:00 Awoken by wife, because the little one just peed in his bed.

07:15 Eyes wide shut, already half an hour late because the alarm didn't go off.

07:45 Realised today is Thursday — change the kids out of their school uniforms into their sports uniforms.

08:00 Stuck in traffic on the way to school.

08:30 Try to avoid meeting the teacher of the oldest child, by doing so end up talking to the teacher of the middle one.

08:45 Emergency groceries. The fridge was empty this morning.

09:00 Coffee #1.

09:30 Send wife to her activities.

10:15 Post office. Resend a translation by registered mail.

10:30 Home (=office). Check email. 125 unread messages.

11:20 Done sending out quotes, coffee #2.

11:40 Try to recruit AUSIT members to sit on a committee. No volunteers.

12:30 Finish short write-up for media request.

12:35 Coffee #3, dig into exciting legal translation.

14:30 Need a break, coffee #4, then back into translation.

15:10 Yikes, late to pick up kids from school.

15:40 Stuck in traffic. Oops, forgot to pick up wife.

16:10 Home (=office). Of course there were many missed calls. Fifty minutes until office hours end.

17:00 Done with last call, coffee #5.

17:15 Bugger, calculated time difference to the US wrongly. Translation due sooner than expected.

18:30 Break. Dinner. Help with homework ... yeah I've heard of long division before, but how does it work again?

19:00 Another bout of translation.

20:00 Put kids to bed.

20:30 Translation almost done, except for that one annoying term ...

21:00 Coffee #6. Start to proofread.

21:20 Just woke up on couch. How did I get here? Coffee #7, continue proofreading.

22:30 Urgent AUSIT email.

23:00 Send off translation.

23:15 Send off translation again, this time WITH the attachments.

23:30 Invoicing.

23:45 AUSIT work. E-Flash for tomorrow. Edit a message to potential sponsors. Check whether bill has been paid. Review and vote on membership application. Change some forms. Try to write a message on Twitter.

02:00 Run the dishwasher and washing machine.

02:20 Collapse in bed.

03:00 The little one wants water ...

8th International Workshop on Natural Language Processing and Cognitive Science — NLPCS 2011

Special theme: Human-Machine Interaction in Translation

20-21 August - Copenhagen, Denmark

The aim of this workshop is to foster interactions among researchers and practitioners in Natural Language Processing (NLP) working within the paradigm of Cognitive Science (CS). Research into NLP involves concepts and methods from many fields including artificial intelligence, linguistics, computational linguistics, statistics, computer science, and most importantly cognitive science.

The overall emphasis of the workshop is on the contribution of cognitive science to language processing, including conceptualisation, representation, discourse processing, meaning construction, ontology building, and text mining.

Additional topics of interest include, but are not limited to:

- Cognitive and Psychological Models of NLP
- Computational Models of NLP
- Evolutionary NLP
- Situated (embodied) NLP
- Multimodality in speech/text processing
- Text Summarisation and Information Extraction
- Natural Language Interfaces and Dialogue Systems
- Multi-Lingual Processing
- Speech Processing
- Tools and Resources in NLP
- Human and Machine Translation

Information will be updated at the workshop website: www.cbs.dk/nlpcs2011

Enquiries: NLPCS2011@gmail.com

This year's NLPCS workshop will be immediately preceded by a Ph.D summer school course in Translation Processes Research on 15-19 August. This first International TPR course will focus on theoretical aspects of process research, experimental research design and methodology, data representation and visualisation, and on user interaction with language technological tools.

Updated information about the summer school Ph.D course will be available at www.cbs.dk/tpr2011 (or via www.cbs.dk/nlpcs2011)

Enquiries can be made to: Arnt Lykke Jakobsen, alj.isv@cbs.dk

A new journey



Recently elected at the EGM, incoming Vic/Tas Chairperson **Sultan Dogan** discusses the role and responsibilities of the branch and how these are guided by the AUSIT Constitution

Dear Vic/Tas Branch members, the National Council and AUSIT members,

As you are aware, the Vic/Tas EGM was held on Friday and a new committee has now been formed. As elected Chairperson, on behalf of our Committee I would like to thank every concerned member and all others who attended the meeting and participated in the discussions on the e-Bulletin.

We have now embarked on a new journey. The past is memory, the future is anticipation, the present is a gift for us to enjoy and expand, to learn and grow, to care and share. There may be broken pieces on the ground, there may be obstacles waiting at the front, whatever the dilemma we may be confronted with, but remember that we are the ambassadors of cultures, communities and languages. AUSIT is an organisation encompassing almost all of the languages spoken on this planet. We are the home of language and cultural experts who work as interpreters and translators. The members of AUSIT play a crucial role in making meaningful and correct communication possible between linguistically different people. Contextualising words and relaying messages within the appropriate register is no simple task.

Very recently there have been various voices heard from the interpreting and translating community regarding the role and responsibilities of the AUSIT Vic/Tas Branch. Some of these voices are informed and others misleading. In order to eradicate any misinterpretations of the position of the

Vic/Tas branch, I would like to reiterate the following points:

- Vic/Tas Branch is governed by the AUSIT Constitution, which is not a human but a legal entity. The administration of each state is monitored by the National Council made up of state representatives.
- Vic /Tas Branch also represents Tasmanian interpreter and translator members.
- Vic/Tas Branch, similar to other states, has its own local industrial and professional conduct issues which require fair attention and investigations to achieve optimum results for its members and the interpreting and translating community.
- The actions taken by state branch committees and the National Council are guided by the AUSIT Constitution, and hence anything and everything decided on and acted upon remains as official records of the (business of the) Institute.
- The elected Executive Committee and Committee members work and operate within the boundaries and privileges of the Constitution. Any outdated sections of the Constitution may be brought to the attention of members. Amendments can be achieved with the aim of furthering and advancing the profession and the performance and rights of its members.

Having said that; I would also like to stress the following:

1. AUSIT is not a union-based

organisation.

2. AUSIT was born as a professional association and cannot undergo a fundamental change to become another form of organisation. It cannot be split and divided.
3. AUSIT is not a task force but a think tank — feeding fair, truthful and scientific knowledge to the language service community, including practitioners, government and non-government agencies and commercial business communities.
4. AUSIT monitors the performance of its members and awards individuals who have achieved high performance standards, acknowledging their contributions to the interpreting and translating community.

Clarification of concepts and terminology

Over the last two decades, globalisation has made it possible for some Australian-based translators, more than interpreters, to source business from overseas. On the other hand, some Australian-bred (or trained) interpreters have found employment overseas as conference interpreters. Each practitioner gains experience and expands not only their financial situation but also their intellectual pursuits.

We are fortunate to live in a society of many languages, many religions and many cultures—a 'multicultural society'. Australia continues to receive people from around the world under various migration and humanitarian laws. The influx of new arrivals keeps society quite dynamic and active, creating more jobs for interpreters and translators. In contrast to commercial industry, the bulk of the work carried out by interpreters is community based.

The great demand for interpreters in new and emerging languages to serve non-English and the English speakers makes AUSIT more important than ever in the language industry. The interpreters and translators of Australia mainly serve the social-welfare community. Hence the term 'community interpreting' has been coined to refer to their involvement within the community. Under no circumstances do community interpreters or translators differ in principle and ethics from conference interpreters or commercial translators. Interpreters working in the industry serve the community as doctors,

lawyers, teachers and statespeople do.

AUSIT NC and its state branches are conscious of the issues mounting around work and pay conditions which most practitioners are unhappy with. There are many ways this salient issue can be tackled within and outside of AUSIT. Some elements require extensive study and documented reports to act upon.

Many organisations, whether professional or non-government organisations, give birth through their life cycle to offspring which then determine the mission and vision for tackling aspects of the issues. In such circumstances, the two generally work in support of each other and search for a resolution to any problems.

AUSIT Vic/Tas has entered its third decade and perhaps quite naturally has given birth to new establishments to complement or fill in areas that AUSIT as such cannot cover.

Vic/Tas Branch

The Vic/Tas Branch held its EGM on Friday, 25 February. There were 21 people present representing

translators, interpreters, educators and community members. I would like to present to the AUSIT NC and its members the list of newly elected Vic/Tas Branch Committee members for 2011.

A. Executive Committee Members

Chair	Sultan Dogan
Secretary	Sarina Phan
Treasurer	John Gare

B. Committee Members

Alice Jaworski (Tasmanian Representative), Bi Yi Fang, Denise Formica (pending), Dong Mei Chen, Marina Del Greco, May Hu, Meredith Bartlett and Nadesan Sanderson (pending).

The makeup of the Committee reflects true democracy in our interpreting and translating community. This year we have representatives from ASLIA, emerging languages, community leadership and Tasmania. The Committee and I will work to serve the professional interests of our members and to contribute to our industry by initiating short and long term projects that will advance our profession

and create awareness amongst people about the salient features of our roles and responsibilities as professional interpreters and translators.

The members of the Committee will also play an active role in promoting solidarity and respect within our Institute. The members' professional and linguistic backgrounds no doubt will bring many good returns to our interpreting and translating community in general.

Any communication is welcome directly though my email address: **sultandogan@gmail.com**.

A brief Vic/Tas Branch report — prepared February 2011

As those responsible for the Vic/Tas Branch we are promoting AUSIT to members and to the wider community. Our efforts have resulted in quite a number of new and enthusiastic members joining the Vic/Tas Branch. We have participated in the Ethnic Communities Council Forum, public events at Monash University, the 'My Language' National Conference and the AUSIT National Conference.

The Vic/Tas Branch gets together regularly and is being guided by the plan we established when the Vic/Tas Committee was formed. We have also held a Professional Development session (see pages 10-11 of this issue). The branch also implemented the setting up and running of a number of telephone conferences via Skype. Coffee Club social meetings run every second Saturday of the month; we have had four meetings thus far.

Office Bearers for Victoria up to 25 February 2011

Chair — Marina Del Greco
Principal Delegate to National Council

— Vacant (previously Sultan Dogan)

Secretary — Vacant (previously Thomas Harding)

Treasurer — Vacant (previously Gordana Ivetac)

PD Coordinator — Dongmei Chan

Media Liaison Officer — May Hu

On 12 July 2010 the Vic/Tas Branch Committee resigned ahead of its end of term. Another committee was elected at the subsequent AGM in September 2010, but again late last year some members of that committee resigned.

At that point the committee was reduced to three members and no longer had the full complement of office bearers to form a quorum. The remaining office bearers continued to work diligently for the benefit of the branch and its members.

Marina Del Greco
On behalf of the Vic/Tas Branch

NC now tweets

The AUSIT National Council is now on Twitter. If you don't know what Twitter is, have a look at <http://tweeter.net.com/>, or our Twitter site (see the link below — don't worry, you can't break it). We will use it to share some quick updates of the things we are working on at the moment. Our tweets are not meant to be formal notifications, or discussion papers, but rather to keep everybody updated.

To ease the transition, we will endeavour to re-post all the tweets on the e-Bulletin as well. If you have a Twitter account yourself, follow us, and we will follow you! That way we promote each other.

Now head to http://www.twitter.com/ausit_nc.

AUSIT Qld branch report

Happy New Year everyone from Qld, and best wishes for the Year of the Rabbit — a supposedly calm and peaceful year. But it's been hectic up here ...

As you all know, the not-so-Sunshine State has had more rain than we can take. Our beautiful river city has been threatened by its best asset. Brisbane has been making headline news around the world and we are certainly now on the international map. The world has been watching our Premier Anna Bligh make disaster updates with an AUSLAN interpreter by her side, highlighting the important role our industry has to play.

Our biggest 'bravo' goes to our very own courageous AUSIT Qld members who lost their homes during the floods or had their homes damaged. Our branch Secretary and former branch treasurer both lost their houses and have displayed courage and inspiration beyond belief. We are so

very proud of you. Members rallied around and Sam Berner called up every single member who might be in harm's way; she didn't stop until everyone was accounted for. There you have it: it's simply an AUSIT Qld family up here!

Cyclone Yasi up north was the next threat and AUSIT members were involved in helping to make sure evacuation messages were reaching NES residents at risk. In spite of the serious damage caused in Tully, Cardwell, Mission Beach and surrounds, Cairns was spared, as were our members there.

Despite it all, our branch has had two Committee meetings so far. 2010 ended with a Committee Xmas dinner at a Nepalese Restaurant and the New Year was welcomed in with a well-attended Chat Breakfast at Southbank's Era Café (recently re-opened after going under in the floods). New and long-standing

members came to network, socialise and share information.

The PD schedule for the whole year is complete and a mini conference is planned for the end of May.

Many of the AUSIT Qld committee are also on the newly created National Events Committee organising the 2011 AUSIT Excellence Awards in Canberra.

I represented AUSIT at the first Qld RAC meeting and will also attend the Qld Health Interpreter Advisory Group in March to represent the interests of AUSIT.

Among new projects in the pipeline are another mentoring program for new and emerging language interpreters to be started later this year, and an AUSIT promotional campaign at the Qld Multicultural Festival.

Watch this space for more news!

Tea Dietterich
AUSIT Qld Chair

AUSIT Qld Professional Development report

The 2011 PD schedule kicked off with a January Chat Breakfast at Southbank's Era Café (recently re-opened after going under in the floods). New and longstanding members came to catch-up with each other, make new contacts and share information, then all went to the Lifeline Book Sale to raise funds for flood victims.

Sam Berner shared her experience with 20 colleagues at her 'Competitive Intelligence' workshop, offering a new way of looking at your competition

and market share then expanding it, plus practical tips for adapting and prospering in the new work environment. Next, on 26 March, Tineke Van Beukering will look at Post-Editing: the who, what, where, why and its place in the future panorama of the translation Industry. Other planned workshops cover business ethics, marketing and taxation. There will also be a mid-year picnic, the St Jerome Chat Evening and a Mini-Conference planned for the end of May.

DVDs of the AUSIT 2008 Biennial

Conference are currently on sale and will be available to PD attendees at a discounted price of \$30. QLD PD sessions are being recorded and will be available on DVD in the future.

Advertise and stay 'In-Touch' with T&I practitioners

AUSIT's quarterly newsletter reaches a wide range of stakeholders in the T&I industry. Why not advertise your product here or online with the national association for the translating and interpreting profession? Advertising rates are very reasonable, and you double your outlay as this newsletter is also published every quarter online.

Contact the Editor, Bradley Dawson, for more details.

e — bradley@smithandbrown.com.au | tel — 03 5472 5315

NZSTI News

Unfortunately, at the time of going to print, news from the New Zealand Society of Translators and Interpreters, NZSTI, was not at hand.

Our thoughts are with our New Zealand colleagues at this time and our best wishes go out to all affected by the recent earthquake in Christchurch.

We hope to bring you news from 'across the ditch' in our next issue.

Branch PD schedules for 2011

Qld

26 Mar — **Post-editing** (Tineke Van Beukering, 5:30pm).

23 Apr — **Chat Breakfast** (Saturday, Era Café booked).

28 May — **Business Ethics** (Laurie Robson, not finalised as yet/part of the mini-conference).

23 Jun — **Marketing for Translators** (Sam Berner).

23 Jul — **Picnic** (venue TBA, probably Roma Street Parklands).

25 Aug — **ATO for Microbusinesses** (not finalised).

22 Sep — **Introduction to Editing** (Alejandra Hayes, not finalised).

30 Sep — **St Jerome's Chat Evening** (venue to be decided).

First week of Oct — **Branch AGM.**

Second week of Oct — **Qld Multicultural Festival.**

26 Nov — **End of Year Chat Breakfast.**

Other events will also occur. The branch is working on a webinar with xTM for all AUSIT members.

WA

12 Mar — **AUSIT WA PD Session — AUSIT Conference Rewind**, 1-4pm, Tresillian Community Centre, 21 Tyrell St., Nedlands.

Did you miss out on the AUSIT conference – or didn't get to hear all the presentations you wanted? Here's your chance to view some recordings of selected conference presentations and participate in a round table discussion with colleagues afterwards. For interpreters: **Interpreters and coping strategies for managing occupational stress** by Karen Bontempo and Dr Valerie van Loggerenberg.

For translators: **Hidden narrators in non-fiction texts** by John Jamieson, Senior Translator at NZTC International, Wellington, New Zealand.

Cost: Students \$15, AUSIT members \$20, Non-Ausit \$25. Afternoon tea will be served.

REGISTRATION ESSENTIAL. Please register by emailing Michele at mdrtranslations@arach.net.au.

Second Friday of the month — **Monthly T&I Networking Session**, at Tresillian Centre Café, 21 Tyrell St. Nedlands.

E-Flashes will go out to WA members as the date approaches.

SA/NT

First Saturday of the month — **Connect IT.**

The Connect IT networking sessions are continuing on the first Saturday of the month, from 10am to 12pm. We have a great venue: Alfonso's Continental on the corner of Hutt and Halifax streets. It is centrally located, easy for parking and public transport, able to accommodate a relatively large group, not too noisy, and has quality cakes, meals and great service. These Connect IT sessions are open to all translators and interpreters, whether they are AUSIT members or not.

April or May — **A workshop on the basics of bookkeeping for translators and interpreters.** Details to follow by e-Flash.

Vic/Tas

12 Mar — **Coffee club for AUSIT members and friends** (Saturday at 11 am, Queen Victoria Building).

Our monthly coffee time is here again. We continue our coffee informal chat meetings for members and practitioners to have an opportunity to meet and be together. There is no agenda: this is just a chance for all AUSIT members from the local branch and from other parts of Australia who are in town, as well as friends of translators and interpreters, to meet and catch up socially over a cup of coffee or tea.

We will meet at Max Brenner Cafe — on the outside tables if the weather is good, or inside if it is not good.

The venue is located at QV square inside the Queen Victoria Building.

<http://www.qv.com.au/#/top/getting-there/map>

Please share this invitation with your friends working in the industry. Everyone (including all language practitioners and interested people) is welcome! My mobile number is 0418 580 255 if you need to contact me. Marina Del Greco.

NSW

We had our first branch meeting of the year on 15th February and will be shortly notifying members of the new PD program for this year. Other areas of current focus are membership and profiling members' interests.

The NSW website will be updated with upcoming events. <http://sites.google.com/site/ausitnsw/home>

How to be a successful telephone interpreter without high blood pressure

Vic/Tas' **Marina Del Greco** learned about skilful and stress-free telephone interpreting at a recent workshop



The workshop was well-attended and the great deal of creative feedback received by the branch has led to a follow up meeting with presenters Ernest Zanatta and Alison Thorne of TIS..

A USIT members and guests met on 17th December 2010 for a Professional Development workshop. Dongmei Chen, Professional Development Coordinator, invited TIS Manager Ernest Zanatta to share some of his hints on skilful and stress-free telephone interpreting. Dongmei, May Hu, Thomas Harding and Marina Del Greco from the AUSIT Vic/Tas Committee welcomed Ernest along with many keen participants.

The issues discussed touched on the subjects of ethical behaviour, patience, availability, politeness, quality of telephone lines, length of

interviews, and attitudes of the parties participating in conversations. Pleasing to see was that the operators who work with interpreters were also present and participated in informal discussions before and after the session.

Feedback forms were sent out to all workshop participants. We received very creative comments. Thank you everyone for participating in the workshop and for returning your replies with questions and feedback. We took all your comments and criticisms very seriously and arranged a follow-up meeting with Ernest and Alison Thorne of TIS to discuss the topic further.

Presented here are further hints for taming your blood pressure when TIS telephone calls break into your life.

Every TIS interpreter has access to a TIS Interpreter Liaison Officer

Knowing this is great help if the interview you were involved in did not turn out as you expected, and if there are suggestions you wish to make to TIS management.

Logging in

It is important that interpreters log in when they are available and log out when they are not. Some interpreters keep logged in even if they are busy and cannot interpret. This practice confuses operators and hampers their efforts to find an interpreter. This may result in fewer calls for such interpreters. The great news is that TIS is introducing an 1800 number which will be a free call for interpreters. Thus logging in will not be an extra cost for interpreters, no matter how many times they call. Correct use of the log-in system ensures minimum stress with maximum work coming in.

The role of operators

TIS operators facilitate the connection between parties. They are very friendly and accommodating. They hope the interpreter will provide them with clear information about all the relevant details in order to connect the call. Once the call is connected, the operator is no longer available on the telephone. There is no emergency key sequence to get the operator back, but if there are any follow-up issues the Interpreter Liaison officer is available to discuss the situation.

Working environment

Flushing the toilet or preparing food in the kitchen during an interpreting session creates undesirable background noise which can be easily heard — be well aware of this. Sitting in a comfortable position next to a pen, paper and possibly a beautiful calming computer screensaver is advisable.

Telephone (handset) quality

Having a good quality telephone with a hands-free option and an option for a headphone-microphone with a "mute" button is an excellent idea. This will reduce unnecessary household noise. Panasonic makes excellent cordless telephones. They are not too expensive and have all

the appropriate features. A hands-free telephone function is useful, and volume adjustment protects your sanity and your ears, preventing music-on-hold from rupturing your eardrums.

The interview

The interpreter who just does interpreting is a formula for success. Clients will communicate their issues, and if they do not understand each other, the interpreter's role is to simply interpret. However, it is important that the interpreter understands the point that has to be communicated — an excellent practice is to ask politely for more explanation if the matter appears confusing.

Beware of short phrases taken out of context. Often patience is an interpreter's best friend. Sometimes tempers run hotter than usual. In this case, speaking more slowly in a slightly lower voice is conducive to the parties switching to a 'calmer mode'.

Quiet time

When interpreters are not logged in, there is still a good chance TIS emergency calls will come through. This is one of the more difficult issues if you need totally quiet time. One solution may be to lower the telephone ringing volume to a minimum. This becomes especially important when one is not feeling well.

Call allocations

The TIS system is programmed to give priority to NAATI level 3 accredited interpreters. If Level 3 interpreters are logged in, they get top priority when it comes to work allocation. Obtain the highest possible accreditation level from NAATI as soon as you can to ensure work is allocated to you.

Training

From time to time TIS allocates scholarships to courses for interpreters in emerging languages. These are only available for rare and increasing-in-demand languages, and are not available for interpreters in more established language groups.

Feedback

Complaints about interpreters may occur, but most of them arise from tension and difficulty in communicating. The excellent news is there have not been any complaints for a long time and that TIS interpreters' work has been very good.



Following the AUSIT Code of Ethics and commonly known rules ensures smooth communication.

Better pay

Better pay can be achieved by being logged in more often. There is no specific plan to change payment arrangements for telephone interpreting. The new log-in telephone number does, however, reduce interpreters' expenses — the free number will eliminate call costs and improve the efficiency of our work.

Reference letters

Interpreters can ask TIS for a reference letter if they are applying for positions where such a letter is important.

Sharing ideas and situations

When you, as an interpreter, encounter a challenging situation and are pleased with how it was resolved, a great idea is to write to the AUSIT PD coordinator with this hint for helping others in a similar situation. Often very simple hints make our work much smoother and less stressful. Please feel free to do so.

We hope many of your questions have been answered. If you feel you wish to add your own hints and tricks-of-the-trade to this message, please email us any time. Address your emails to admin@ausit.org, attentioning it to May Chan and/or Marina Del Greco. All your emails will be replied to.



Images from top to bottom: Workshop participants thoroughly enjoyed themselves; Marina Del Greco of Vic/Tas AUSIT introduces presenter Ernest Zanatta, one of two such from TIS; AUSIT Vic/Tas' May Hu poses a question.

A Swahili interpreter returns to the Congo

by **Dr Dorothy Prentice** NAATI Paraprofessional Swahili (Kiswahili) interpreter and AUSIT member

Just over three years ago I returned from 27 years of working in Africa (mainly Tanzania and also Namibia). During those 27 years I travelled with my family all over eastern, central and southern Africa, including the Democratic Republic of Congo in 1985, when it was called Zaire.

Twenty-five years on, in November and December 2010, I revisited the Congo for three weeks.

'Congo?' you say. 'Gorillas?' you say — didn't see any (wasn't interested and it's very expensive). 'Marauding, rapist militias?' you say. They're there, but fortunately I didn't meet any. 'Warm African hospitality?' I found a lot of that. And finally, 'Poverty, corruption, disruption by war and volcanic eruption?' Yes.

My *safari* (incidentally one of the few Swahili words imported into English for those of you who didn't know) involved travelling with a small team of 12 to provide any type of support we could to a large hospital-based ministry in Goma, a large city on beautiful Lake Kivu in north-eastern Congo. Goma is just over the border from Rwanda, from where it is easier for tourists to access the gorillas ('in the mist') if they so desire. Goma's position makes it easy to access by international travellers as the border is only a four-hour bus ride from Rwanda's capital Kigali. If you want to go further into the Congo it's pretty difficult, as the roads are fairly non-existent, pot-holed and dangerous, and air-travel is very expensive. The red-tape increases exponentially the further you go into the interior.

Well, enough preamble: Why would a Melbourne-based Swahili interpreter want to go to the DRC, apart from wanting to help at the hospital? People don't generally know that the large eastern swathe of DRC is Swahili

speaking, and that Swahili is one of the Congo's four official languages. With a population of 68 million, the country is home to a lot of people speaking one of the most widely spoken languages in Africa. In fact, most of my NES clients here in Victoria are from eastern DRC, and were displaced by the most recent war and pillaging following on from the instability in the region generated by the Rwandan genocide of 1994.

While also not general knowledge, but to be expected, Swahili has variants or dialects. The main ones being the Standard Swahili of Tanzania, the less-grammatically correct and different Swahili of Kenya and Uganda, and the even less-grammatically correct Swahili of DRC which is also mixed in with French. My 'difficulty', if you like, was that, being a speaker of pure Tanzanian Swahili, I needed to do more research on Congolese Swahili in order to better serve my NES clients, my agencies and professionals, and myself. Not that my NES clients have trouble understanding me — they invariably say, 'Your Swahili is very good; we understand you well — you're speaking Tanzanian Swahili.' For the Congolese, I need to be careful about using the more erudite Swahili words based on Arabic, as they often don't know them. Conversely, I need to think of the appropriate French word, as that is often what is better known.

All in all, Swahili is spoken by around 80 million people in Africa, so it is one of the main African languages. Fortunately for me, it is also one

of the world's easiest languages to learn, with a Latin-based script, regular pronunciation and regular grammar. As with all sub-Saharan Bantu languages, Swahili is constructed around 18 or so noun classes, and this is one of the main difficulties that learners of the language must master. Everything else in a sentence must agree with the noun class involved. The verb forms are a delight, with varieties of relative, tense and object infixes and specific endings to change the character of the verb and make one word suffice where several are required in English. The map below will instruct the uninitiated in the wide distribution of the Swahili language.

I also have NES clients from Rwanda, Burundi and Uganda. Though Swahili is not the main language in these



nations, many people understand it and many others have spent prolonged periods in the large refugee camps in western Tanzania being exposed at least in part to Tanzanian Swahili. Rwanda was severely destabilised during the 1994 genocide (800,000 to a million Tutsis were butchered by the Hutus) and Burundi has experienced similar ethnic violence over the years. I was glad to see, on my recent visit, a peaceful and progressive Rwanda, due in the main to the firm direction of its president, Paul Kagame.

My recent visit has enhanced my language skills, renewed my emotional connection to that part of Africa, and has given me first-hand exposure to the latest political and development situations. This is all good background for an 'Anglo' interpreter working in her second language.

In my last article I expressed views on the importance of continuous development for an interpreter. In this article I will focus on examples from my experience to show different situations an interpreter can face, and how skills and knowledge play significant roles in getting messages across correctly.

We know interpreting is not just a word for word translation. An interpreter first understands what the speaker has said, then digests it, restructures the message, and re-expresses it in the target language. The nuances of a language are deeply rooted and the interpreter must grasp intuitively the real meaning. For instance, when I was acting as an interpreter at a luncheon, a senior Australian Government officer told his Chinese counterparts he 'was suffering from proper Chinese food withdrawal.' I instantly translated this into the Chinese equivalent: 'I feel miserable because there is no proper Chinese food for me to eat.' I was confident this was the exact meaning of the sentence. In this sentence the term 'food withdrawal' may lose its intended meaning when translated word-for-word.

Another example was when I was providing interpreting services at a mining conference. I did not prepare much in advance because I had done several such jobs. However, when I entered the conference room and saw the topic of the day 'Mining Stewardship' on the big screen, I was struck by the message; I could not think of an appropriate term for this as I did not completely understand the message in the two words. I reached for the projector and pressed the 'page down' button to read the first two pages of the presentation to gain an understanding of the presentation. I recognised that it was actually about minimising harm to people and the environment from mining activities. I translated the term into Chinese thus: 'Fostering sustainable mining management.' The attendees felt I spoke professionally and congratulated me on my knowledge of the technical terms at the end of the conference. These examples show that an interpreter can overcome obstacles by thinking quickly then applying his/her skills.

Even though preparation in advance is a good practice, interpreters should

Practice, skill and knowledge — a freelance interpreter's experience

by Victor Xu



also have the ability to acquire knowledge during meetings. Last December I was interpreting for a conference on climate change. Australian delegates presented studies on the economic impacts of climate change mitigation. One session about emissions accounting dealt with different kinds of emitting agents. A speaker spoke about 'fugitive emission'. From the context, I learned this is an emission that is released into air, but not from fossil fuel burning. So I produced a suitable phrase and used it throughout the conference.

Reading newspapers, watching television, or surfing the Internet can be of assistance to an interpreter for handling topics like the above, but they are not enough. I think structured training, focusing on areas where I want to improve my understanding, is most helpful. Such training gives me an obvious aim, a clear set of objectives, and a logical framework. The training enables me to grasp the rationale behind technical language at professional conferences so I can translate to another language in a meaningful way.

My training also proved useful when I interpreted at an international conference on measuring income inequality in a society. The participants were experts in the field, including senior government officials and academics. As an interpreter, one cannot possibly understand all the technicalities discussed at such a conference given the participants' depth of knowledge. However, in this

instance my academic training in economics during my Master's degree paid off — I had learned different ways of measuring income inequality. Besides *Lorenz curves* and the *Gini formula*, there is the *decile* method of ranking the inequality in a society, whereby one arranges income units (persons, families, or households) in order, from poorest to richest; divides the hierarchy into deciles (tenths); and computes either the average income by decile or the share that each grouping has of the society's total income. Then the shares or averages of rich and poor can be compared.

I do not consider myself to be a bilingual economist nor an expert in income distribution. I could not argue the advantages and disadvantage of a particular analytical method, nor could I judge the soundness of data manipulation, but I could understand the train of thoughts of each speaker and understood what was being presented. I handled this interpreting job with fluency and gained positive feedback. And the clients felt that I was on the same wavelength as them. They employed me again, even though my service fee is by no means the cheapest. This illustrates that in-depth knowledge can benefit an interpreter tremendously.

As the world develops, it appears there is increasing specialisation in every field. Interpreters are likely to need to specialise, or at least delve deeper into particular topic areas to produce quality work. Continuous, structured self-development is invaluable.

AUSIT Senior Practitioner at the 2010 World Expo



As part of the team at the Australian Pavilion in Shanghai **Rona Zhang** rubbed shoulders with some famous names while becoming a little famous herself.



While working at the World Expo as an interpreter, Rona also received her Queensland-China Education and Training Award for Excellence in Higher Education. She is pictured here with other award recipients.

'Businesses and individuals must learn and master the cultural aspects of trade and negotiation, not to mention techniques for living and travelling in China — that's what will give them a long-term edge over others'.

AUSIT Senior Practitioner Rona Zhang has just returned from an exciting assignment in China as part of the team at the Australian Pavilion at World Expo 2010 in Shanghai. As a key interpreter and translator selected from a large pool of applicants, Rona spent the entire duration of the expo from early April to early November assisting groups and individuals, from leading trade and cultural delegations to celebrity megastars.

'Being a part of this major event enabled me to be in the middle of the action', said Rona. 'Dealing with

such a diverse range of clientele in a condensed time-frame certainly required quick thinking and dedication to the craft of interpreting and translation.'

Meeting personalities such as tennis ace Roger Federer, piano superstar Lang Lang, Foreign Minister Kevin Rudd, and film legend Bryan Brown was all in a day's work for the busy interpreter. 'One of the more memorable, challenging and stand-out moments at the Expo was speaking the mind of former Prime Minister Bob Hawke. His trademark eloquence in Aussie slang certainly kept me on my toes when getting his point across to the local dignitaries and media.'

Led by Commissioner General Lyndall Sachs, the pavilion targeted business promotion events in the pavilion's dedicated VIP area. This highlighted Australian capabilities in key industry sectors, helped boost trade and two-way investment, and expanded institutional and people-to-people links.

The pavilion hosted 217 business program events which were attended by 15,800 Australian and Chinese entrepreneurs, officials and academics. The pavilion received over 8,000 VIP delegations from Australia, China and around the world, including high-level Chinese visitors such as President Hu Jintao and Vice-Premier Li Keqiang.

'It is an exciting time to be a part of the cross China-Australia relationship', Rona points out. 'With the rise and rise of China as a world financial power, it has never been more important to ensure communications between countries, businesses, organisations and individuals are at the optimum level.'

After several visits to Australia, in 2005 Rona immigrated here with her Australian husband and their young daughter from China. One of the first items on the list to achieve was graduating from University of Queensland with a Masters Degree in Translation and Interpreting.

Rona's upbringing was typical of others experiencing life in China during the late 1970s and early 80s. 'My parents were so supportive and would go to great lengths to make sure I had the best possible education, despite their relatively low income in rural Jiangsu province', reflects Rona. 'In a few short years I moved from never having seen



a westerner to being a link between east and west in my profession. The rapid growth in my business comes as no surprise.'

Rona's success mirrors that of China and the rapid growth experienced through the ups and downs of financial times.

After settling into life in Australia she soon became active in national professional bodies such as the Australian Institute of Interpreters and Translators (AUSIT) as well as with the local Chinese community.

As a member of the National Council and former chair of the Queensland Branch of AUSIT, Rona was a popular presenter at state and national conferences. After successfully completing her World Expo project in Shanghai, Rona has opened a new office in the Sunnybank Business Centre in Brisbane, based at the Times Square building. In the past she operated her business Auschina Translation from her home office, but with an increasing demand for her translation and interpreting services and growth

in employee numbers, a larger premises was needed in 2011.

One of Rona's recent professional highlights was being nominated by the University of Queensland and winning a Queensland-China Education and Training Award for Excellence in the Higher Education category. The awards ceremony was held at the World Expo in Shanghai last year. Not only is she a part of the student alumni, she has also taught a postgraduate program at the university as well. One of the students at the same faculty at which Rona taught has now joined her business.

'Riding along the wave of the Expo in Shanghai highlighted the need for lifelong learning no matter what field one is in', explains Rona. 'Businesses and individuals must learn and master the cultural aspects of trade and negotiation, not to mention techniques for living and travelling in China — that's what will give them a long-term edge over others'.

Above: Rona interpreting for former Prime Minister of Australia, The Hon. Bob Hawke.

'One of the more memorable, challenging and stand-out moments at the Expo was speaking the mind of former Prime Minister Bob Hawke. His trademark eloquence in Aussie slang certainly kept me on my toes when getting his point across to the local dignitaries and media.'



AUSIT

2011 NATIONAL EXCELLENCE AWARDS & D-DAY EXPO

CANBERRA 11TH NOVEMBER

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

The AUSIT Excellence Awards celebrate organisations and individuals/teams in six categories:

1. Outstanding Contribution to the Translating & Interpreting Industry
2. Excellence in Translating
3. Excellence in Interpreting
4. Outstanding Contribution to AUSIT (Paul Sinclair Award)
5. Outstanding Contribution to Indigenous Interpreting and Translation
6. Excellence in Telephone Interpreting

CONTACT

info@ausitawards.org
1800 284 181
PO Box 193
Surrey Hills Vic 3127

SPONSORSHIP

Tea Dietterich
Sponsorship Coordinator
tea.dietterich@2m.com.au
0417983076

