

IN TOUCH

MAGAZINE OF THE AUSTRALIAN INSTITUTE OF INTERPRETERS AND TRANSLATORS

Special feature: Isolated together

Indigenous interpreters and
COVID: transmitting vital
messages, not the virus

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Taking social traditions online
to connect with colleagues

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Trapped in a cinematic drama

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A useful tool for practitioners

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Interpreting at the 2000 Olympics

Two decades on: reflecting on a
heady experience that led to a
new career

< pages 22–23

Plus more ...

... including translated works in Kid
Lit Month, winners of the inaugural
AUSIT Translation Competition,
and three questions on T&I for
international conferences

< In Touch

Summer 2020–21

Volume 28 number 3

The submission deadline for the Autumn 2021 issue is 1 February
Submission Guidelines:

www.ausit.org/in-touch-magazine/

Managing editor

Hayley Armstrong

intouch@ausit.org

Publication editor + design and production

Helen Sturgess

editor@ausit.org

Cover image

A scene from *The Translators*, courtesy of Palace Films (see pages 10–11 for a review of the film and also a related competition)

AUSIT contacts

Suite 154
16 Beenleigh Redland Bay Road
Loganholme
QLD 4129
Telephone: 1800 284 181
email: admin@ausit.org

www.ausit.org

Access In Touch online

www.ausit.org/in-touch-magazine/

We acknowledge the Traditional Owners of Country throughout Australia and recognise their continuing connection to land, waters and community.

We pay our respect to them and their cultures, and to Elders past and present.

< Editorial Committee

Hayley Armstrong (Chair)

intouch@ausit.org

Tania Stuart

tacastupi@gmail.com

Xiaoxing (Amy) Wang

amyxwan@gmail.com

Christy Filipich

christy.filipich@gmail.com

Nicola Thayil

nicola_sav@yahoo.com.au

Sophia Ra

s.ra@unsw.edu.au

Jen Plaistowe

jenplaistowe1@gmail.com

Claudia Schneider

claudiaschneider@bigpond.com

Jemma Ives

info@jitranslation.com

Letter from the editors

Welcome to our third COVID-era issue. Being a T/I can often be lonesome but with the ongoing pandemic, overcoming isolation has become even more crucial—even for interpreters, who are usually more likely than their translator counterparts to be out and about. In this issue we explore isolation from different angles. Despina Amanatidou successfully outsmarted COVID-induced isolation by hosting a Zoom coffee date with her Greek colleagues across Australia (page 15), and Aboriginal Interpreting WA got public safety messages out while also ensuring that interpreters, clients and communities could all stay safe (pages 8–9). For a thrilling tale of translator isolation taken to the extreme, check out Jen Plaistowe's review of a newly released whodunnit-style movie *The Translators*, and be in the running to win a DVD (pages 10–11).

This year, AUSIT's annual conference was held virtually for the first time. While vastly different from the usual face-to-face event, attendees were still able to network and socialise in Zoom networking sessions and through the Attendify app. It also meant practitioners could attend from far-flung places (myself, living in Mexico,

included!—pages 12–14). Many PD events are also overcoming face-to-face restrictions by developing virtual capacities, including NAATT's live roleplay interpreter testing process (pages 18–19). Online events and workflows have always been a thing, but COVID was perhaps just the nudge we needed to fully embrace the virtual.

The last quarter of the year is always momentous for our profession. **Women in Translation Month** (August) is dedicated to promoting and advocating the translation of work by female authors (check out 2020's recommendations, one per day throughout August, [here](#)), while **Kid Lit Month** (September) offers a feast of translated tales (pages 16–17) in the lead-up to **International Translator's Day** (30 September). While most ITD celebrations took place online, of course, including the NSW Branch's webinar on the impacts of COVID on T&I practitioners, the WA Branch took advantage of the state's low COVID numbers to take a trip to the cinema, to see ... what else? *The Translators*! November was also special for many members this year, as the twentieth anniversary of the Sydney Olympics and Paralympics ticked over (pages 22–23). This is the first issue that I've been involved in from start to finish, and it has been a pleasure to put it together with co-editor Helen and the Editorial Committee. We hope you enjoy it.

Hayley and Helen



Potato Potato by Vitauts Lūdēns (original title: *Kartupeli, Kartupeli*) was illustrated by Ieva Jurjāne, translated from the Latvian by Žanete Vēvere Pasqualini and Kate Wakeling, and published by the Emma Press.

See page 16 for Laura Taylor's article on translated works for children and young adults in Kid Lit Month.

Cover image courtesy of the Emma Press.

Contributions welcome

A quick flick through any issue of *In Touch* is enough to see that there are many ways AUSIT members (from students to Senior Practitioners) and other T&I stakeholders can contribute. If you have an idea—whether for an article on a particular topic, a reflection from your own experience, a cartoon, poem or ... whatever it is, get 'in touch': we'd like to hear about it, and can help you shape your idea into an interesting read. To contribute:

- check our submission guidelines and deadline*
- if you have any questions, email one of the editors or an Editorial Committee member*
- go for it!

* this page, first column



Member organisation Fédération Internationale des
Traducteurs International Federation of Translators

AUSIT

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News in brief

(a review of T&I-related items that have appeared in the media since the last issue of *In Touch* went to press):

25 Jul: Pandemic spurs on a welcome change

Early launch of video interpreting services in Western Sydney boost access to telehealth options for culturally and linguistically diverse communities. **SBS News**

August: Women in Translation Month

This annual celebration of translations of writings by women features one woman writer from around the world per day. twitter.com/Read_WIT

11 Aug: Twitter Is Testing Automatic Tweet Translation

Translation to a chosen language may become an automatic feature if trial users like it. **au.pcmag.com**

11 Aug: Amendment to clean-up bill for AB 5 needed to protect professional translators and interpreters

American legislation to prevent misclassification of workers may adversely impact T&I freelancers. **calmatters.org**

12 Aug: NAATI starts new blog

AUSIT's sister organisation launches a new forum for T&I professionals and stakeholders. **naati.com.au**

21 Aug: Lyfe Languages is helping translate medical terms into language

A project that translates complex medical terminology into a number of Aboriginal languages aims to improve health care access for traditional language speakers. **Radio National 'Away!'**

26 Aug: N-word dropped from French edition of Agatha Christie novel

The title of the translation of Christie's *And Then There Were None* will be changed from *Dix Petits Nègres* (Ten Little Niggers) to *Ils Étaient Dix* (They Were Ten). **rfi.fr**

1 Sep: You May Not Know Ann Goldstein. But Without Her, You Might Not Know Elena Ferrante Either

An examination of the phenomenon that has pushed the pseudonymous Italian novelist's translator into the limelight. **esquire.com**

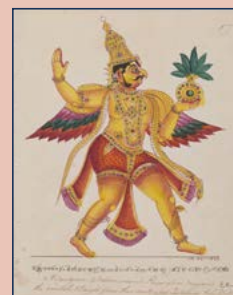
21 Oct: Translation tools, air purifiers: face masks go high-tech

Face masks are being designed with a range of added features, including tech that facilitates translation. **Yahoo!finance**

27 Oct: 2020 Warwick Prize for Women in Translation longlist announced

In its fourth year, the longlist of sixteen titles for the annual prize covers 12 languages, including works from Argentina, Brazil, China, Malaysia and Sudan. **miragenews.com**

27 Oct: Why are historians and scholars of art worried about a Persian translation of the Mahabharata?



There are concerns that the valuable original copy of a historic translation of the Sanskrit epic, locked away for decades due to a family legal dispute, may be decaying.

The Indian Express

Garuda returning with the vase of Amrita, unknown (production), Public domain, via Wikimedia Commons

27 Oct: 'Translation machines': Interpretation gaps plague French asylum process

The legal processing of asylum claims in France's National Asylum Court is held up by a 'lack of quality ... interpreters' in some languages. **The New Humanitarian**

29 Oct: First ever English translation of South Korean "comfort women" novel ...

An experienced husband-and-wife translation team have brought the first Korean novel based around the Japanese Second World War practice of forced prostitution to the rest of the world. **NWAsianweekly.com**

5 Nov: The Uluru Statement from the Heart has been translated into more than 60 languages

The translations of the agreement by 250 Indigenous delegates that speaks of the need for Indigenous constitutional recognition has been translated by SBS journalists, in a collaboration with the Uluru Dialogue and UNSW's Indigenous Law Centre. **SBS News**

11 Nov: Sign language interpreter, 18, reveals the 10 basic terms EVERY Australian should know ...

Amber Johnstone's TikTok demonstrations of 10 phrases from Auslan—including 'yes', 'no', 'thank you' and 'how are you?' as well as words for police, ambulance and fire brigade and gestures for 'help' and 'call 000'—have gone viral. **Daily Mail Australia**

20 Nov: Federal Government used Google Translate for COVID-19 messaging ...

An ABC investigation into 'nonsensical', 'laughable' and mixed-up translations finds that official translators were 'initially sidelined' and 'automated translation' sometimes used. **ABC News**

AUSIT Student Excellence Awards 2020

Every year, nominations based on academic achievement are invited from each of [AUSIT's affiliates](#) in the VET and Higher Education sectors: state government-funded tertiary educational institutions which offer NAATI-approved T&I programs.

Each nominee is asked to state, in fifty words or less, the most valuable lesson they learned as a student. The four answers published here demonstrate the variety of responses we receive from our future T&I professionals:



Jessica Donaldson

"The most valuable lesson I learnt at UWA was to be unafraid of getting things wrong. I learnt to ask questions and be curious rather than be perfect, as it was that curiosity and desire to improve that helped me to understand concepts better and stay motivated."



Wenfei Huang

"I have not only gained knowledge, but also learned to think independently and be proactive about learning. Furthermore, I have learned how to communicate with students and teachers from different cultures equally and freely in a spirit of mutual respect."



Zakia El Muarrifa

"I learned to deal with feedback and failure. At first, it was hard seeing the returned translation assignments filled with comments and track changes when I had worked hard on them. However, I realised that the constructive feedback was for me to develop my skills to become a good translator."



Madelane Higginson

"The most valuable lesson I learned was the value translators and interpreters have in society. We are often seen as invisible, but we provide an invaluable service to those who may otherwise not be able to access vital information or have a voice. We shouldn't forget the impact we have."

Branch	Institution	Nominated students and their courses		
NSW	University of New South Wales	Alison Windsor Master of Translation	Min Hughes Master of I&T	Madison Wu Master of I&T
	Macquarie University	Yukari Ishiwata Master of Advanced T&I Studies	Shuo Fang Master of T&I Studies, Master of International Relations	
VIC/TAS	Monash University	Zakia El Muarrifa Master of T&I Studies	Wen Xin Lim Master of T&I Studies	
	RMIT University	Madelane Higginson Master of T&I	Su Kyung Jung Diploma of Interpreting (Korean-English)	
QLD	University of Queensland	Chuan Tian MA in Chinese T&I (MACTI)	Yasuki Tominaga MA in Japanese I&T (MAJIT)	
WA	University of Western Australia	Jessica Donaldson Master of Translation (Italian)	Dakshayani Shankar Sthipam Master of Translation (German)	
SA/NT	University of Adelaide	Wenfei Huang Master of Arts (Translation and Transcultural Communication)	Zhuoshi Xu Master of Arts (Interpreting, Translation and Transcultural Communication)	

AUSIT Learnbook:

our new home for online professional development and discussion



In July this year, AUSIT launched the AUSIT Learnbook (Moodle), an interactive platform hosting communication and education features to fulfil members' needs.

There has been a fantastic uptake and we now have over 300 users on the platform.

One of our most popular features is our 'Discussion Forums', where members can discuss the industry, raise specific T&I questions or share resources and training opportunities. These forums have replaced the eBulletin. There are a variety of topics available, allowing members to subscribe to any they have an interest in.

Learnbook also hosts professional development courses, some of which are free for AUSIT members. We are continuing to expand the selection of free PD courses available, as well as adding paid PD resources, so that participants can review webinars they were unable to attend, or want to revisit.

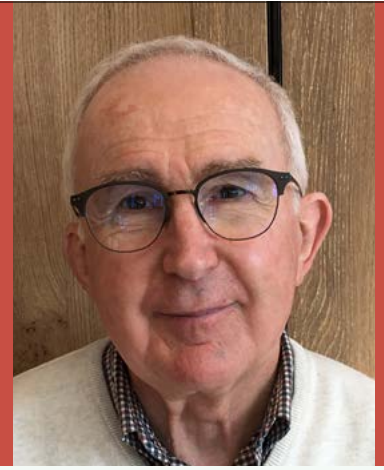
Learnbook can now be accessed from the AUSIT website homepage, and all members are encouraged to register using their AUSIT email to access members-only features.

Learnbook, along with information on how to register for and use it, can be found [here](#).

We are delighted to see many members wholeheartedly embracing this platform and we encourage you all to make the most of it.



Award of AUSIT Fellowship to: David Deck



CITATION

The National Council of AUSIT has approved the award of a Fellowship to David (Dave) Deck, agreeing with those members who nominated him that he is a very worthy recipient of that award because of his contributions to the profession in a wide variety of areas over many years.

Dave has practised as an Indonesian and Malay interpreter and translator for over 25 years. In addition to being a respected practitioner, he was an I&T educator at RMIT University for almost 10 years, where he taught, mentored and influenced many cohorts of students who are currently working in the field.

Dave has also been a very active contributor and advisor to NAATI in his roles as examination panel chair and examiner on two panels, contributor to the examiners' manual, examiner trainer, and more recently as a member of the Technical Reference Advisory Committee (TRAC). After retiring from fulltime employment with the Defence Force, where he taught language, and from sessional tertiary teaching, he switched his attention to AUSIT. He was the Chair of the Victorian/Tasmanian Branch and Branch Delegate to the National Council in 2015, and National Secretary from 2016 to 2020.

Over the past six years, Dave has made an incredible contribution to AUSIT. His dedication to the organisation saw him working as many hours as a fulltime position, for which he received no remuneration. He donated to AUSIT several

thousand dollars he was paid by NAATI for his consultancies, an enormously generous gesture demonstrating his selfless service to AUSIT and to the profession.

In his role as National Secretary, he swiftly gained a thorough knowledge of the constitution and by-laws. He identified a number of outdated aspects in the by-laws and initiated long-needed changes that were duly implemented. As a member of the National Council, Dave was one of the pivotal members. He always provided insightful and productive input, and completed the long lists of tasks which were assigned to him without fail. His role as National Secretary also extended to training and inducting new state branch members, liaising with the branch secretaries and membership officers, liaising with the paid administrators, and being aware of all organisational aspects of the association.

Dave was also very active in the establishment of the Tasmanian Branch, first as the Vic/Tas Branch Chair, and then as National Secretary. He offered a number of free PD sessions for Tasmania and other branches. Dave has given more time to AUSIT in the past six years than most members have done in their whole careers. He has made a significant contribution to both AUSIT and the profession at large, and is publicly recognised for his leadership by being awarded the highest honour that can be given to an AUSIT member.

21 November 2020

AUSIT Translation Competition 2020

The inaugural AUSIT Translation Competition was open to non-professional translators in seven languages: Arabic, French, German, Korean, Japanese, Chinese, Spanish.

Thanks to the active participation of students from our Educational Affiliate members (to see them listed [click here](#)), we received a whopping total of forty-four entries.

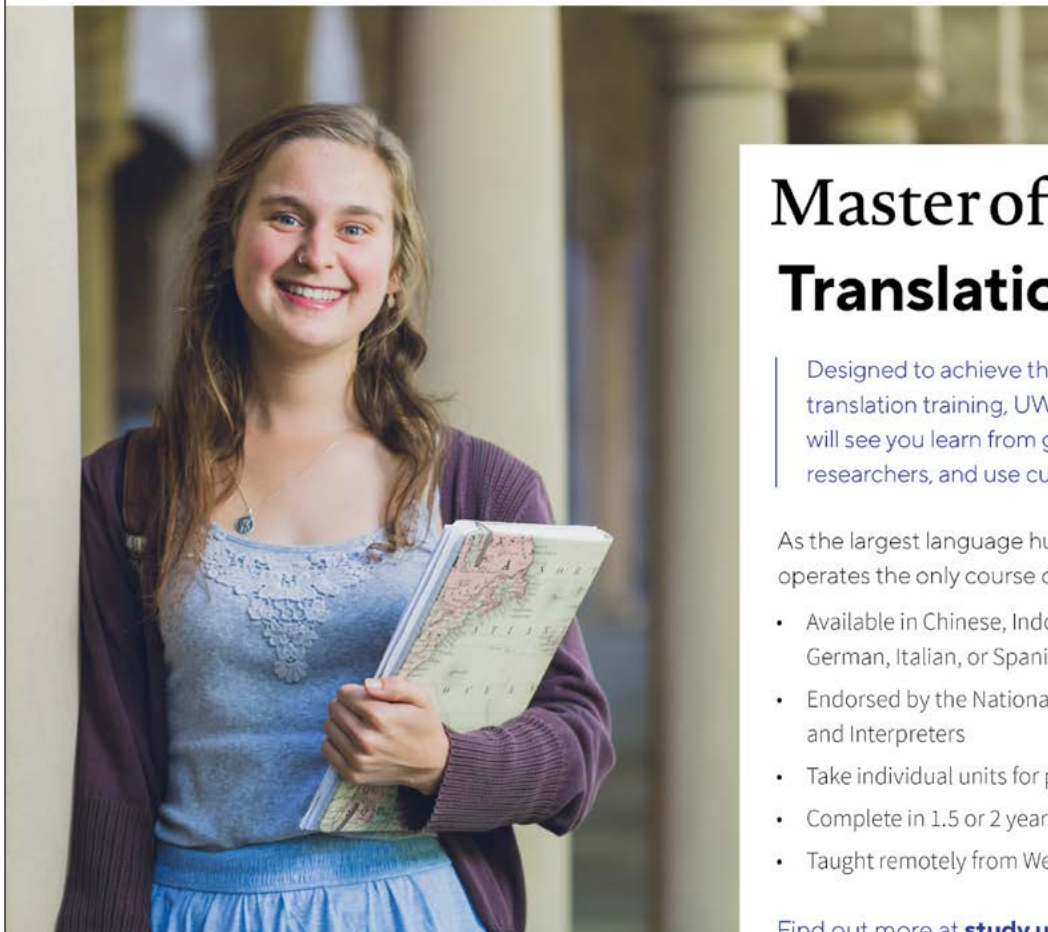
These were reviewed by a team of assessors, and a winner was chosen for each language, plus runners-up for languages with high numbers of entrants.

Congratulations to this year's winners and runners-up, and a big thank you to our twenty-one volunteer assessors!

All winners are awarded a free annual AUSIT membership, and both winners and assessors receive free attendance of the AUSIT 2020 National Conference.

AUSIT Translation Competition will be an annual event, featuring different languages each year. We look forward to seeing fantastic translations carried out by students from our Educational Affiliates in next year's competition!

Languages	Winners	Runners-up
Arabic	Bimaya Waduge	
Chinese	Olivia Lee	Lu Cao Yang Song
French	Ana Barciela	Anna Jenman
German	Cecile Mayor Brooker	
Japanese	David Shield	
Korean	Yea Seul Seo	Joey Chan
Spanish	Suzanne Robertson	



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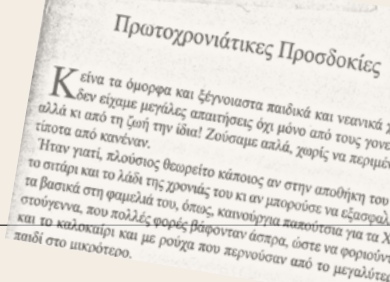
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- Complete in 1.5 or 2 years (conditions apply)
- Taught remotely from Western Australia (via Zoom)

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AALITRA Translation Awards 2020: a win for an AUSIT member



The biennial AALITRA* Translation Awards aim to acknowledge the wealth of literary translation skills present in the Australian community.



Prizers are awarded for the best translations of two selected texts—one prose and one poetry—in a designated source language. In 2020 the source language was Greek.

The prose text for translation was by Διονυσία Μούσουρα-Τσουκαλά (Dionysia Mousoura-Tsoukala), and the poetry text by Σ.Σ. Χαρκιανάκης (S. S. Charkianakis).

Congratulations to the winners:

Prose 1st Prize: **Denise Anagnostou**

Honourable Mention: **Konstandina Dounis**

Poetry 1st Prize: **Efrosini Deligianni**

Honourable Mention: **Chrissafina Battalis**

Each winner received a cash prize, a book prize and a year's membership of AALITRA, plus publication of their entry along with a few words in *The AALITRA Review*.

The 2020 Awards were supported by the **Greek Orthodox Community of Melbourne and Victoria (GOCMV)**.

The book prizes were donated by three Australian publishers of translated books: **Owl Publishing, Text Publishing** and **Giramondo Publishing**.

The judges were:

Dr Stavroula Nikoloudis, Dr Dimitri Gonis, Dean Kalimniou and Helen Nickas.

In Touch asked AUSIT member and prose winner **Denise Anagnostou** how she felt about her win. Here's what she said:

'The canon of Greek literature covers an expansive range of historical events and human experiences, from ancient theatre and epic

poetry to modern reflections on the financial crisis that has pained Greece for over a decade now. Just as important as the works that depict life in Greece are the stories of the diaspora, written by Greeks living away from their ancestral land, with their own unique set of cultural experiences to share.

'The AALITRA awards were a great opportunity to engage with a story by one such writer, Dionysia Mousoura-Tsoukala, who

narrates a New Year's Day memory from her youth on her native island of Zakynthos. Her tone and language choices create a vivid image of Greece in a past era, and her story is a valuable resource for Greek-Australians—and others—to immerse themselves in our rich cultural heritage. It serves as a reminder that these works are worthy of wider exposure, and it was an honour to translate it for this award.'

* AALITRA stands for the Australian Association for Literary Translation.

Australian Academy of the Humanities Medal for Excellence in Translation 2020



The Australian Academy of the Humanities awards this medal biennially for a book-length translation into English.

Works by Australian citizens and permanent residents can be nominated by their publishers (Australian or overseas), other individuals, or translators themselves.

Nominated works can be of any genre (including scholarship), translated from any language, and written in any period.

Congratulations to the 2020 winner:

Penny Hueston for *Being Here: The Life of Paula Modersohn-Becker* by Marie Darrieussecq (Melbourne: Text Publishing, 2017).

and the runners up:

Paul Gibbard for *The Dream* by Émile Zola (Oxford: OUP, 2018).

Omid Tofighian for *No Friend but the Mountains* by Behrouz Boochani (Toronto: Anansi, 2019).

Aboriginal interpreting during COVID: are we out of the woods yet?



In early 2020, with the pandemic shifting rapidly from threat to reality, governments around the world scrambled to work out how best to protect their populations. In Australia, specific concerns arose over the potentially serious consequences if the virus were to find its way into remote Aboriginal communities, and in WA internal border restrictions were imposed. **Deanne Lightfoot**, CEO of Aboriginal Interpreting WA, reports on the organisation's rapid response, and asks: 'Are we out of the woods yet?'

In WA, we could be forgiven for thinking so. We've arrived at what seems to be a 'new normal', and can step out in our balmy spring weather with a sense of freedom. However, in the back of our minds, we all know the danger of complacency.

Some may say we've been lucky, but others know we've been careful. At Aboriginal Interpreting WA (AIWA) we certainly didn't leave much to chance.

For AIWA the safety of staff and interpreters is always paramount, so at the first hint of 'the Rona' we transitioned staff and interpreters offsite, to ensure service delivery continued from a safe place. As AIWA's priority emergency response was to keep interpreters both safe and employed, we moved fast to ensure they all had the equipment and support they needed to work remotely through phone or videoconferencing.

As well as looking after our staff, AIWA was concerned to mitigate the risks that face-to-face (F2F) interpreting poses to our clients and the wider Aboriginal community during the pandemic. Our interpreters are all Aboriginal people and living throughout the state, so F2F work endangers not only interpreter and client, but also residents of the communities they each

live in. Access to health care is limited in some remote communities, and many residents are particularly vulnerable due to pre-existing medical conditions, so the switch to providing our interpreting services remotely greatly reduced the risks all round.

Less than twelve months earlier, northern WA had experienced an earthquake emergency. The warnings and advice issued at the time didn't take the linguistic needs of Aboriginal communities south of Broome into consideration, and with only limited access to information on the situation and the dangers they faced, community members were left to panic.

AIWA immediately called for the state to review and refresh its emergency response measures to include consideration of Aboriginal language speakers, and we began to work on supporting this change.

By the time the 'earthquake' of COVID hit, we'd learnt that when an emergency arises we need to act fast, so we did. The new processes were not yet in place, but AIWA was concerned for community, so to avoid delay we self-sponsored the work at first. We ensured that public information materials on the risks of the virus, rules and safety measures, and the latest updates regarding the pandemic were translated into Aboriginal languages, then recorded, printed or prepared for use online and via radio, and distributed.



All recordings were either made by interpreters working from home—setting up laptops and the equipment we supplied in whatever suitable spaces they could find—or outsourced via skype or phone recordings, rather than risking contact in onsite studios. Initially, the translated and recorded materials were transmitted around the state via existing links with WA Police and ABC Radio, plus generous sponsorship of airtime from Aboriginal media outlets.

As the pandemic spread and the messages that various organisations needed to get out continued to change rapidly, two issues stood out. Firstly, some contacts were approaching AIWA for translations while struggling to get approval for their wording within their own departments. They were often really concerned that the delays caused by all the red tape would kill people, and desperately wanted our help to

Some may say we've been lucky, but ... we certainly didn't leave much to chance.

get their messages out. Secondly, and not surprisingly, many of the messages were virtually identical.

To reduce the chaos, I started workshopping requests with WA's Department of Communities to develop appropriate scripts, and AIWA began to reach out to other government departments and community organisations, providing messages they could use. We supported distribution of these messages through radio and social media, and began to see our work popping up on websites.

It took some time, but this work sparked a wonderful consciousness—within both state and federal government—of the need for all community members to understand what's happening in emergency situations, and the Western Australian Government got behind our community initiative. AIWA is now working closely with the state's purpose-formed pandemic response team, and together we've developed a staged collaborative process with endorsed messaging and distribution (mainly via radio and social media).

As written material plays an important part of public information in the wider community, the government initially requested written translations. However, as Aboriginal languages are traditionally transmitted orally, literacy in them can be low. For this reason, we insisted the translations be accompanied with Plain English versions and also with audio, to ensure that the context and concepts were conducive to Aboriginal peoples' ways of hearing English, and that the target audience was reached. We later transitioned to audio accompanied by written Plain English only, and sometimes by animation. Normally our service covers forty-plus languages, but at times we were doing daily updates, so we needed to be realistic about the turnaround time. For this reason, the majority of the recordings were produced in four main languages that cover all regions of WA: Martu,

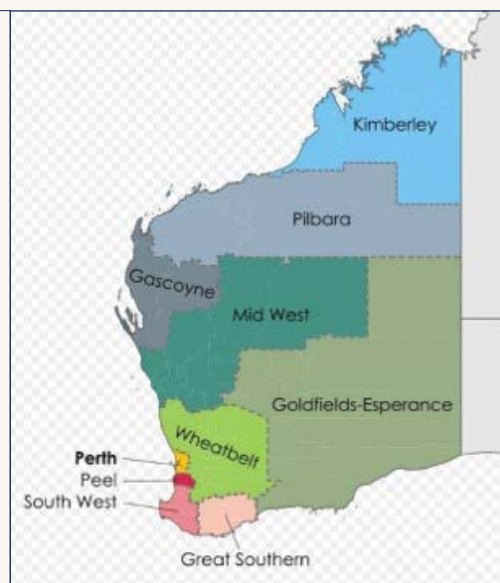
Ngaanyatjarra, Kriol and Plain English.

When recording certain cultural messages, we need to ensure community members can see that our interpreters are purely interpreting the messages and are not the speakers themselves, to avoid potential retribution against them. In such cases we've requested that the messages come from recognised government spokespeople, with the interpreters filmed carrying out their role alongside (see image below).

The WA Government has been working patiently and effectively with us to ensure the linguistic needs of community members are met with best practice service delivery. In the process, MP Ben Wyatt became the country's first Minister for Aboriginal Affairs to communicate with his state's First Peoples, in their First Languages, on film. The fact that important information on border crossing restrictions is given in his voice has ensured that the delicate cultural language and lore needs have been not only accommodated appropriately within interpreters' cultural and ethical guidelines, but also understood.

This approach has seen a more immediate distribution of key messages in language that is appropriate, and is presented in a format that is accessible to the target audience ... and as we all know, when we hear a message in our own language, we're more likely to understand it.

To go back to my initial question, we don't know if we're out of the woods yet ... but we're certainly further down the track of awareness, having made sure that when important information is sent out in the future, it will be in languages that all Aboriginal people can understand.



Australian Bureau of Statistics

Deanne Lightfoot has worked with AIWA (previously Kimberley Interpreting Service) since 2004. Now serving as the CEO, she provides leadership across the team, advocates for the service, and trains both interpreters and service users, while also contributing to policy development across governments. Deanne believes that understanding is one of the more basic human rights, and advocates strongly for the right of Aboriginal people to be addressed in a preferred language, ensuring parties can both understand and be understood.

[Click here to view a COVID-related animation with Plain English captions and Nyangumarta audio.](#)

Images: an AIWA interpreter preparing COVID scripts for recording at home (opp. page) and interpreting a message (below, right) about WA's internal border restrictions (see map, above) into Ngaanyatjarra for WA's Minister for Aboriginal Affairs, Ben Wyatt.



Les Traducteurs (*The Translators*)

directed by Régis Roinsard, France, 2020

reviewed by Jen Plaistowe



As a translator I was very excited to hear that the recently released action-packed French thriller *Les Traducteurs* (*The Translators*) features a group of my peers as the protagonists.

While there have been some gripping films about linguists and interpreters, including *The Interpreter* starring Nicole Kidman and *Arrival* with Amy Adams, the same cannot be said for translators.

*... full of twists and turns
... a fast-paced whodunnit.*

Les Traducteurs, directed by Régis Roinsard, features no fewer than nine literary translators. Having been selected to produce 'simultaneous translations' of the final novel in a best-selling French trilogy, they are confined to a bunker for two months to ensure that the plot isn't leaked before its international launch date.

They are forced to surrender their mobiles and other electronic devices on arrival—as agreed in their contracts—and work ten hours per day under the watchful eye of the publisher, Eric Angstrom. Each day he gives them ten pages to translate, without access to the rest of the manuscript.

The translators settle into a routine, resigning themselves to the stringent working conditions and getting to know one another over nightly dinners and drinks.

The situation begins to unravel, though, when it becomes clear that one of the translators has obtained a full copy of the manuscript, and



Angstrom's true character emerges as he races against time to uncover the thief's identity.

The ensuing drama is reminiscent of an Agatha Christie mystery: full of twists and turns, it feels a little forced as it casts suspicion on each translator in turn. Although the plot strays into the absurd due to an abundance of action and intrigue, the acting is strong and there are glimpses of insight into the literary translation industry.

One of the translators asserts that she cannot translate well without knowing the whole story, while for another, isolation from the everyday demands of family life awakens her own latent desire to write.

It is made clear to the translators that they are not considered participants in the creative process and should not expect any sort of recognition for what they produce. They are expected to be totally invisible—more like workers on a factory line than professionals with a stake in the outcome of their efforts.

Their dehumanising confinement for most of the movie (as one of them says, 'like cattle') underlines this invisibility, while also highlighting the tendency for literary translation to be seen as a passion or calling—rather than a career—involving a great deal of work for very little personal gain.

However, as the situation unfolds, the personality of each translator shines through and their different methods come to light. One of them struggles to maintain distance from the text, going so far as putting herself in physical danger to understand a character's experiences, while another sees the task as just another job and is resigned to his treatment at the hands of the demanding publisher.

I would recommend this film to anyone who enjoys a fast-paced whodunnit, and the insights into literary translation are a definite bonus.

Audiences will leave the cinema with a heightened awareness of literary translators and respect for what they achieve in a cutthroat industry.

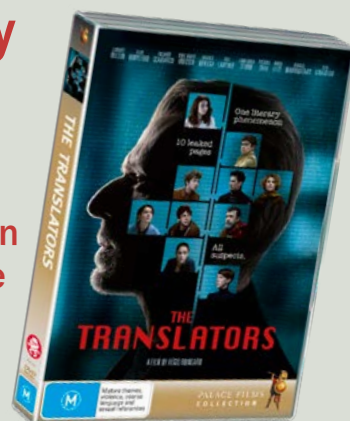
Jen Plaistowe is an Indonesian>English translator based in the ACT. She is the secretary and professional development coordinator for AUSIT ACT, and recently joined In Touch's Editorial Committee. Jen enjoys mixing food with interesting events. She says that her dream of retiring to focus on literary translation was only slightly shaken by this movie.

Competition: win a copy of *The Translators*

DVD release: 16 Dec 2020

AUSIT members have the chance to win one of three copies, courtesy of Palace Films and Madman Entertainment.

[Enter here by 15 Dec 2020](#)



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'BUSINESS AS UNUSUAL' 20–21 NOVEMBER 2020

Late November saw around 350 registered attendees flock to ... their computers and devices! ... for AUSIT's first ever online annual National Conference—around 150 more than the number who attended physically in 2019. Jen Plaistowe, a member of *In Touch's* Editorial Committee, gives an overview here.

AUSIT National Conference hit the nail on the head with its theme for 2020 (see above)—even the event itself was *unusual*: rather than boarding a plane for Perth, language professionals logged onto AUSIT's first virtual conference, overcoming both distance and pandemic restrictions to (re)connect.

The organising committee lined up presentations that were relevant to the 2020 experience, and attendees participated in a few conference firsts, including group yoga and a zombie apocalypse networking session.

Welcome and Acknowledgment of Country

AUSIT National President Dr Erika Gonzalez opened proceedings with an Acknowledgment of Country that recognised Indigenous peoples across Australia. Her excitement was infectious as she wished attendees a good morning/evening—depending on their time zone—and spoke about how AUSIT had adapted to offer relevant services and support to a growing membership base over the years. She praised AUSIT's decision to invest in Zoom, an online communication platform that has enabled members to participate in virtual PD events and stay connected with their professional community in 2020.

Thanks to those who made it possible

Dr Gonzalez also thanked members of the organising committee—headed up by Vice President Despina Amanatidou—for all their hard work in the lead-up to the conference (and they clearly had no intention of slowing down during proceedings!). Sam Berner, Amy Wang, Claudia Schneider, Martin Blackwell,

... a few conference firsts ... group yoga ... networking sessions ... zombie apocalypse ...

Catherine Pfammatter and Sally Wals should be very proud of what they achieved as a team.

Moderators also played a vital role: Isabel von Prollius, Dina Kerr, Elizabeth Kissel, Rebeca Paredes, Leisa Maia and Renata Oliveira Munro were calm under pressure yet firm

when needed, marshalling and assisting approximately 200 attendees and 50 presenters to ensure that everyone could hear and participate fully in every session.

The whole team should use any newfound free time to pat themselves on the back!

Attendee Jemma Ives, poolside





This page, top: conference organisers could be easily identified by their Zoom backgrounds; bottom: the diversity of languages spoken by internet users is not matched by the availability of content in those languages.

Overleaf, top left: Karolina Karczmarek-Giel's visual for debilitating thought patterns; top right: Patricia Avila gave a fascinating presentation on the pros and cons of pro bono interpreting; bottom: Tea Dietrich explored how interpreters have adapted to COVID using remote simultaneous interpreting (RSI).

Keynote sessions

Stephen Doherty and Karolina Karczmarek-Giel set a high standard at the start of each day, exploring vastly different topics to show how findings in cutting-edge research relate to the language services industry, and how practitioners can learn to thrive in the face of global forces.

Stephen Doherty revealed that while representation of internet users has become more linguistically diverse over the last decade—most noticeably among Arabic and Chinese language communities—there hasn't been a corresponding increase in online content in different languages, with English still disproportionately represented. Users have come to view automated translation tools as a means by which to access online information in foreign languages, and companies have had to weigh up the benefits and limitations of allowing translation at the click of a mouse. Machine translations are currently no substitute for human translations, but as Stephen pointed out, in a specialised field where a platform can 'learn' patterns and vocabulary, they can be surprisingly accurate. He described how emerging field called deep (or neural) learning aims to recreate natural language processing as it occurs in the brain—the future is here people!—and outlined the benefits of



and challenges posed by a range of machine translation options to language professionals.

Karolina Karczmarek-Giel's enthusiasm and passion—at 1.30 am her time!—was inspiring. Where Stephen Doherty focused on machines taking over the world, Karolina homed in on the power that we have to optimise our human brains, and to find strength and resilience during tough times (think: global pandemic!). She explained why language professionals should focus for short bursts, then allow diffuse, subconscious thinking to do the heavy lifting. Waking up to a neat solution the day after an equivalency problem is a common

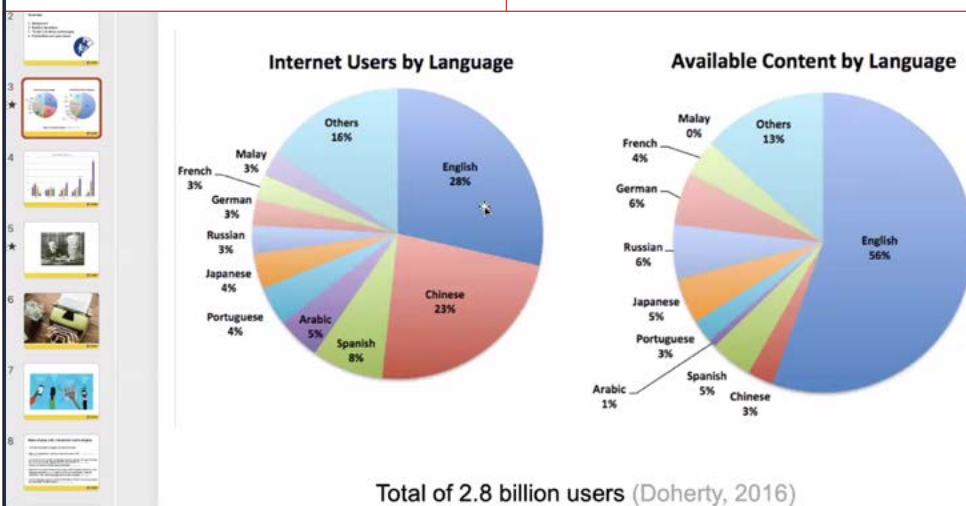
experience for language professionals, so it was fascinating to listen to the science behind it. A take-home message from Karolina was that we should try to:

1. focus on the problem to activate the problem-solving processes
2. stop obsessing and do something unrelated
3. remember not to think about the problem
4. get back to focusing on the problem.

Stress can affect our ability to think effectively, and certain common thought patterns—catastrophising, personalising, imposter syndrome—can debilitate us. We have the power to restructure our thinking at a time when the rest of the world is reeling, and Karolina believes that we can 'come out from the apocalypse dancing' if we work on the mental tips and techniques that she presents in her research.

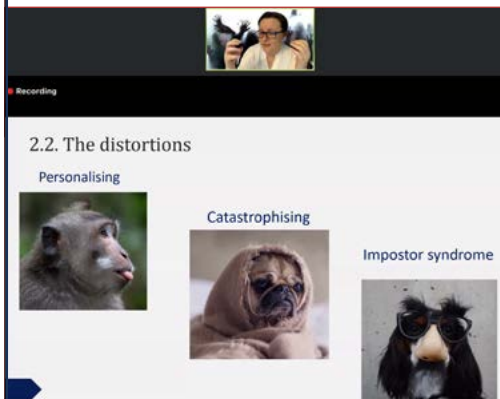
General sessions

Participants chose between the translation and interpreting streams, while presenters responded to the theme 'Business as *Un*Usual' with tales of challenge and innovation and discussed the outcomes of research projects. Recordings are available to AUSIT members, so you can hear about the importance of professional solidarity while out for a run, or consider the ethical dilemmas of pro bono work in the bath.



ISOLATED TOGETHER

I wouldn't have been able to attend if it wasn't virtual—even if it wasn't for COVID!



continued

Networking sessions

Attendees were broken up into smaller groups to chat and form connections—easier to organise online—and being whooshed to a quieter location with a pre-assigned group of colleagues took the pressure off those of us who are new to Australia, the profession, or conference going. It will be interesting to see how this very valuable component of the virtual conference is adapted to a hybrid setting.

Closing remarks

In her closing remarks, National President Dr Erika Gonzalez stated that AUSIT would aim to hold 'hybrid' conferences in future, encouraging both in-person and virtual attendance. What was unusual this year will become the norm, and future challenges will be met with the same curiosity and innovation that have characterised AUSIT's response to the global pandemic.

Feedback from participants:

Gabriela (attendee):

This is my first AUSIT conference. I have been meaning to attend since my son was little ...

What did you think of the virtual conference experience?

Gabriela (attendee):

I wouldn't have been able to attend if it wasn't virtual—even if it wasn't for COVID! I really enjoyed the virtual experience and was surprised to see how much we were able to interact, despite not being physically in the same room ... It was extremely well organised, the information and instructions shared beforehand were clear and easy to follow and most sessions ran on time.

Natalia (co-presenter):

I couldn't imagine a 'remote' conference could go so well ... the fact that I could leave one session and log onto the next (letting my fingers do the walking!) was extremely useful ... and getting a recording means I won't miss out on sessions that overlapped, as in the past.

Are there ideas you will take into your practice?

Gabriela (attendee):

All of them!! Stephen's talk was very inspiring, making me think about skillsets I may need to acquire in the medium to long term to remain relevant and grow with the industry ... and I will be engaging with colleagues who work with the same language pair to start a masterclass.

Natalia (co-presenter):

Collaborating with Avril Janks to prepare my session was a great experience, we both feel enriched by this new friendship on both a professional and a personal level, finding lots of things in common beyond our work.

[See also Avril's poem, right.]

National Annual General Meeting and Jill Blewett Memorial Lecture

(Saturday 28 November)

Judy Saba's JBML focused on how interpreters can build resilience to deal with the vicarious trauma we experience in the course of our work, using strategies such as briefing, debriefing and self care.

At the NAGM—attended by around 126 members—reports were delivered and accepted, and a new National Council was formed:

National President: Erika Gonzalez

Vice-Presidents:

Despina Amanatidou (Communications & PD)

Zsuzsana Jover (Communications & PR)

Secretary: Miranda Lai (new)

Treasurer: Han Xu (new)

Immediate Past President: Sandra Hale (ex officio, replacing Rocco Loiacono)

Ausit Fellowship

Retiring National Secretary David Deck was awarded an AUSIT Fellowship—see an abridged version of his citation on page 5.



The AUSIT 2020 Conference

1. THE DECISION

Translator, freelance. By design,
Long years I worked in isolation,
Till this year there came a sign:
The AUSIT conference invitation.
Aha! This meant I could combine
Networking with new inspiration.
COVID times brought nought benign.
'Twas time to seek means of elation.

2. THE EXPERIENCE

Presenting the event online
Enabled wide collaboration,
Letting varied talents shine
Across our rather locked down nation.
Learning a new app – divine!,
Despite downloading botheration,
For facing challenge lends us spine
And gives us valued education.
And also there's the chance to mine
All final vestiges of patience -
-Ce dealing with frequent decline
In standard of communication.
And furthermore, the cost was fine
Of travel to this great staycation.

Thanks, AUSIT!

by Avril Janks



Kafeneio: adapting a Greek tradition to comply with COVID restrictions



As many T&I practitioners work in relative isolation, collegial social events have always featured in AUSIT's diary. With even more members currently working remotely and face-to-face events not possible, some are fostering social connection via technologies used for working in lockdown. Vice-president **Despina Amanatidou** tells us more.

I'm based in Victoria, and by the fifth month of lockdown I was really missing seeing my colleagues other than during online PD sessions, especially given the scale of change and disruption that the pandemic has brought to our professional lives.

In times like these I really want to maintain contact with my peers—to check how they are surviving or thriving, exchange insights and coping strategies, and maybe come up with plans for the future (at least the part of the future that lies within our circle of influence)—and I'm sure many of you feel the same.

With the existing technology and the shift to virtual events as my allies, I realised it would be much easier to organise an online event than a traditional face-to-face one, and that by the time the session came around, participants would have become well versed in virtual meetings. So, why Greek T/Is only? Well, Greek is my own working language, and in the past I'd participated in Greek-only social events which were really successful and enjoyable. However, there were many more Greek T/Is in Australia who I hadn't personally met but had heard of, and would be delighted to meet. With the COVID-imposed new norm of online connectivity overcoming distance and other obstacles posed by traditional face-to-face events, I saw an opportunity to connect with colleagues based in different states.

I also used to enjoy the 'Coffee Catch Ups' that were held by AUSIT's Victorian branch on Saturday mornings, so this gave me the idea

of revamping a traditional Greek ritual of meeting at the *kafeneio* (coffee shop) to create a virtual novelty.

Following the announcement of the session, several colleagues working with other languages emailed me to ask when their networking sessions would take place. I explained that it depends on people putting their hands up to organise and facilitate such events. I'm happy to provide guidance to anyone who wants to organise something similar in their own LOTE.

I chose to use Zoom because many of us are now using it in our work. On the day there were twenty-six participants, and half an hour in I divided them into small groups in breakout rooms to discuss how the pandemic and related restrictions were affecting them professionally. Some chose to stay in the main room and chat there, which also worked well.

I initially planned to have participants change groups and breakout rooms part way through, but this didn't eventuate as they simply had so much to share, there was no opportunity to break *in!*

Participants had such a good time meeting and interacting with colleagues from other states, the session went over its scheduled hour by some twenty minutes, and could have kept going even longer.

I think this proves that as professionals we all crave connections that straddle the professional/social divide to give us a sense of belonging to a bigger cohort, a wider community. This is why it's important to stay in touch via our professional association, participate in events, and also volunteer our time and effort to turn our work-related wishes and dreams into reality.



Image: Florival fr / CC BY-SA (<http://creativecommons.org/licenses/by-sa/3.0/>)

Attendee Dora Lakoumentas says:

"Kafeneio, a place where you can meet friends and enjoy their company while sipping coffee. Couldn't think of a better way to spend a Saturday morning ... Despina managed to arrange a different type of coffee get-together adapted to our new reality ... This Zoom meeting was a real delight: exchanging ideas and thoughts about the challenges we all face and getting some insight into what is happening around us ... nationwide. A great initiative which I hope will continue in other languages also. I look forward to our next remote coffee catch up!"

*In recent months **Dina Kerr** has organised and run two similar events—hosted by Despina—for colleagues working in Arabic. If you're thinking of doing the same and have questions about how, you can contact Despina here: pd@ausit.org*

AUSIT branches have also run a range of social meet-and-greet events for their members in 2020.

***Despina Amanatidou** is a Greek interpreter and translator and AUSIT's Vice President (Events & PD).*



World Kid Lit Month: a celebration of children's books in translation

September is always a busy month for children's literature in translation. Translator, copywriter, mother-of-two and lover of good 'kid lit' **Laura Taylor** reports on World Kid Lit Month 2020.

The World Kid Lit initiative was co-founded in 2016 by Alexandra Büchler, Lawrence Schimel and Marcia Lynx Qualey, three well-known names in the literary translation community.

Its aim is to shine a spotlight on children's books in (mainly) English translation, and the people involved in the process of bringing them to life in another language.

Activities reach a peak each September with World Kid Lit Month, which coincides with

the European Day of Languages, National Translation Month in the US, and—of course—International Translation Day. This



[Talk with Translators Around the World](#), features translators Lawrence Schimel, Avery Fischer Udagawa, Laura Watkinson and Sawad Hussain in discussion with Marcia Lynx Qualey. It contains some great advice for translators at the start of their careers, as well as highlighting the importance of crediting translators for their work and creating more awareness of kid lit in translation in the classroom.

If you prefer the written word, the [World Kid Lit blog](#) is home to a range of interesting articles, including an interview with Maltese writer Clare Azzopardi, a roundup of children's and young adult (YA) books in translation



year, for the first time, the World Kid Lit team hosted two live panel events on Facebook, and recordings are available online.

The first, titled '[Making Kid Lit Travel: How Translations Happen](#)', provides interesting insights into the choices publishers and translators make around the translation of children's books.

The closing event, '[Why Translate Kid Lit? A](#)





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For me, the highlight of World Kid Lit Month is the passion translators, librarians, publishers, teachers and readers share for spreading the word about great children's books in translation. This September, as every year, I've compiled a wondrous list of titles—translated from a multitude of languages—to acquire and explore. I'm gradually building a global collection that I'm excited to share with my children and other kid lit enthusiasts—every day of the year, not just in September.

French>English translator and copywriter
Laura Taylor moved to Australia in 2008, having previously lived and worked in France, Italy, India and the UK. She holds a BA in French and Italian from Durham University, UK and an MSc in Human Resource Management from the London School of Economics and Political Science. Laura blogs about picture books from around the world (www.planetpicturebook.com), reviews them monthly for the Global Literature in Libraries Initiative, and tweets @plapibo.

Covers from the 'Bicki Books' series published by the Emma Press, written and illustrated by (left to right) Vītauts Lūdens and Dita Pence, Inese Zandere and Edmunds Jansons, Jāzeps Osmaniš and Ingrida Pičukāne, Ilmārs Šlāpīns and Dārta Stafecka, Inga Gaile and Anna Zvaigzne.

Translated from the Latvian by Kaija Straumanis (this page) and by Žanete Vēvere Pasqualini and Kate Wakeling (opposite page and inside cover) and reviewed by Laura recently for the Global Literature in Libraries Initiative.

Covers reproduced courtesy of the Emma Press.

from Arabic, and a look at outstanding virtual initiatives in South Asian kid lit.

[The Global Literature in Libraries Initiative \(GLLI\) blog](#) is another 'must-read' destination. In September, guest editor and librarian Klem-Marí Cajigas shared children's books written by Puerto Ricans—from both the island and the diaspora—while a regular World Kid Lit Wednesday column features reviews of translated children's books throughout the year.

The site also showcases titles that have been shortlisted for the annual [GLLI Translated YA Book Prize](#), which is open to submissions from around the world (the deadline for the 2021 prize is mid-December 2020).



NAATI's live interpreting tests: behind the scenes

As a part-time co-editor of *In Touch* I'm always on the lookout for interesting content, and also for complementary work opportunities. When I heard last year that NAATI was recruiting role players for its interpreter certification system it sounded interesting; so, although I only had a hazy idea of what the work would entail, I applied. It didn't occur to me then that the work might also prove an interesting topic for an article! (Editor **Helen Sturgess**)



When I was called in for a training day / 'audition', I hoped my acting skills would be up to it. I soon realised, though, that acting was only one of the skills required of a role player.

My first challenge was to get my head around how each roleplay works, from the preparation

The key skill for both RPs is 'active listening'.

to rehearsals, and then the actual event. As many readers will know, on test days each candidate is supported through a series of tasks, including face-to-face (F2F) and 'remote' interpreting, each with preparation time built in. Each interpreting task requires a pair of role

players (RPs): one LOTE (LRP) and one English (ERP).

Behind the scenes

For the RPs, though, the roleplay process starts several days earlier, when they each receive a set of confidential prompts so they can prepare for rehearsal. These prompts are a framework that ensures that the tasks are delivered consistently and at the correct skill and knowledge levels.

The initial preparation entails research into the professional setting of the task. Roleplays are set in a wide range of scenarios, including health care, education, social welfare and so on. The ERP's character tends to be in a position of authority or knowledge, such as a doctor or Centrelink officer, while the LRP is usually a member of the public with a specific problem or concern, and both must carry off their roles convincingly.

Next, each RP works on how to deliver their speaking sections as naturally as possible.

The RPs then rehearse the task together prior to the day of testing.



As the ERP doesn't usually speak the target language, they can't follow exchanges between the LRP and candidate; whereas the LRP understands both sides of the scenario. It may sound as if the LRP is at an advantage, but it can actually be the opposite, as it's crucial that each RP plays their part as a non-speaker of the other's language.

The key skill for both RPs is 'active listening'. While keeping the content of both sets of prompts in mind, we must concentrate carefully on what the candidate *actually says*.

On the test day, each pair of RPs works with an invigilator whose role is to ensure the task runs smoothly. This includes recording it for assessment, managing time, and providing a sounding board for the RPs.

The RPs also work together to ensure that the roleplay is a realistic simulation of a real-world interpreting assignment, and that each candidate has the same experience of the task.

NAATI takes great care to support the RPs so they can maintain a consistent performance during testing: we have frequent breaks, and the number of candidates scheduled into any one test day is limited.

After all, it wouldn't be a fair test of candidates' abilities if the first off the rank received an unpolished performance full of stumbles and hitches, or the last was faced with a tired, hungry pair of RPs rushing through the prompts for one last time.

Roleplaying in COVID

NAATI did suspend its F2F roleplaying during the initial lockdown, and in Victoria this continued through Melbourne's second wave.

Based in Sydney, I initially wondered whether taking on RP sessions when they restarted was a good idea, given that I and my colleagues would be coming from around the city, and some candidates from even further afield.

However, knowing how highly structured the NAATI testing environment is, I suspected that I'd find myself in one of the safest work environments possible, and I was right. The rooms used for testing are set up, and the testing routine adapted, to maintain social distancing at all times and facilitate frequent cleaning (between candidates on test days).

NAATI has also started conducting some rehearsals online, which is of course even safer and also saves on the commute: we (RPs and

invigilators) can all turn to other commitments immediately after a rehearsal.

A rewarding role

At my initial training day I expected to be the only non-T/I, but it turned out that the RPs come from a wide range of backgrounds and industries, including theatre, academia, project management, tertiary study and more.

I work mainly from home, as do many T/Is (especially this year, of course), and although this suits me well, my days at NAATI offer a welcome contrast. You soon get to know the other members of the rotating group of RPs, invigilators and test supervisors, and there's a very collegial atmosphere. I feel I'm doing worthwhile work, the need to think fast and adapt keeps me on my toes, and it's great to have a break from this laptop!

*In Touch's Publication Editor **Helen Sturgess** is an installation artist as well as being a freelance editor, a researcher and a role player. She holds honours degrees in psychology and in visual art, and a master's degree in visual art.*

If you like the sound of RP or invigilator work and think you could accommodate the irregular hours into your working life, check the NAATI website for details.



Opposite page: a face-to-face rehearsal.
From left: the LRP, a mock candidate, the ERP.

This page: a remote rehearsal.
From left: the invigilator, the LRP, the ERP and
(in another room) a mock candidate.

Thank you to NAATI for reviewing this article.



The Demand Control Schema and its use in interpreting

Why didn't I handle that situation better?' 'Am I an incompetent interpreter?' 'What else could I have done?'

Have you ever questioned or judged yourself in this way, or felt an assignment has gone badly yet been unsure why? Interpreters face a wide range of often unpredictable situations, and are expected to perform well every time. Since participating in a PD workshop on the Demand Control Schema (DC-S), Auslan interpreter **Tahlicia Osei-Poku** has been finding it a useful tool in analysing interpreting assignments and helping manage the occupational stress that interpreters so often experience.



We each have a unique blend of knowledge, skills, experiences and competency that informs how we respond to various demands. We need to recognise that this diversity is actually a strength in our industry, rather than judging ourselves and/or others negatively for it.

Actively reflecting on the ‘demands’ of an assignment and our own ‘control’ options is essential not only for our professional and personal growth, but also in managing occupational stress, preventing burnout and ensuring career longevity.

What is the Demand Control Schema?

The DC-S is a framework designed to help us analyse each situation in which we carry out our interpreting work, in order to identify and more effectively meet the demands of the assignment. The ‘demands’ in an interpreting situation are all the discernible occurrences that have potential to impact the decision-making involved in our work. For example, a physical environmental demand could be a high level of background noise which affects our ability to focus on the interpreting task.

- The DC-S asks us to analyse the demands in four categories:
- environmental (physical plus goals of clients)
 - interpersonal (interactions between clients and interpreter)
 - paralinguistic (clients’ abilities to express language)
 - intrapersonal (self-reflection).

Once we’ve determined the many possible moving parts (demands) in a particular assignment, we can then map out the decision options (controls). Controls are response options for dealing with the identified demands by lessening or eliminating them. For example, control options to lessen the abovementioned environmental demand of background noise could include moving the discourse to a quieter area, or asking for background music to be turned down. Control options are always at our disposal, whether we choose to employ them or not (and doing nothing about the demand is still considered a control). A foundation of effective and ethical work practice is thorough identification of demands and controls, in order to build ourselves a toolbox of choices from which we can draw at any given moment.

When should we use this framework?

Speaking with my peers tells me that there’s no consensus on when to use this tool—pre-, during and/or post-assignment.

It’s true that using DC-S prior to an assignment can be helpful in linguistic preparation of our content knowledge, and also to take stock of our proverbial toolbox and work out whether we have the tools to meet the needs of a particular assignment.

During an assignment many of us rely on our intuition to resolve or manage demands as they occur. Although this can work well for an experienced interpreter in many settings, it can result in emotional reaction rather than thoughtful response. Use of the DC-S to anticipate likely demands in specific settings and have suitable control options at the ready can greatly reduce stress by allowing us to weigh up our options and respond calmly.

Others find this tool particularly useful post-assignment, to help them reflect on what demands occurred, analyse how they responded, and assess the consequences of the decisions (controls) they made.

In my own work, I’ve used the framework for both pre- and post-assignment decision-making. I find that predicting the demands of



photo: iStock.com/EtiAmnos

each unique assignment is a challenge, but having as many demands that could occur as possible mapped out in advance does mean I'm not surprised when they happen.

I also find reflecting post-assignment to be worthwhile. I can use DC-S to objectively map out which of the predicted demands happened, and identify any unpredicted ones that cropped up; review which controls I actually used; and assess what I could do to be more effective when similar demands occur—thereby adding new tools to my toolbox.

My initial experience with the DC-S

During a DC-S workshop run by ASLIA (the Australian Sign Language Interpreters' Association), each participant shared a professional experience within a group (without disclosing confidential or client information, of course). We were asked to stick to the facts of what happened and how we felt, after which the group would non-judgmentally analyse the experience.

I shared the following experience with my group, and we identified where each element sat in the DC-S framework (see right).

After this particular assignment I assumed that I hadn't applied any controls, and I felt a sense of failure. However, after mapping out the situation more clearly, I could see that I did utilise controls (i.e. made decisions). I was able to consciously reflect on how these decisions (controls) were ineffective, which led to my experience of sensory overload. When I did not utilise a control that I had at my disposal, I was therefore making the decision to not help myself or lessen the impact.

Using the DC-S framework to truly and deeply analyse this scenario, I developed a profound sense of understanding and became conscious of specific gaps in my toolbox—for example:

- pre-assignment discussion with my team interpreter in order to establish strategies for communication throughout the assignment
- development of positive self-talk.

I was also able to identify a secondary trauma: this assignment had impacted my self-confidence severely, and I was carrying this

heavy load into subsequent assignments. I'm sure I'm not alone in recognising the destructive cycle that low self-confidence can create, and how this disadvantages the communities we work with in the long term.

Due to DC-S mapping, I now have a direction for personal development and ideas for how to achieve it (such as mentoring). This exercise has improved my ability to predict demands in future assignments and expanded my toolbox of controls. I have more confidence walking into assignments, and also a clearer sense of direction in my professional career. Being able to talk through situations within the DC-S structure is particularly beneficial in bringing the unconscious into the conscious (both the negative and positive).

This schema has a lot to offer us as individuals, and also as a profession. Whether we're new or experienced interpreters, sharing our knowledge

and tools helps build collegiality. We could definitely use the DC-S as a base for starting conversations, and also extend it into mentoring opportunities, in order to reflect on personal qualities, recognise and improve how we respond to high-stress situations, and identify secondary trauma.

Tablicia Osei-Poku holds a diploma of interpreting and is a NAATI-certified Auslan interpreter. She is based in Perth and works in the education and community sectors. Tablicia is currently the president of ASLIA (WA), and is also studying for a graduate diploma in Auslan-English interpreting at Macquarie University.

Tablicia would like to acknowledge all members of Australia's Deaf community, who together preserve their rich heritage, culture and language: Auslan (Australian Sign Language).

To read more on the Demand Control Schema:
www.demandcontrolschema.com/book/
www.urmc.rochester.edu/deaf-wellness-center/demand-control-schema.aspx

R Dean and R Pollard, 'Application of Demand-Control Theory to Sign Language Interpreting: Implications for Stress and Interpreter Training', *Journal of Deaf Studies and Deaf Education* 6(1), 2001: 1–14.

Thank you to ASLIA for permission to publish this adaptation of an article that Tablicia originally wrote for their blog The Debrief.

Demands (occurrences)	Controls (decisions)
A familiar setting in which the terminology and hearing professionals were known to me (environmental and interpersonal)	Pre-control option: access and utilise the preparation materials <i>I didn't utilise this control</i>
English-speaking professional had a fast-paced delivery (paralinguistic)	Control option: ask speaker to slow down <i>I didn't utilise this control</i>
Team interpreter over-prompted (environmental)	Control options: <ul style="list-style-type: none"> • ask for more time prior to prompting • disregard prompting <i>I didn't utilise either of these controls</i>
Professional (speaker) didn't use microphone – I could not hear (environmental)	Control options: <ul style="list-style-type: none"> • ask speaker to use a microphone • ask speaker to stand closer to interpreter <i>I didn't utilise either of these controls</i>
Audience member prompted me in addition to team interpreter (interpersonal)	Control option: disregard prompting <i>I didn't utilise this control</i>
Experienced a sense of overload and felt I could not continue (intrapersonal)	Switched with team interpreter early and left room emotional and deflated.

Sydney 2000: how the Olympic and Paralympic Games launched one interpreter's career

When Sydney won its bid to host the 2000 Olympics, it became clear that tens of thousands of volunteers and staff were going to be needed, and like so many NSW residents, **Françoise Matthews** was keen to be involved. Two decades on, she reflects on how her enthusiasm led to a new career.



What better way to participate than as an interpreter? The preference was for professionals. I was a second-hand and antiquarian bookdealer but I applied anyway ...



The Olympics were fantastic, but the best was yet to come. The Paralympics!

... and with so many interpreters needed, they offered to train us—the bilinguals—for free. Why not? It could be interesting.

The preparation was nothing if not thorough. First, I had to take a French exam ... easy, it's my mother tongue! Then we studied for 18 months, with excellent teachers, to prepare for the NAATI paraprofessional exam.

In the end there were 88 professional interpreters, assisted by 1,400 specially trained bilinguals.

We were each given a 200-page glossary of specialist terms used in 35 sports. Published in 24 languages (and in the best Olympic spirit, prepared by volunteers, for volunteers), it was just small enough to carry with you at all times.

During the Opening Ceremony I was stationed inside the Superdome, announcing each of the 199 country delegations in both English and

French (the official Olympic languages) as nearly 11,000 athletes trooped in. They then waited until I called them again to enter the main arena for the second half of the ceremony. When, late that afternoon, the two Korean governments decided their delegations would enter together, I had to rejig the list on the spot. All this took a mammoth nine hours.

Over the following two weeks, my main role was as the official French announcer for football (soccer), working from a studio at the (recently demolished) Sydney Football Stadium in Moore Park.

I lived on the Central Coast then, so if my shift started at 7 am, I had to get up at 4 am. Sometimes I wouldn't get home until 3 am. You just ran on adrenalin, it was so much fun.

Occasionally there would be a hiccup. After one of the football finals, I was ready to call out the names of the Japanese high-ranking Olympic officials who were about to hand out the medals and flowers when I realised that the list I'd been given didn't indicate gender. In French, it would have been the height of impropriety, in such a formal context, not to put *Monsieur* or *Madame* first. The phones rang hot! I got the information with—literally—one minute to spare.



The Olympics were fantastic, but the best was yet to come. The Paralympics! I now had a great variety of jobs: 'mixed zone', which track and field athletes went through after their performance, sometimes stopping to give live media interviews; the multilingual switchboard in the Athletes' Village; antidoping control; medal ceremonies; interviewing of athletes by the Paralympic Committee; and sight translation of new proposed cycling rules for the chief of the French Paralympic cycling team (as he was blind, he taped me over four hours). Paralympians aren't pampered like some of their able-bodied counterparts, and have often had to overcome great adversity to get to where they are. Suddenly, in Sydney, they were mobbed like celebrities, posing for photos with spectators and signing autographs. Many told me they had never been treated like this before in their sporting careers. It was also the

first time they'd been offered the service of interpreters, and they loved it.

For many of us volunteers, it was a time of great fun and great happiness. Plus, for me, it was the inspiration for a new career!

After the Olympics, in an email to her son (who was overseas at the time), Françoise voiced feelings that were shared by many of those who had been involved, describing the experience as:

'... a bit like giving birth, those who do not experience it first hand, at least as a witness, really miss something extraordinary, that no words can properly convey ... It was not simply that everything came together brilliantly: the organisation, the transport, the venues, the athletes' performances, the ceremonies, the weather, the huge crowds, the volunteers. What made it extraordinary was the spirit of the ordinary people and

the sheer sense of fun and pride that took over Sydney for sixteen days. I have never seen or heard crowds like these and never will again. Once we had seen the Opening Ceremony and knew that not only would we not embarrass ourselves in front of four billion people but that we actually dazzled them, the mood changed and Sydney embraced the Olympics with a vengeance.'

Françoise Matthews is a French-English translator and interpreter. Born and bred in Paris, she studied at the Sorbonne, taught English in France and French in Australia, then became a second-hand and antiquarian bookdealer. Françoise has been based in Australia since 1982, and has worked mostly in criminal courts over the last 13 years, having become fascinated by interpreting at the Olympics and Paralympics.

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Conference interpreting: three quick questions for Christine Bogle of the international Agreement for the Conservation of Albatrosses and Petrels

The latest in our series of short Q&As features **Christine Bogle**, a former diplomat and the Executive Secretary of ACAP (the international Agreement for the Conservation of Albatrosses and Petrels). ACAP's Secretariat, based in Hobart, has just two fulltime employees and three official languages: English, French and Spanish.



Christine checking ACAP translations in lockdown

1. What qualities do you value most in a conference interpreter? Does this differ from what you look for in a translator?

We value speedy and, above all, accurate interpreting. We need to be able to trust our interpreters to get it right, as we deal with some sensitive issues where mistaken interpretations could lead to conflict between the Parties. Hence, it is more important to ensure the interpretation conveys the *exact* meaning of what is said than to, for example, search for an elegant turn of phrase. Our conference interpreters are part of the meeting 'team', and we like them to be friendly, collegial and flexible. It's good when interpreters remind us of what they need from delegates (such as advance copies of statements). Translators, on the other hand, have more time to seek the best way of expressing something. We appreciate translation services that proofread their work carefully. It's particularly important that translators understand the political sensitivities, because their translations provide the written record of what has been agreed. We've sometimes discovered years later that a text was wrongly translated, which can cause misunderstanding and so requires untangling.

2. ACAP meetings must involve pretty specialised language. What challenges do you face when hiring interpreters?

It can be difficult to find interpreters who are knowledgeable across the range of issues we deal with. Meetings of our Advisory Committee and its associated working groups discuss research and technical tasks that the Agreement carries out for the conservation of albatrosses and petrels, so interpreters need an excellent knowledge of the relevant scientific and technical language. Another challenge is that different Spanish-speaking countries sometimes use different vocabulary, so we've developed a glossary to guide our interpreters and translators. At our Meeting of the Parties (our highest level decision-making body), interpreters may also require specialised international relations vocabulary. There's no clear-cut distinction, however, between discussion at the two types of meetings. The Advisory Committee might discuss some of the issues considered by the Meeting of the Parties, which in turn will also touch on scientific and technical issues, so a broad understanding of the whole range of ACAP vocabulary is required.

3. Has COVID brought any extra challenges to liaising via interpreters, and will ACAP resume face-to-face meetings with on-site interpreters after COVID?

We haven't needed to employ interpreters this year, since the COVID situation has led us to postpone two meetings and our Parties have agreed to make essential decisions via correspondence, rather than through virtual meetings. This may change next year, if we're still unable to travel and to meet in person. In those circumstances we may need to plan some virtual meetings, with remote interpreting. This would mean adjusting to new ways of running meetings, but we're confident that our current interpreters could cope with this. (Once we've found suitable interpreters we do like to keep them on. We currently have a three-year contract with an Australian language service provider. They've assigned the same team each year to the interpreting tasks, which has worked well for us.) Our preference is to resume face-to-face meetings, with onsite interpreters, as soon as possible, so we're hoping those same interpreters will be available once we're back in business.

MEMBER PROFILES



NAME:

Translator or interpreter (or both):

Language(s) and direction(s):

Location:

Practising as a T/I since:

Member of AUSIT since:

Main area(s) of practice:

NATASHA ZIADA

translator

Dutch<>English

Brisbane, QLD

2016

2018

marketing, HR, higher education, local government, professional services, professional and personal development, websites and publications

SARAH WENTWORTH

translator

German>English

Blue Mountains, NSW

2000

2003

legal and financial documents

Q&A

Q1

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

Q2

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

A1

Having grown up in a multicultural family in two countries—Australia and the Netherlands—I’ve always been a ‘bridger’ of languages and cultures. I didn’t initially set out to become a translator, even though languages and communication were always present in my career. After working in HR and marketing communication for ten years, I finally made the leap. As I had hands-on experience but no formal training, I did a translation course and teamed up with seasoned professionals. I also joined AUSIT and started undertaking PD activities, which has proven invaluable in terms of networking and sharing knowledge, and this year I became a member of my local (Queensland) branch committee. I’ve been a professional translator for four years now, and it’s turned out to be a wonderful way of combining my passion for languages and my professional expertise. One thing’s for sure: the learning never stops!

A2

I’ve been working for a newly opened cultural centre in the Netherlands which has an entire section dedicated to comic strips and animations, translating signage and marketing content for a number of their exhibitions. I always thought of animation as ‘light’ culture, and never gave much thought to the craftsmanship and creativity that goes into it until now. It’s been fascinating to learn all about the various techniques involved—from old-school ‘claymation’ to highly innovative digital design—and it’s given me a new appreciation of visual stories as an artform.

A1

I was always interested in languages, and at school I had a fantastic German teacher who was also well connected with all sorts of exchange programs. I did my first exchange at 16, and from then on was always looking at ways of getting back to Germany to work or study. During my university studies in Australia (BA/LLB), I was fortunate to be able to take part in two exchange programs, but it wasn’t until the second exchange—to Humboldt University in Berlin—that I was introduced to the idea of translating as a profession. After a semester of study, I found a paralegal job at a local law firm, and it was there that I met an American attorney who had transitioned from legal work in the USA to legal translation in Germany. She gave me the contact details of a specialist legal translation agency, in case I ever decided a career in the law was not for me. She must have been clairvoyant, because after just two years of practising law in Australia I was ready to return to Germany and try my hand at legal translation instead. I contacted the agency, and have never looked back. That’s 20 years ago now!

A2

I can’t provide specific detail, but over the course of this year I’ve been translating various documents for a German Federal Ministry relating to money laundering, and cooperation between international agencies to recover the proceeds of crime. It’s been a fascinating insight into criminal schemes (mostly in Europe), and also the work of the various police agencies.

