AUSIT Survey on remuneration rates

Final report – 15 November 2023

Part I: Translation

Part I: Translation

- 1. Demographic information
- 2. Remuneration rates
- 3. Comparing actual and expected rates
- 4. Language service providers (LSP)

1.1 Credentials

- ## Respondents

251 respondents in total: 238 with one credential; 3 with two credentials; 10 without any credentials.

Credentials status		Count
CAT	CAT (transitioned)	6
CT	CT (transitioned)	169
	CT (certified)	58
CT & RPT	CT & RPT (transitioned)	2
	CT & RPT (certified)	1
RPT	RPT (new system)	3
	RPI (transitioned)	1
Paraprofessional	Paraprofessional (transitioned)	1
None	None	4
	None (accredited)	6
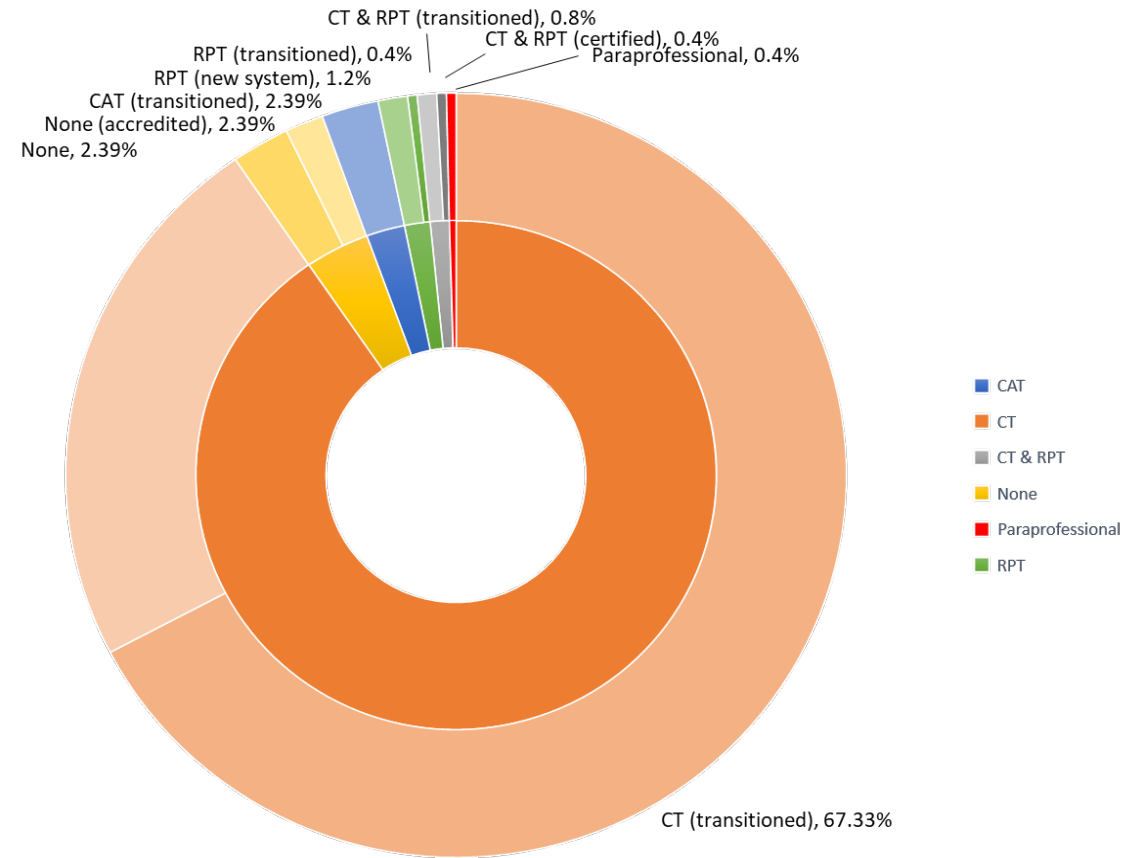
Note: CAT – Certified Advanced Translator; CT – Certified Translator; RPT – Recognised Practising Translator

1.2 Working languages

- **Respondents**

  245 respondents in total: 222 with one language combination; 19 with two language combinations; 3 with three language combinations; 1 with four language combinations

- **Diversity of language combination (ranked by number of responses)**

| Language	Count	Language	Count	Language	Count	Language	Count	Language	Count
Spanish	34	Hindi	7	Chinese	2	Bosnian	1	Malay	1
Chinese	30	Korean	6	Dari	2	Cantonese	1	Nepali	1
French	29	Croatian	5	Finnish	2	Chin	1	Norwegian	1
Portuguese	15	Russian	5	Punjabi	2	Czech	1	Oromo	1
German	14	Thai	5	Sinhalese	2	Farsi	1	Romanian	1
Italian	14	Indonesian	4	Slovak	2	Gujarati	1	Samoan	1
Arabic	12	Persian	4	Ukrainian	2	Hakha	1	Swahili	1
Japanese	10	Dutch	3	Urdu	2	Hebrew	1	Swedish	1
Greek	9	Hungarian	3	Afrikaans	1	Khmer	1	Telugu	1
Mandarin	9	Serbian	3	Amharic	1	Lao	1	Tigrinya languages	1
Vietnamese	9	Turkish	3	Assyrian Neo Aramaic	1	Macedonian	1	N/A	6

1.3 State/territory distribution of respondents
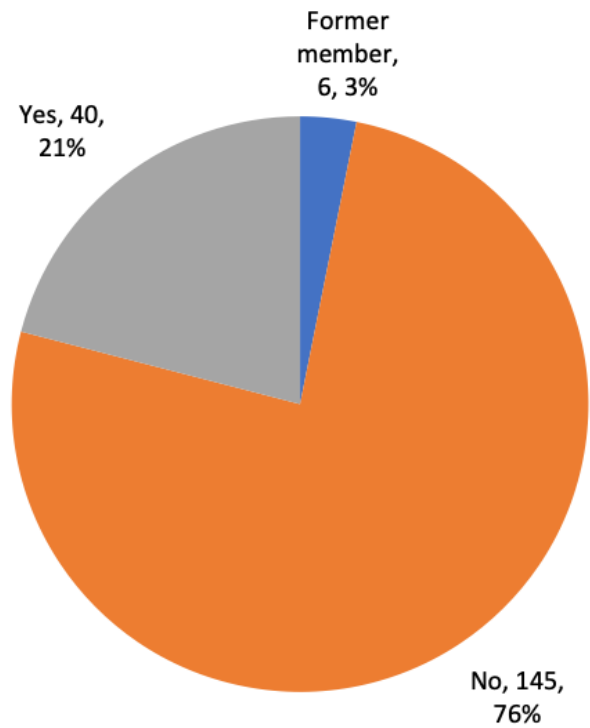
- **Responses (243 provided)**
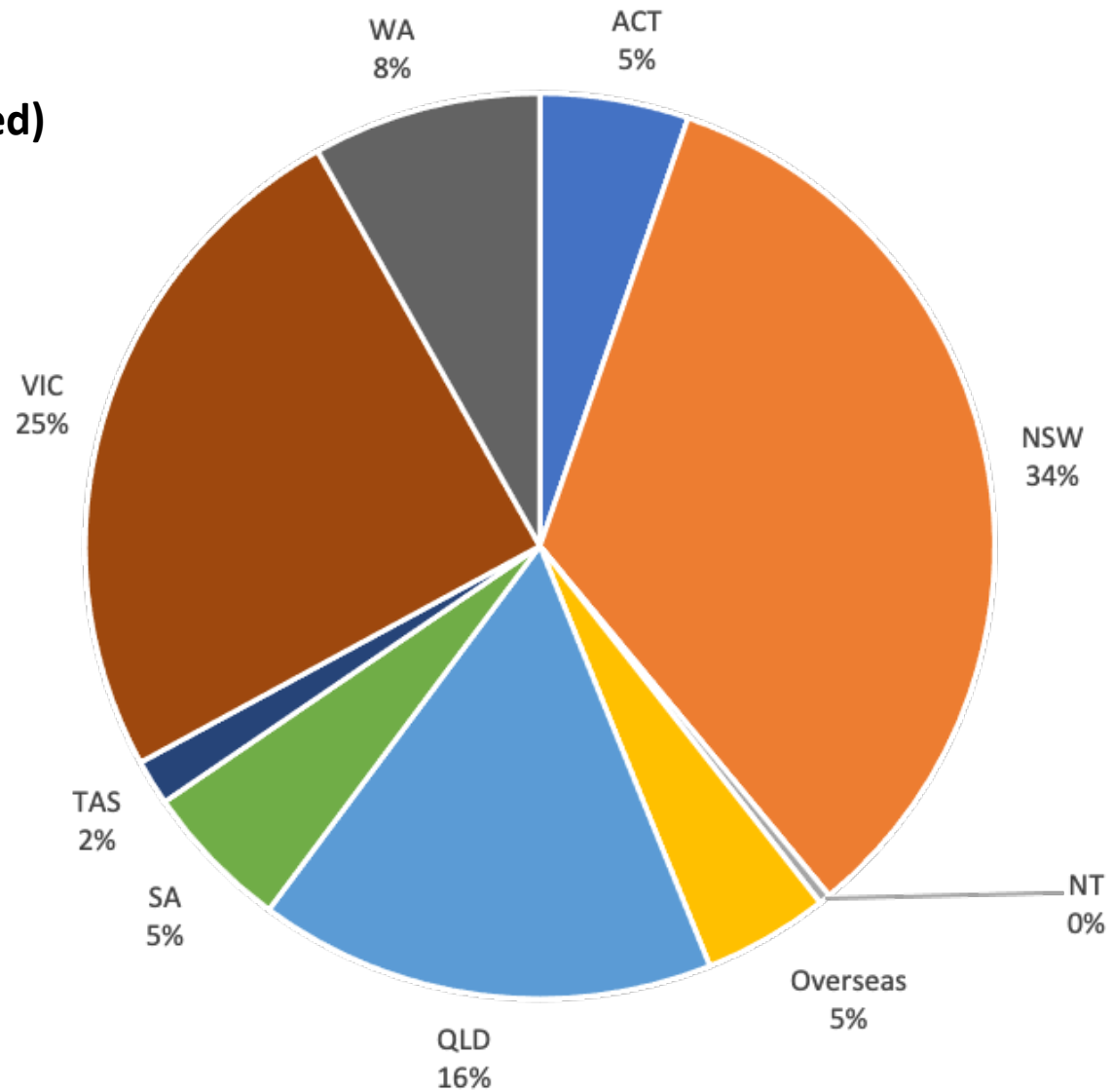
1.4 AUSIT membership status
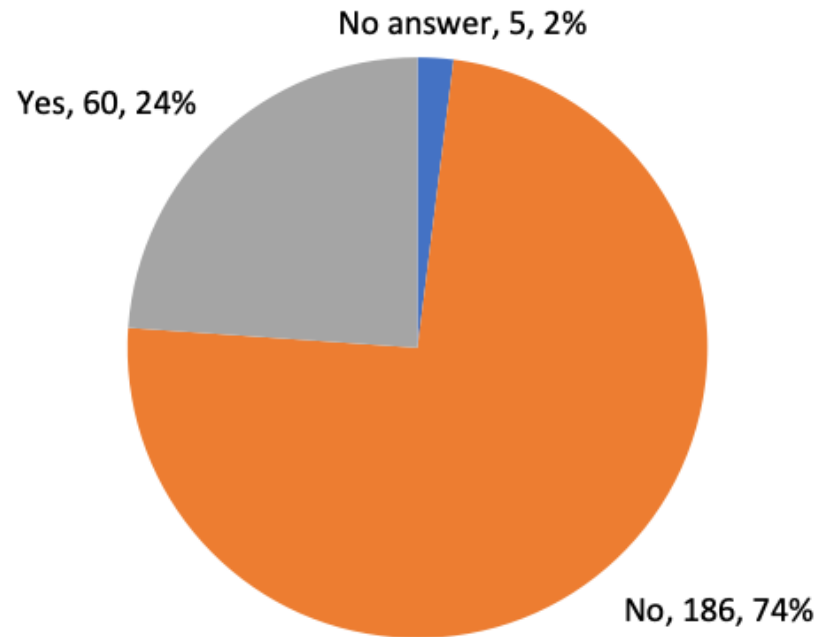
- **Responses (247 provided)**
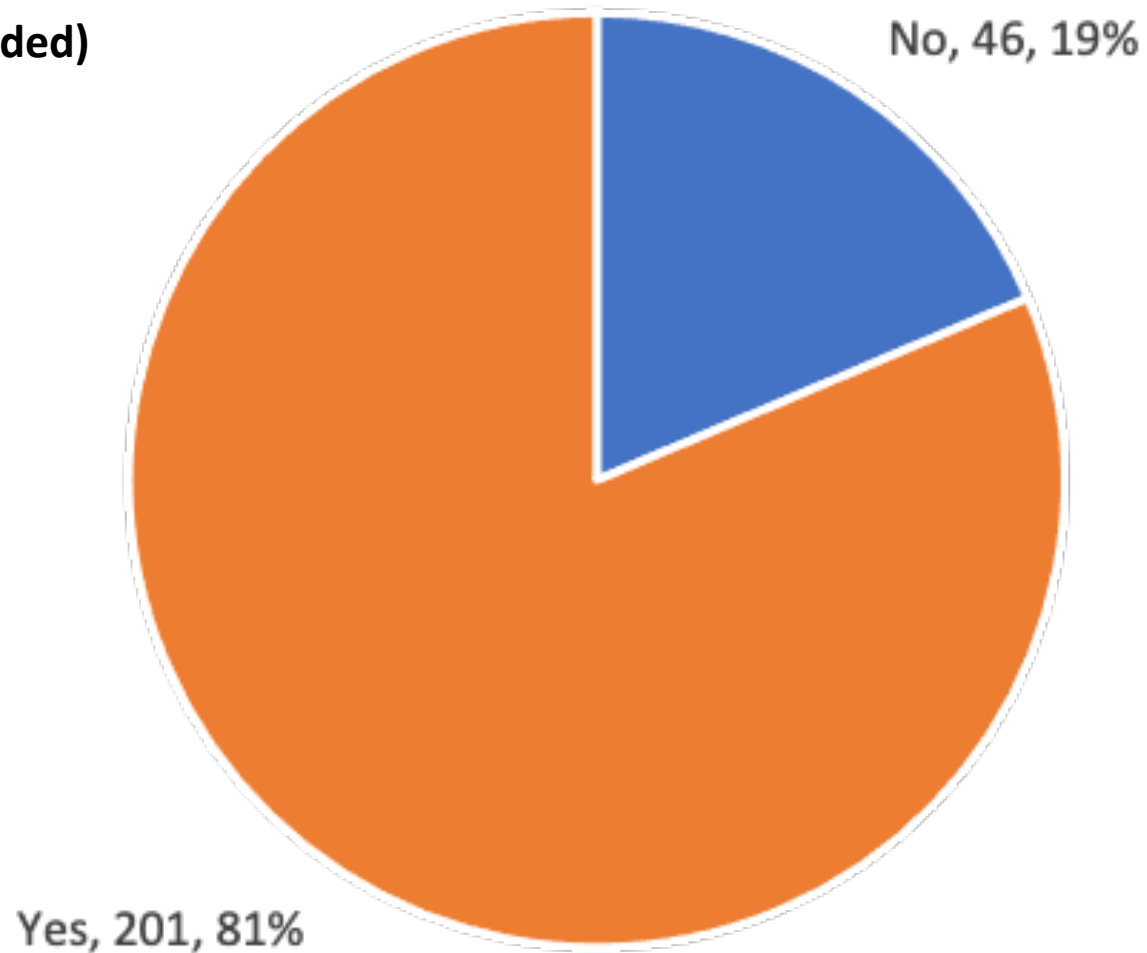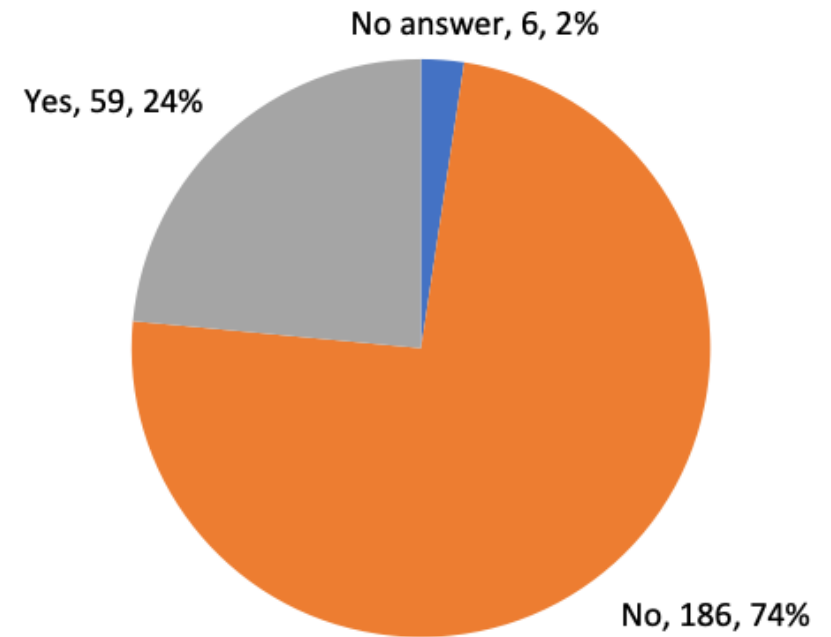
1.5 Union membership status

- **Responses (282 provided)**

Answer	Number of responses
No	145
Professionals Australia	30
Former member (not specified)	6
National Tertiary Education Union	2
Community and Public Sector Union	1
Community and Public Sector Union & Professionals Australia	1
Finance Sector Union	1
Public Service Association	1
Translators Assocation of China	1
United	1
Western Australia Institute of Translators & Interpreters	1
Yes (not specified)	1

Pie chart labels: Former member, 6, 3% | Yes, 40, 21% | No, 145, 76%

1.6 Insurance coverage

Professional Indemnity Insurance

No answer, 5, 2%

Yes, 60, 24%

No, 186, 74%

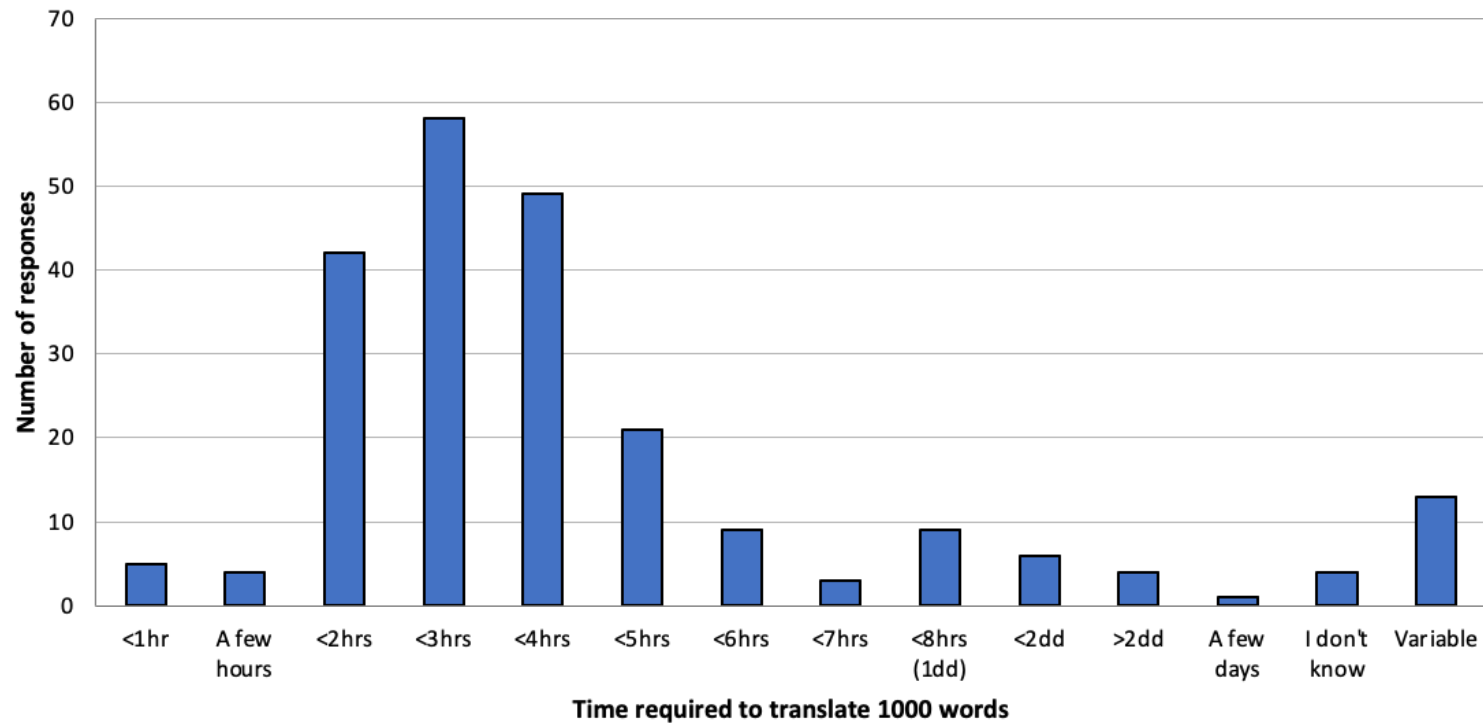## Public Liability Insurance

No answer, 6, 2%

Yes, 59, 24%

No, 186, 74%

1.6 Time expenditure

**Distribution of time expenditure for the translation of a text of 1000 words**

42.11% of respondents indicate variability of time expenditure. The main factors impacting the time required to translate 1000 words are:

Factor	Count
Format/layout/editing	9
Complexity	8
Admin/proofreading/revision	8
Language direction	4
Research needed	5
Use of CAT tools	4
Topic	3
Quality of source text	2
Context	2
Other work commitments	2
Need for best quality	1
Typing speed	1

Part I: Translation

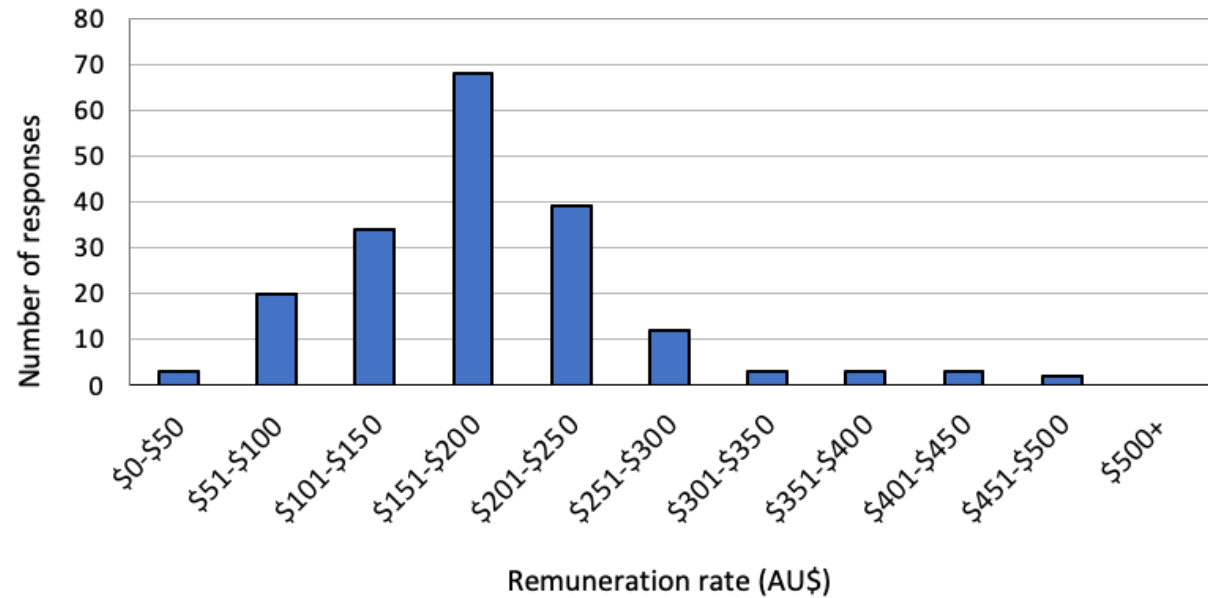# 2.1 Translation of standard documents
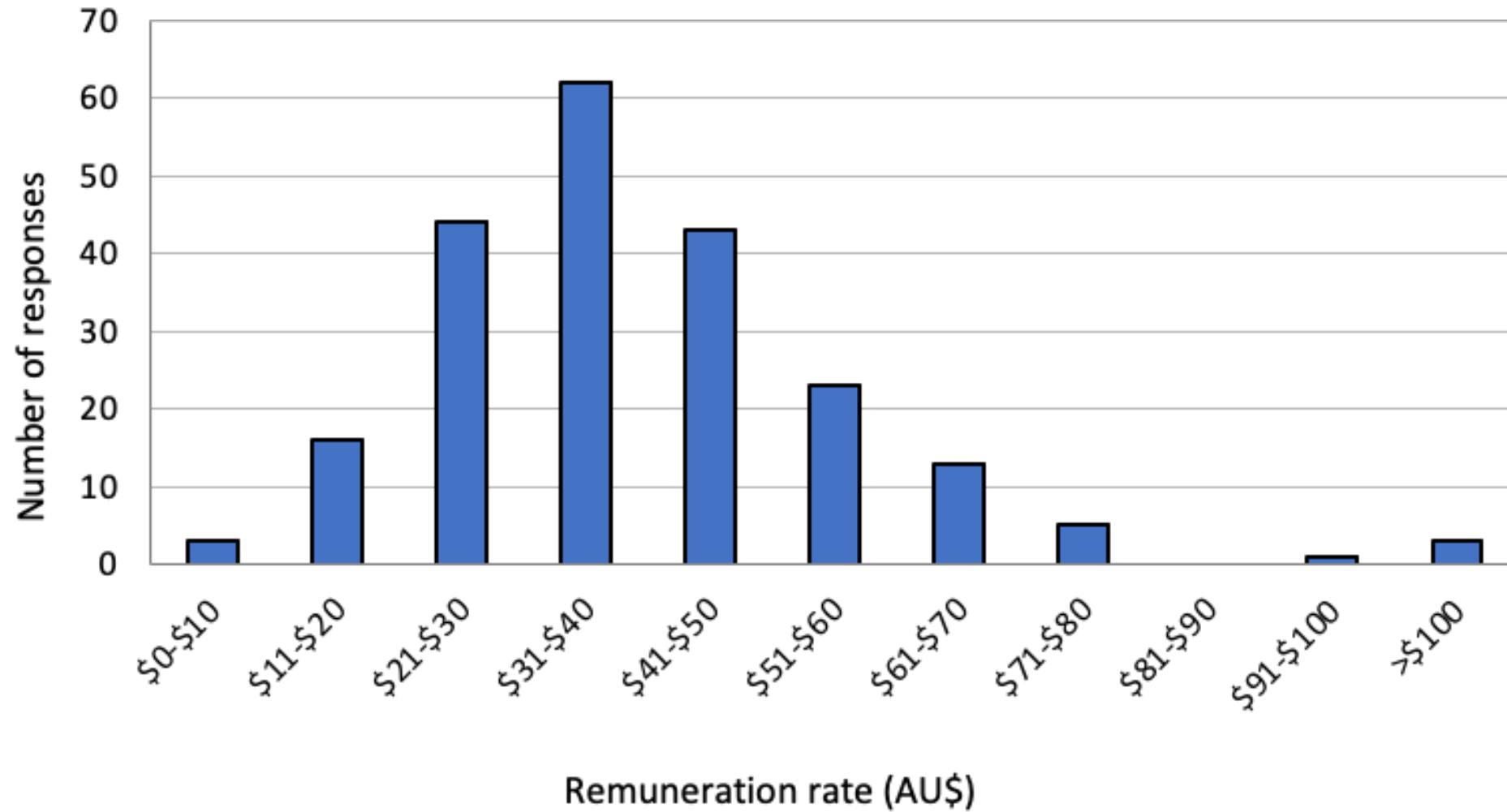
2.2 Translation of a text of 1000 words

Remuneration rate for translations from <u>LOTE into English</u>
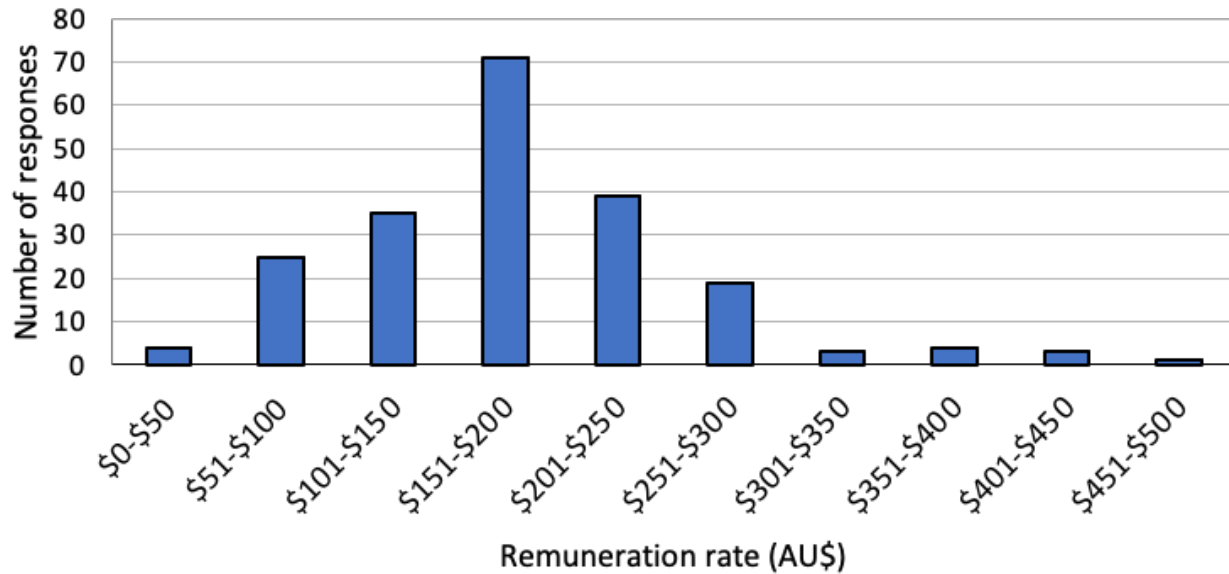
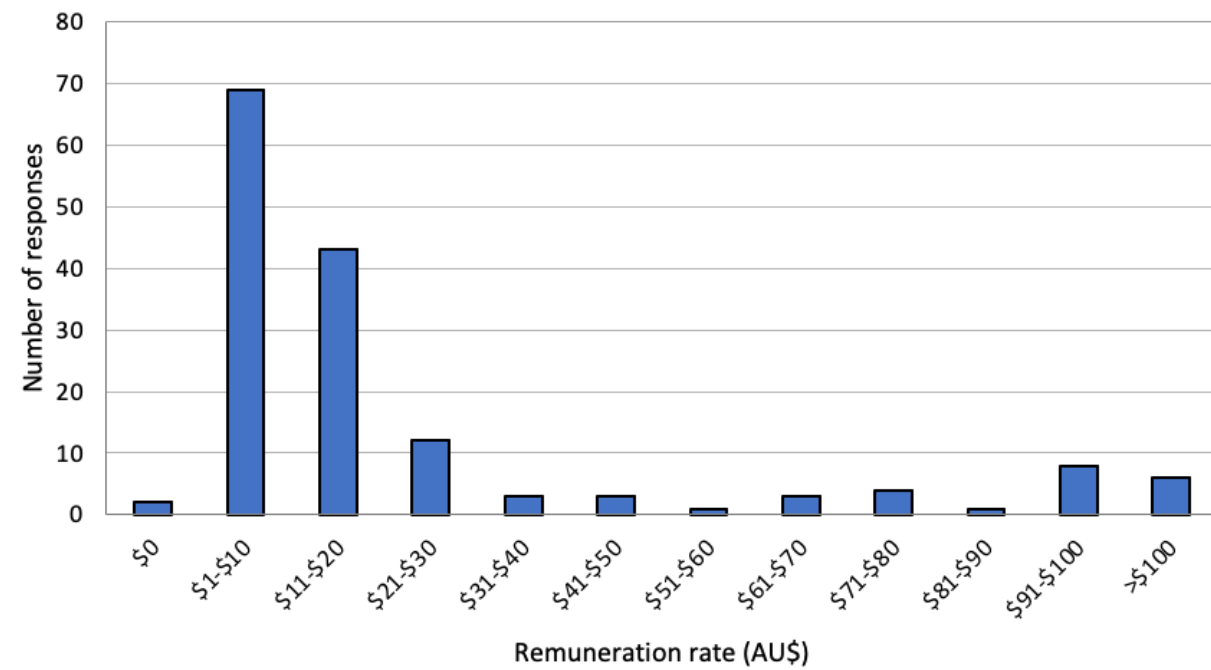**Remuneration rate for translations from <u>English into LOTE</u>**

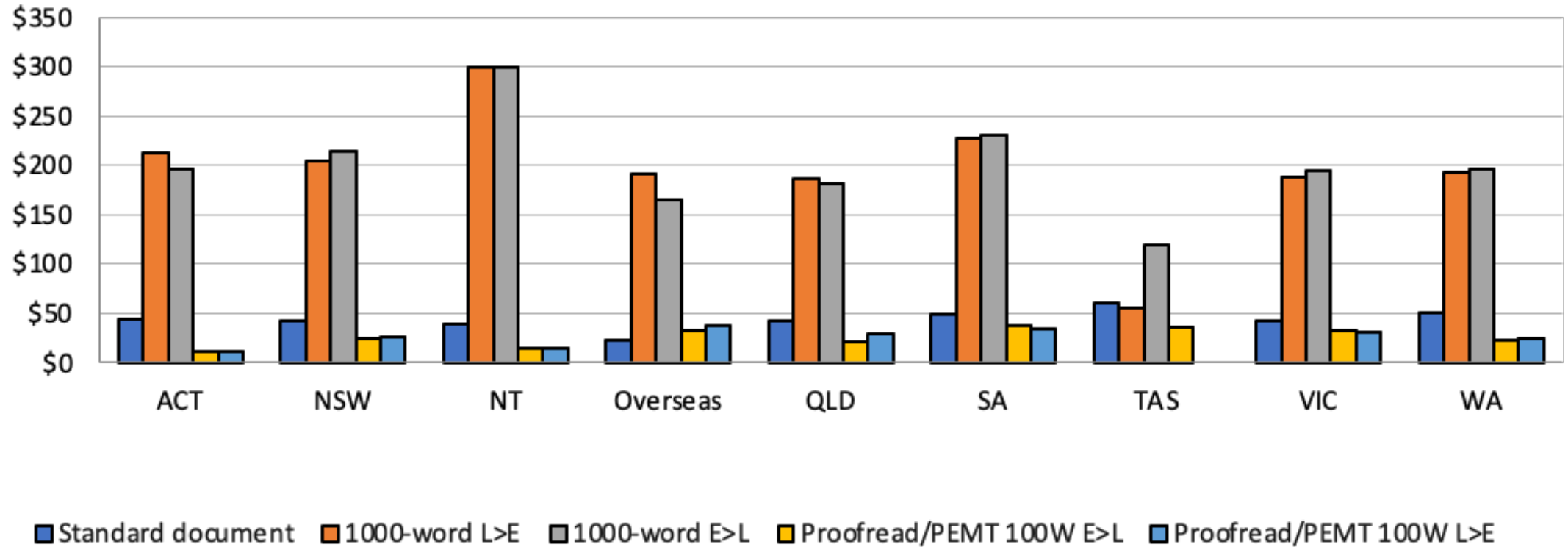# 2.3 PEMT/Proofreading a text of 100 words

Remuneration rate - __LOTE into English__

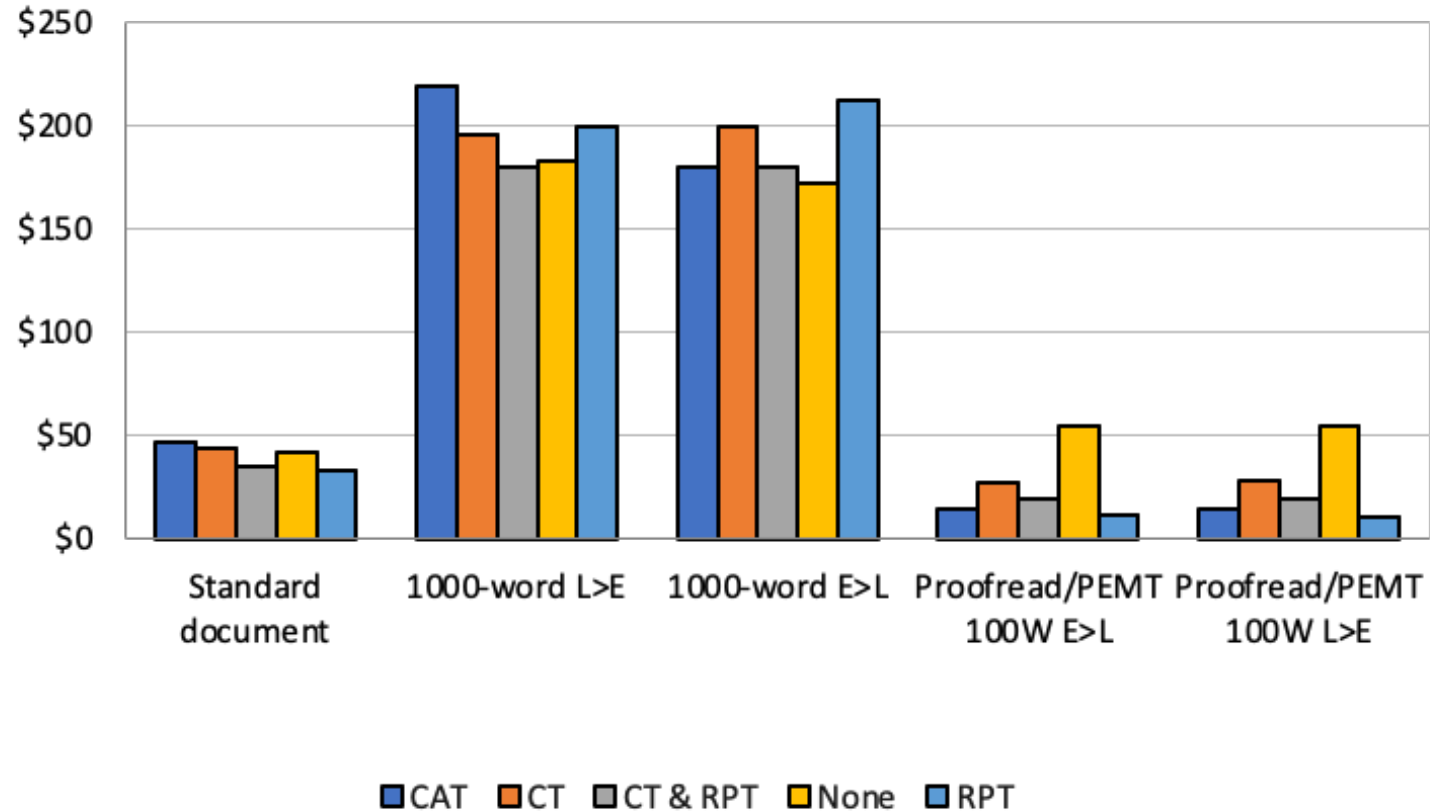Remuneration rate - __English into LOTE__

2.4 Average remunerations rates by state

Note: low number of respondents for Northern Territory (single respondent) and Tasmania (3 respondents)
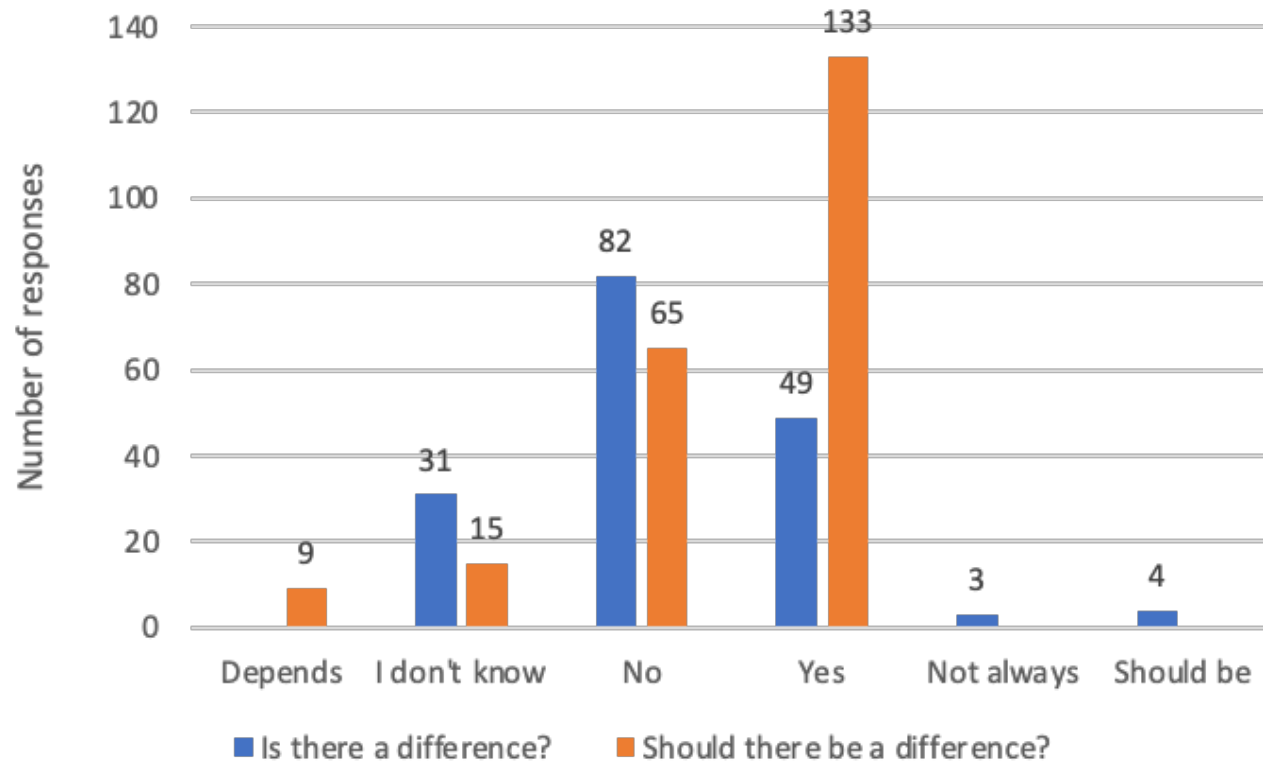
2.5 Average remunerations rates by accreditation

2.6 Average remunerations rates by accreditation (cont'd)

Remuneration rate comparison for translators who have certified under the new system and translators who have transitioned to certification from accreditation
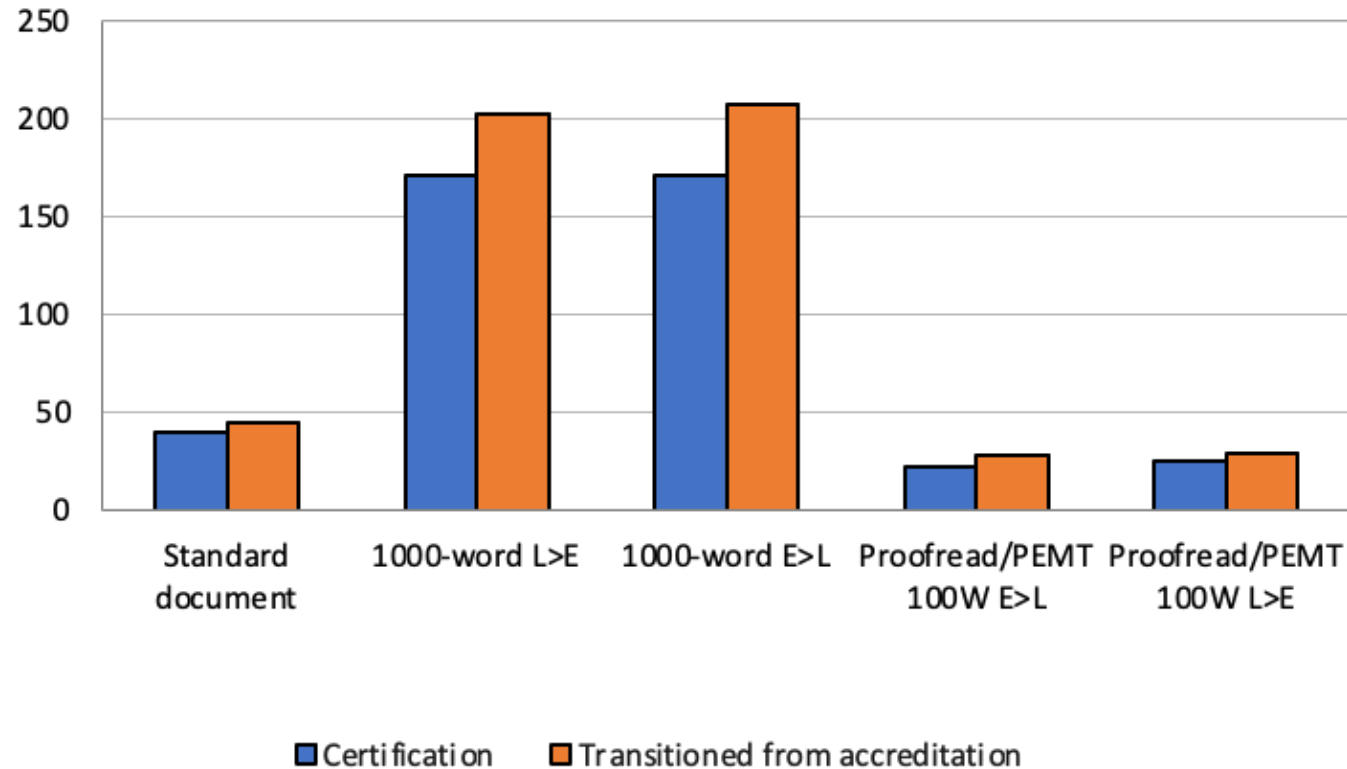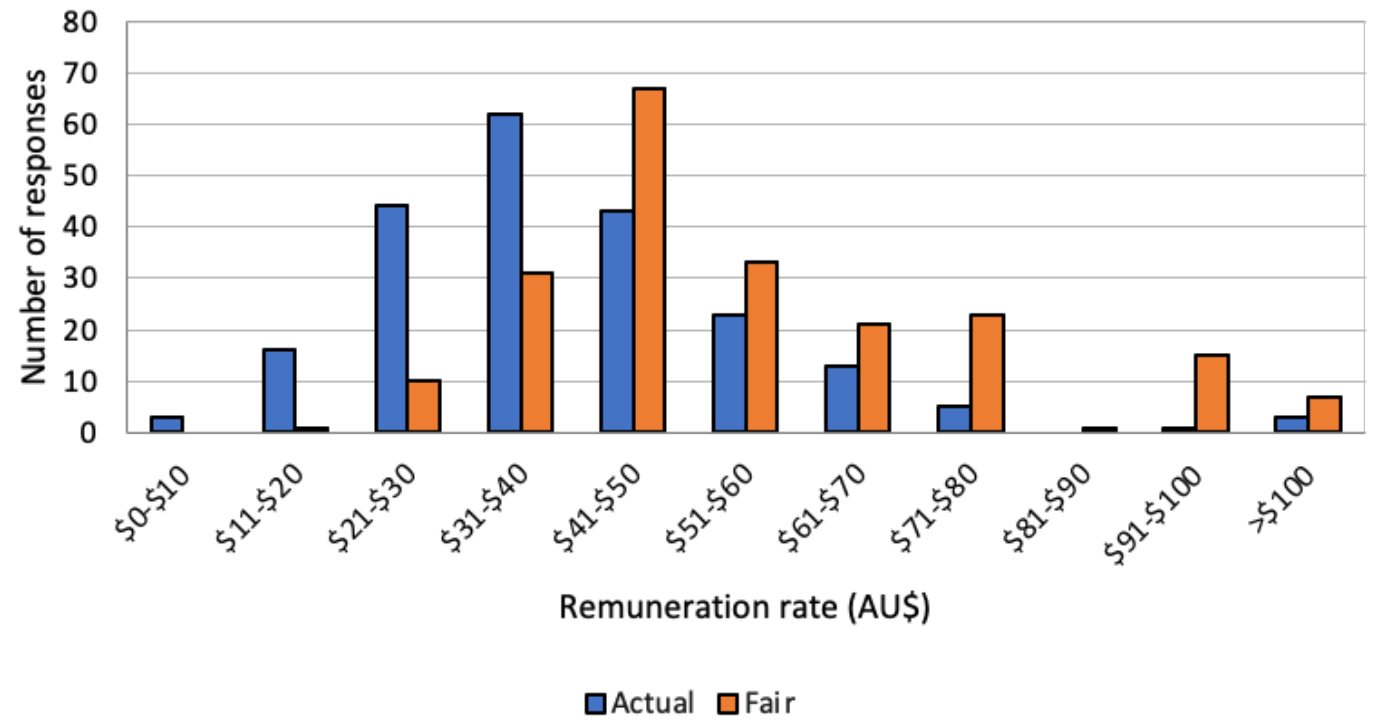
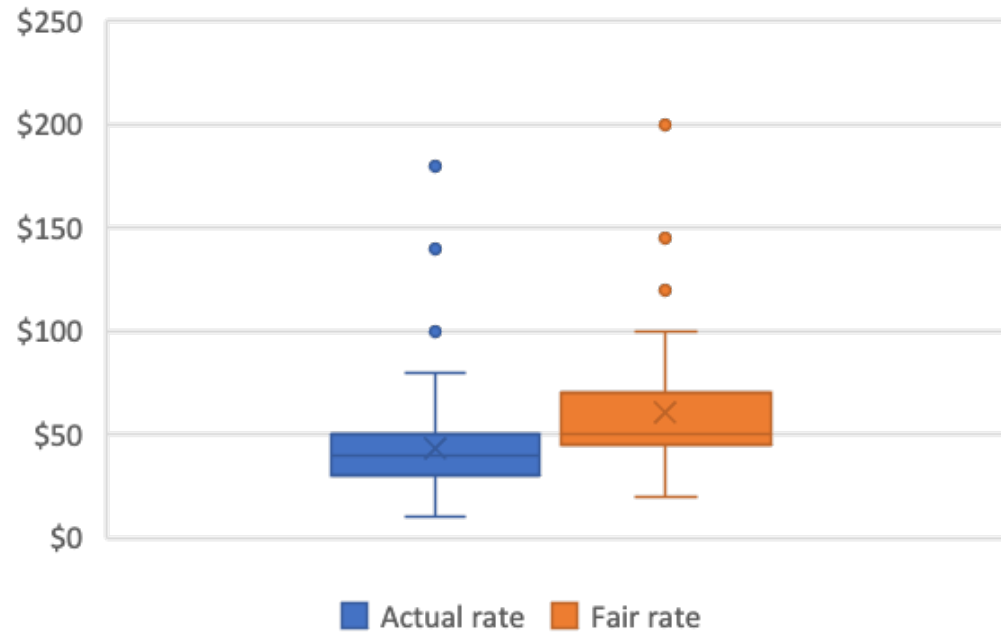# 2.7 Rate difference between proofreading/post-editing human vs. machine translation

Part I: Translation

- 1. Demographic information
- 2. Remuneration rates
- **3. Comparing actual and expected rates**
- 4. Language service providers (LSP)

3.1 Translation of standard documents

3.2 Translation of a text of 1000 words (LOTE into English)

3.3 Translation of a text of 1000 words (English into LOTE)

3.4 PEMT/Proofreading a text of 100 words (LOTE-English)
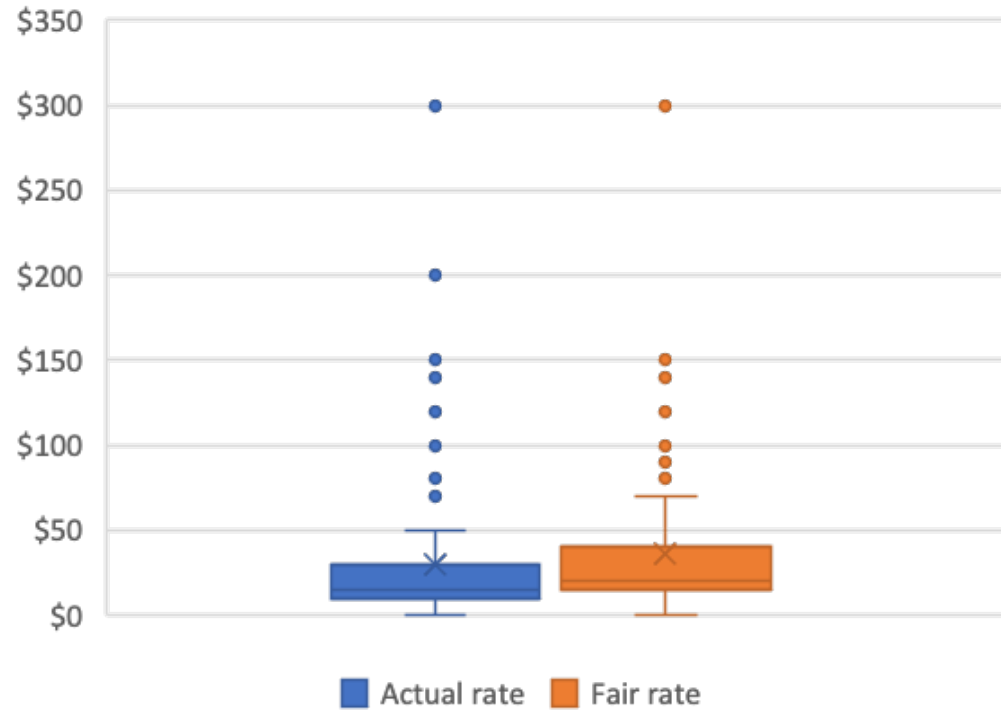
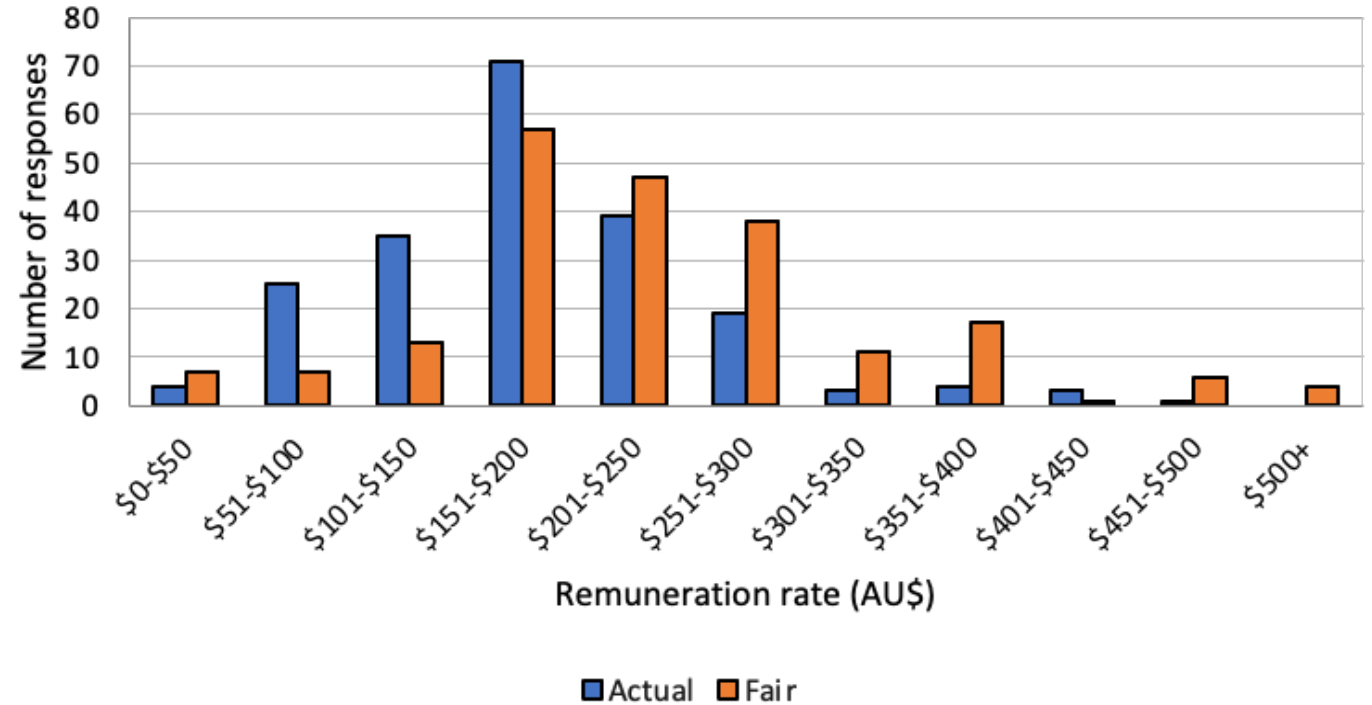# 3.5 PEMT/Proofreading a text of 100 words (English into LOTE)
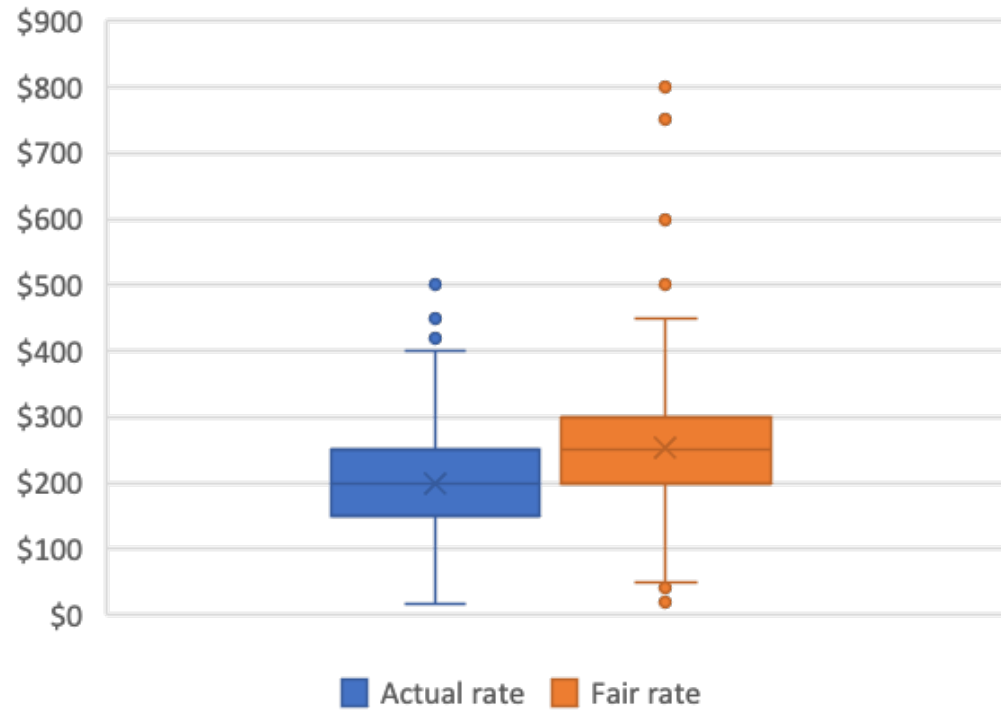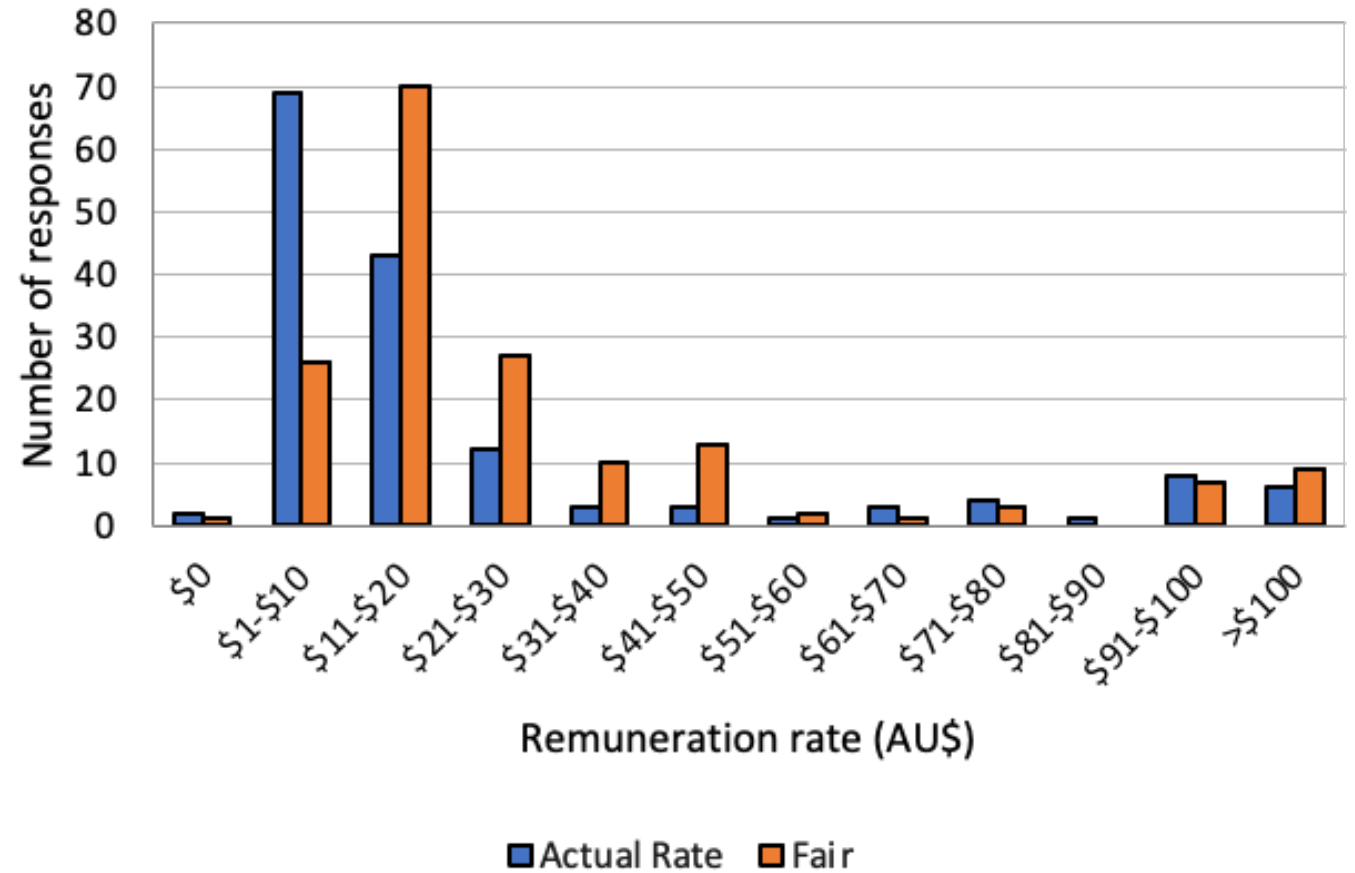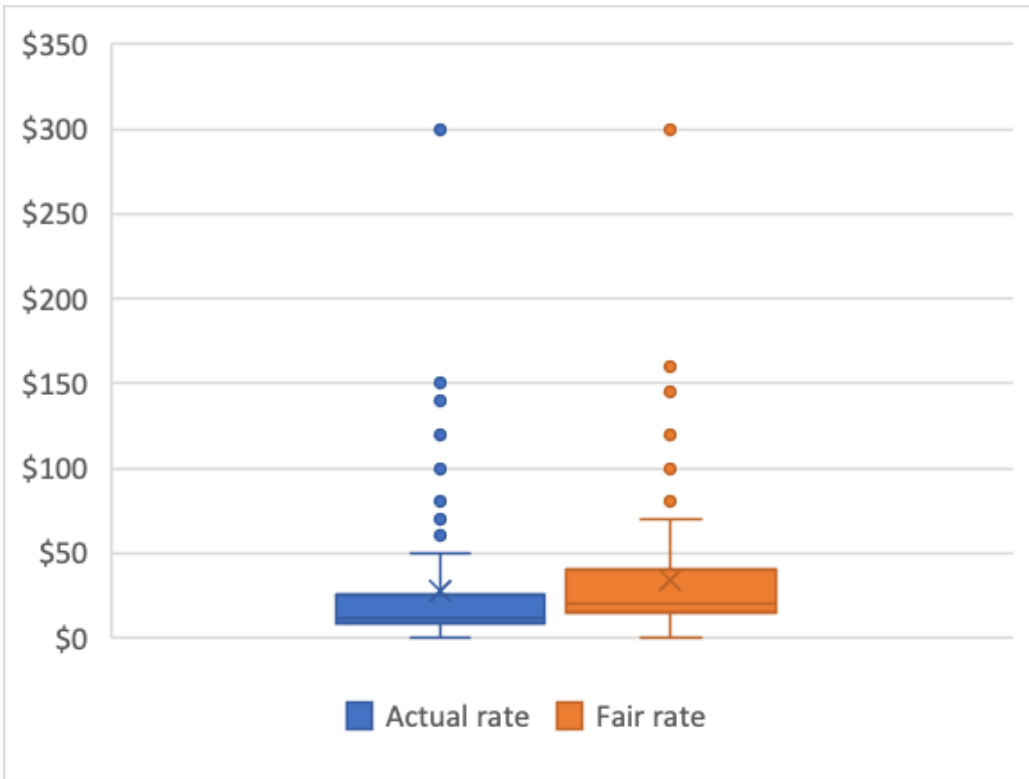
Part I: Translation

- 1. Demographic information
- 2. Remuneration rates
- 3. Comparing actual and expected rates
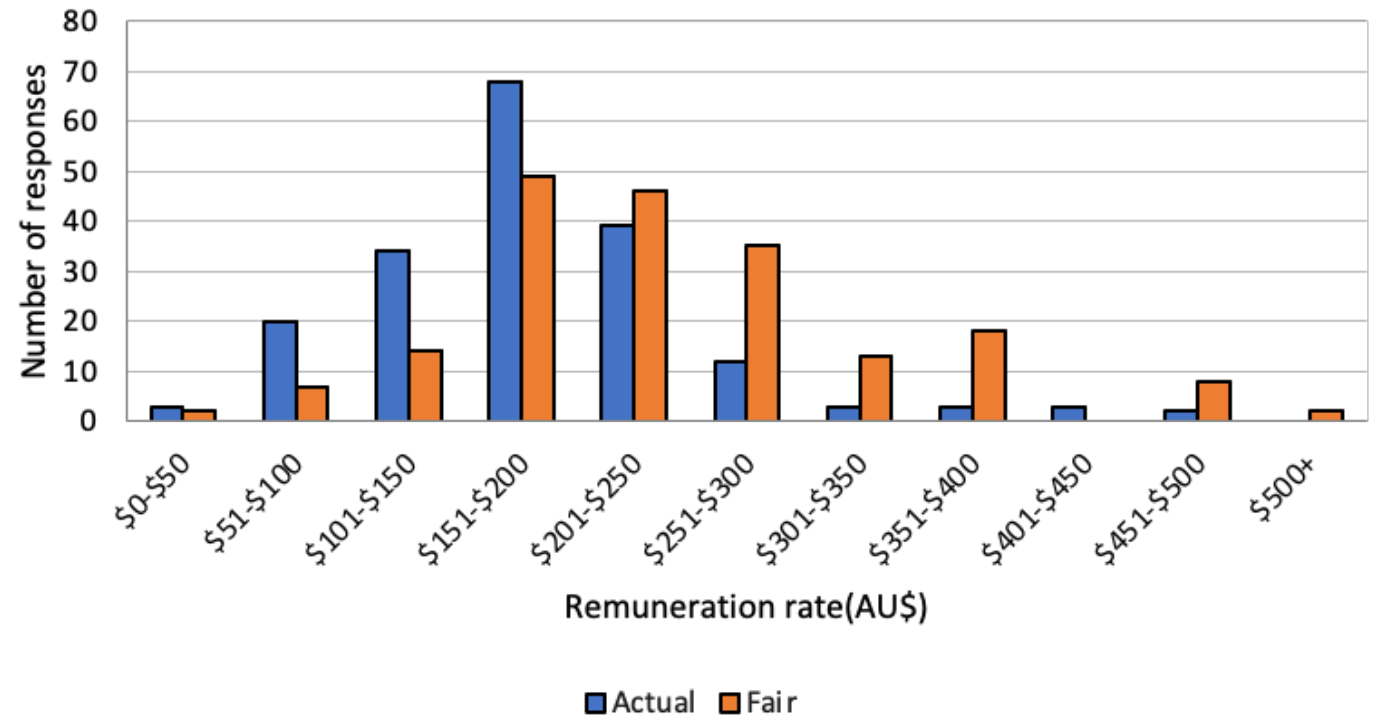- 4. Language service providers (LSP)

4.1 Employment with LSPs

- **Responses to employment status with any LSPs**
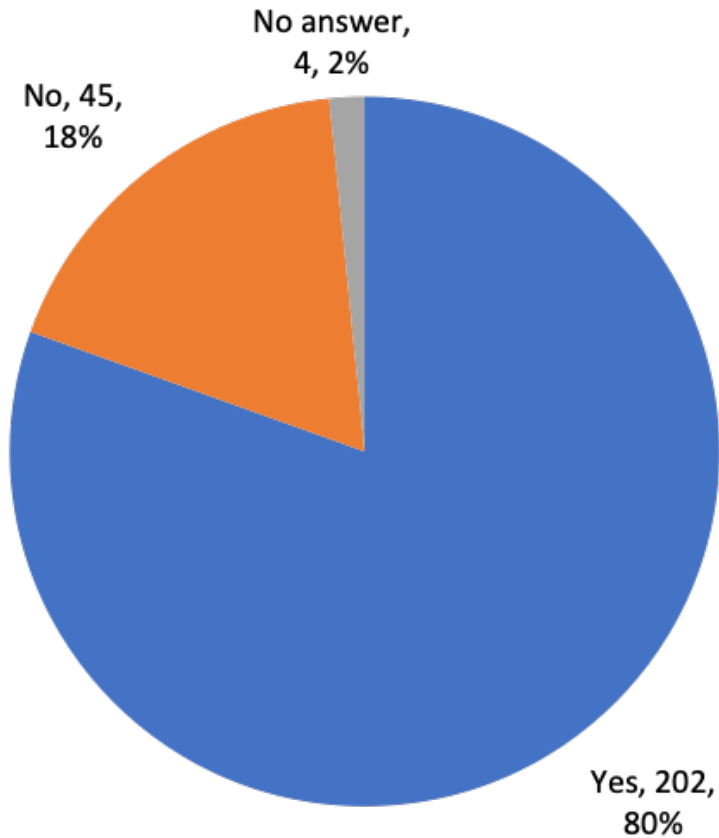
Reasons for not working for LSPs

Answers	Number of responses
Prefer other work (government, in-house, independent)	27
Low rates	18
Work for LSP sometimes, but only as a filler	9
Lack of job security	7
Lack of professionalism or respect	4
Unhappy with terms and conditions	3

4.2 Comparing non-LSP and LSP remuneration rates
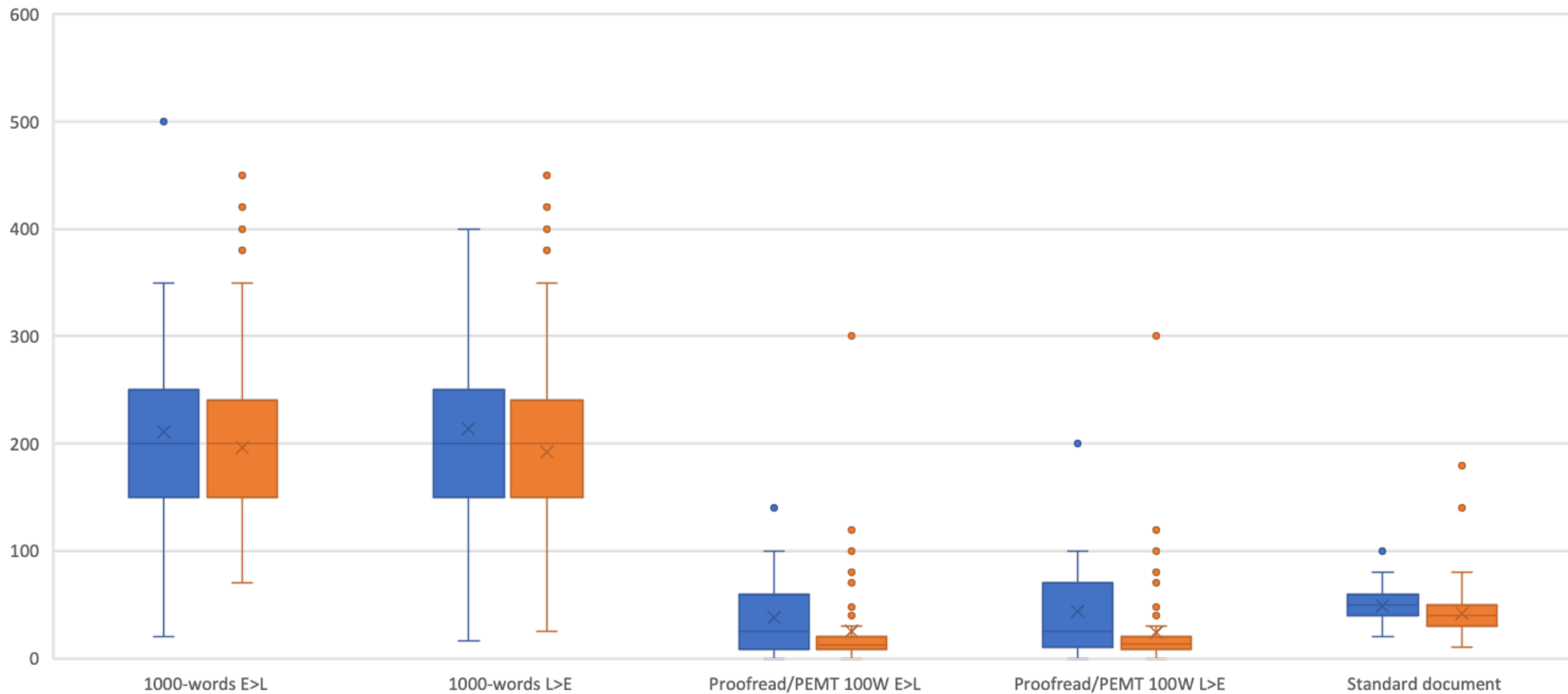
4.2 Comparing non-LSP and LSP remuneration rates (cont'd)
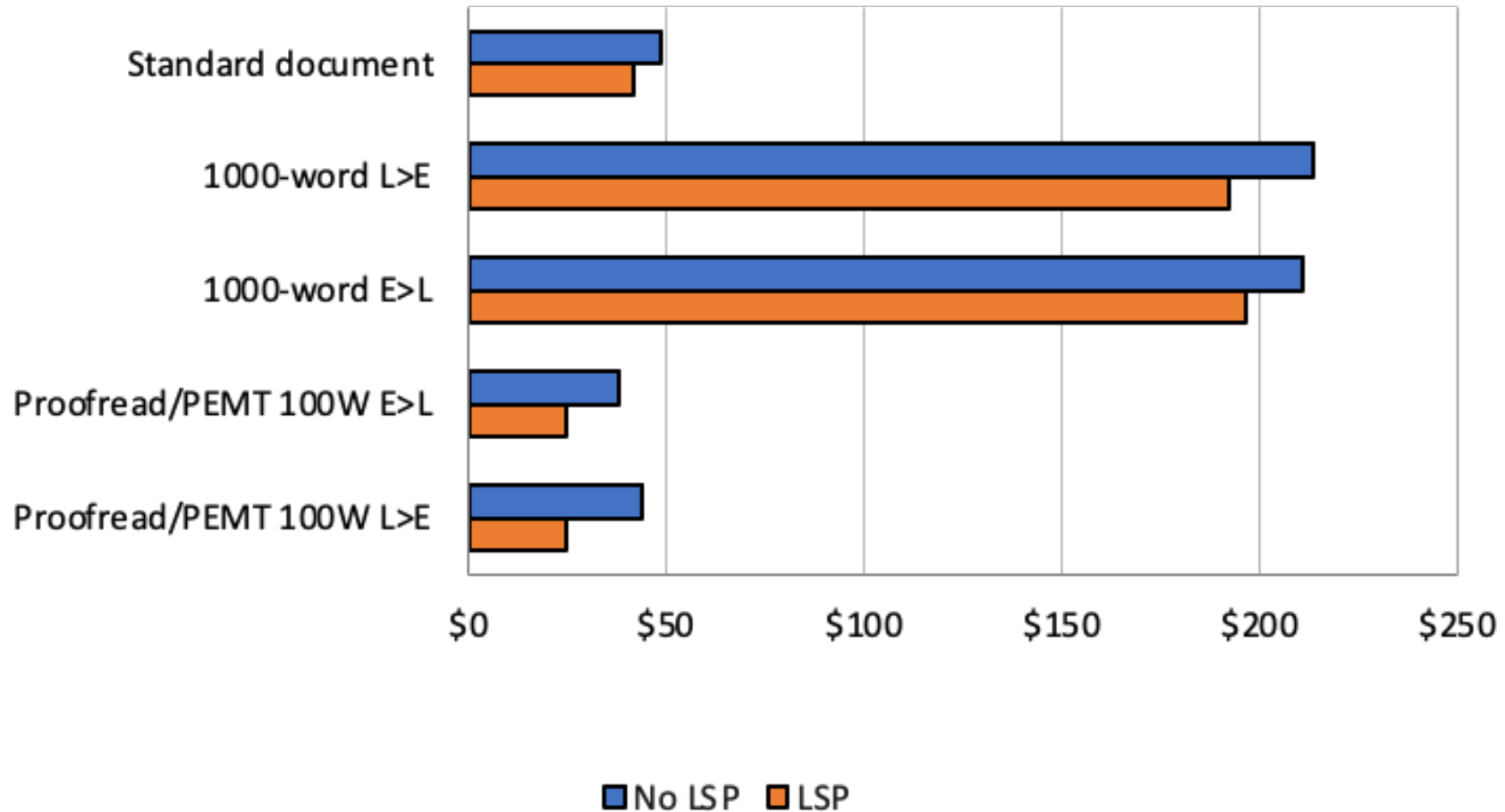
4.4 Practitioners' thoughts on certify/recertify LSPs

- **Distribution of answer**
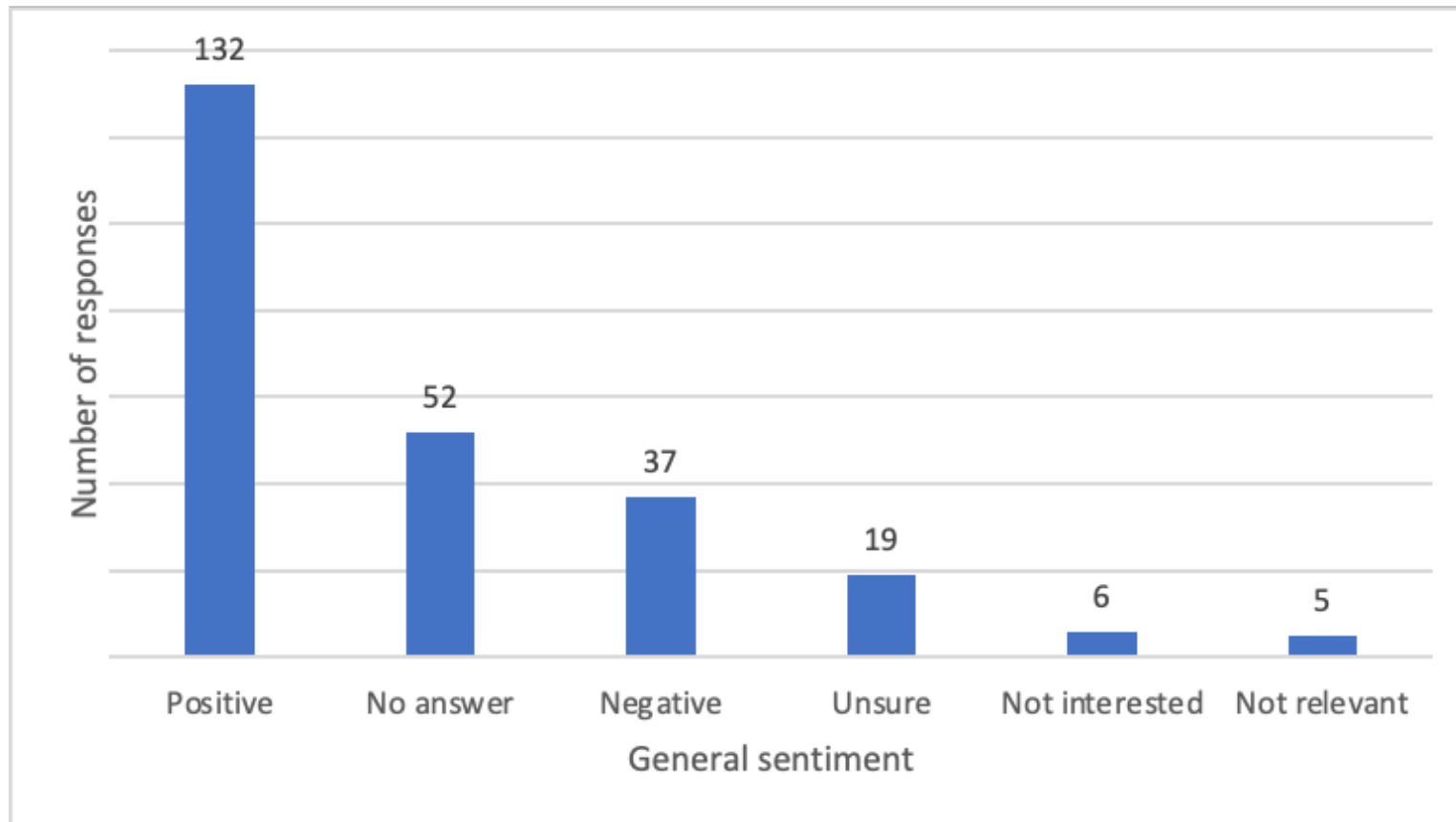
Part II: Interpreting

Part II: Interpreting

- 1. Demographic information
- 2. Remuneration rates
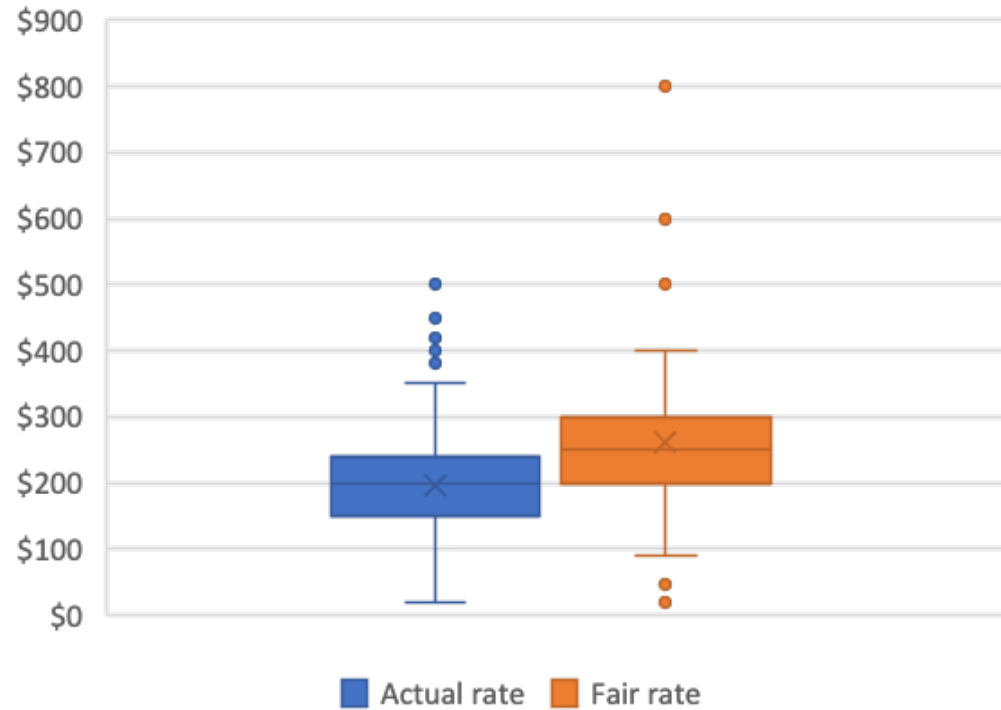- 3. Comparing actual and expected rates
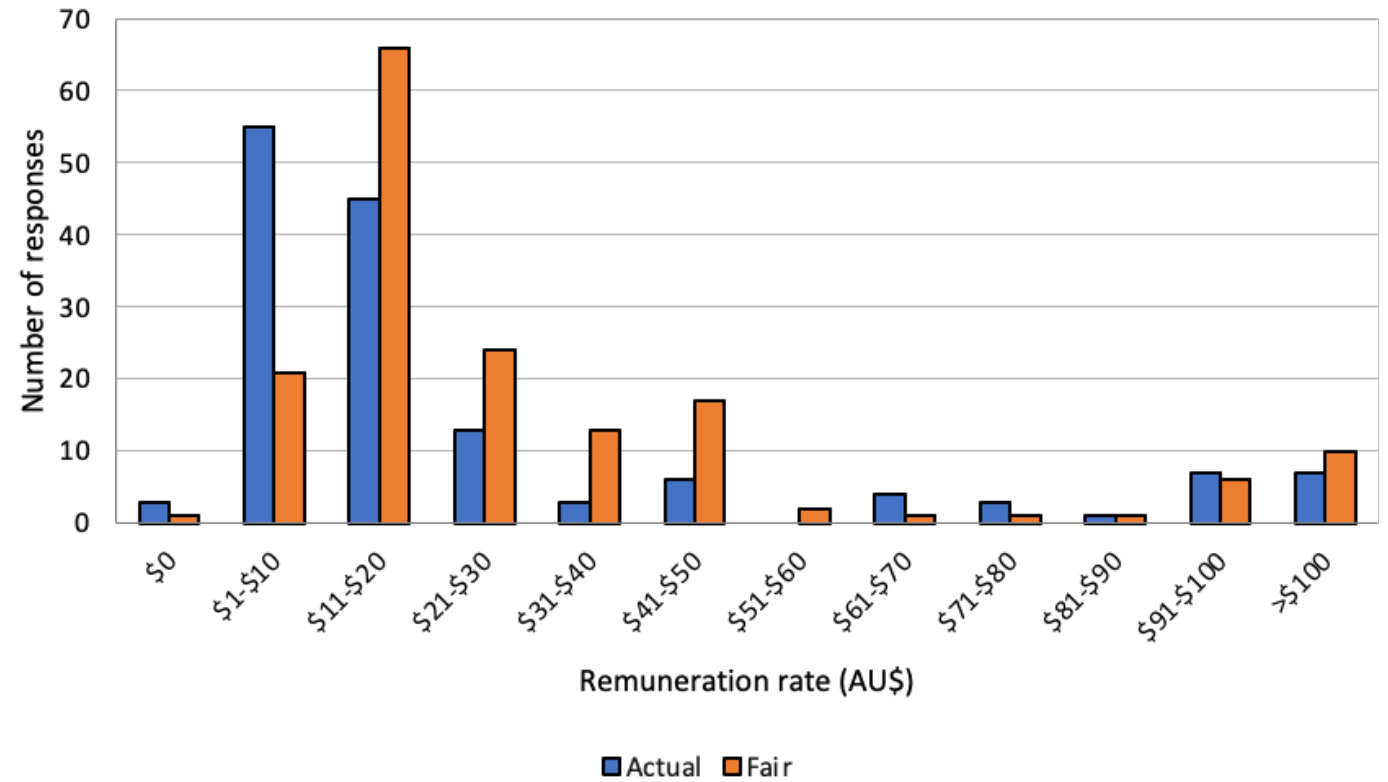- 4. Language service providers (LSP)

1.1 Credentials

- **Respondents**

263 with one credential; 7 with two credentials; 12 with no credential.

| Credentials status		Count
CCI	CCI (transitioned)	7
CSLI	CSLI	1
CI/PI	CI (certified)	30
	CI (transitioned)	128
	PI (accredited)	3
CPI/PAPI	CPI (certified)	27
	CPI (transitioned)	61
	PRPI (accredited)	1
RPI	RPI (new system)	6
	RPI (transitioned)	13
No credential	CT/PT	3
	N/A	9
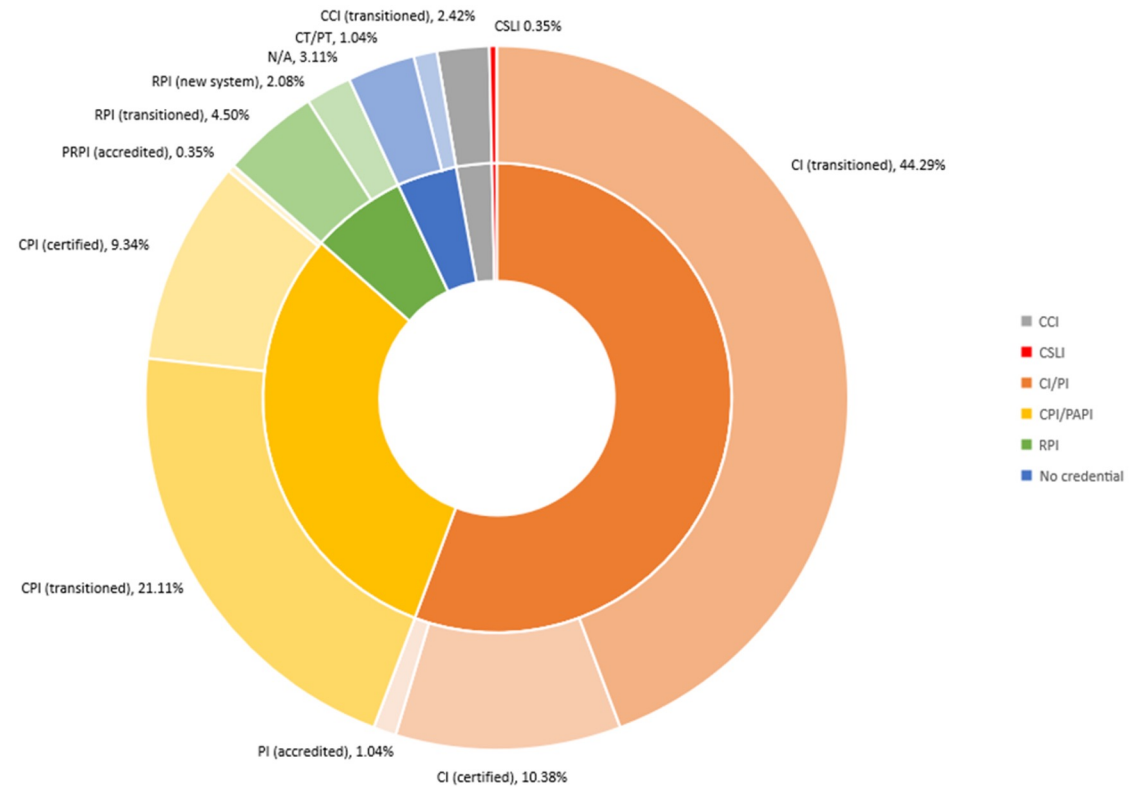
Note. CCI – Certified Conference Interpreter; CSLI – Certified Specialised Legal Interpreter; CI – Certified Interpreter; PI – Professional Interpreter; CPI – Certified Provisional Interpreter; PRPI – Paraprofessional Interpreter; RPI – Recognised Practising Interpreter; CT/PT – Certified/Professional Translator

1.2 Working languages

- **Respondents**

239 with one language combination; 33 with two language combinations; 5 with three language combinations; 4 with four language combinations; 1 with five language combinations

- **Diversity of language combination (ranked by the number of responses)**

Language	Count	Language	Count	Language	Count	Language	Count	Language	Count
Mandarin	58	Croatian	5	Bosnian	3	Ukrainian	2	Myanmar	1
Arabic	38	Hazaragi	5	Chaldean	3	Acholi	1	Oromo	1
Spanish	21	Hindi	5	Kiswahili	3	Burmese	1	Samoan	1
Vietname	17	Korean	5	Kurdish (K	3	Czech	1	Slovak	1
Italian	15	Punjabi	5	Sinhalese	3	Filipino	1	Sorani	1
French	13	Serbian	5	Tigrinya	3	Finnish	1	Swahili	1
Cantonese	12	Turkish	5	Assyrian	2	Hakha Chi	1	Syriac	1
Persian	11	Urdu	5	Bangla	2	Haryanvi	1	Tagalog	1
Auslan	9	Farsi	4	Fiji Hindi	2	Hokkien	1	Tamil	1
Dari	9	Gujarati	4	German	2	Juba Arab	1	Telugu	1
Japanese	9	Indonesia	4	Hungarian	2	Karen	1	Teo Chew	1
Greek	6	Thai	4	Khmer	2	Lao	1	Tigre	1
Portugues	6	Amharic	3	Macedoni	2	Malay	1	Uyghur	1

1.3 State/territory distribution of respondents

- **Responses (280 provided)**
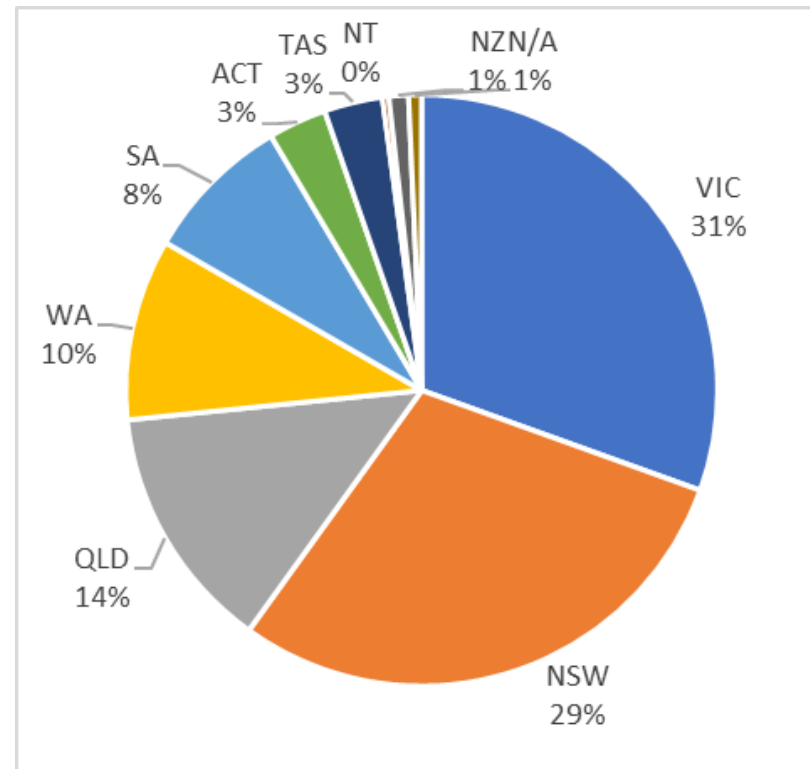
1.4 AUSIT membership status

- **Responses (282 provided)**

Pie chart showing AUSIT membership status: No, 96, 34%; Yes, 186, 66%
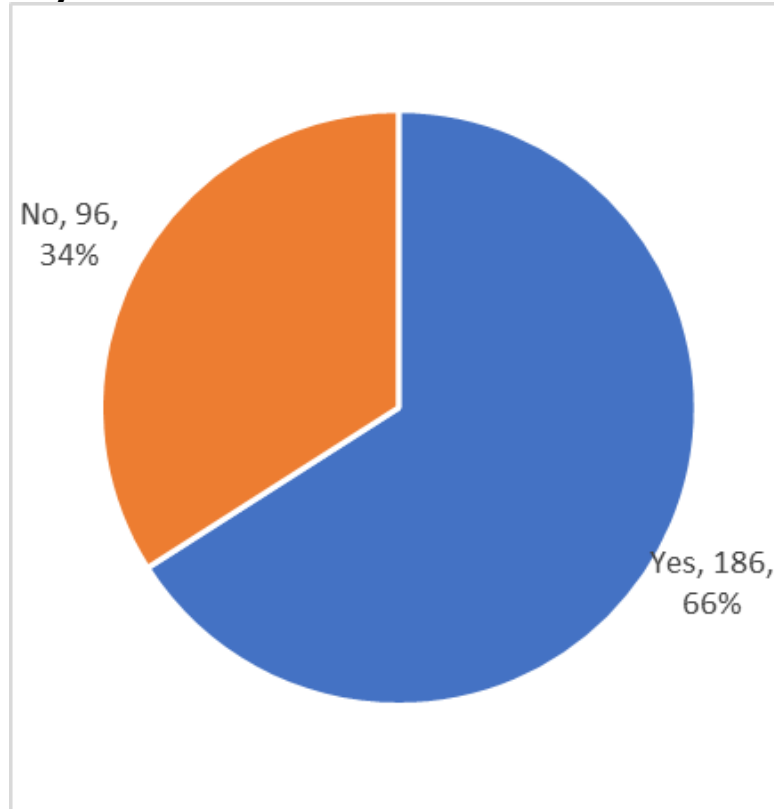
1.5 Union membership status

- **Responses (206 provided)**

Answer	Number of responses
No	148
Professionals Australia (Translators and Interpreters Australia)	40
Community and Public Sector Union	3
Health Services Union	3
National Tertiary Education Union	1
Former member	4
Chinese Interpreters and Translators Association of Australia	3
Translators Association of China	1
New Zealand Society of Translators & Interpreters	1
Western Australian Institute of Translators & Interpreters	1
Western Australian Community Workers	1

1.6 Insurance coverage
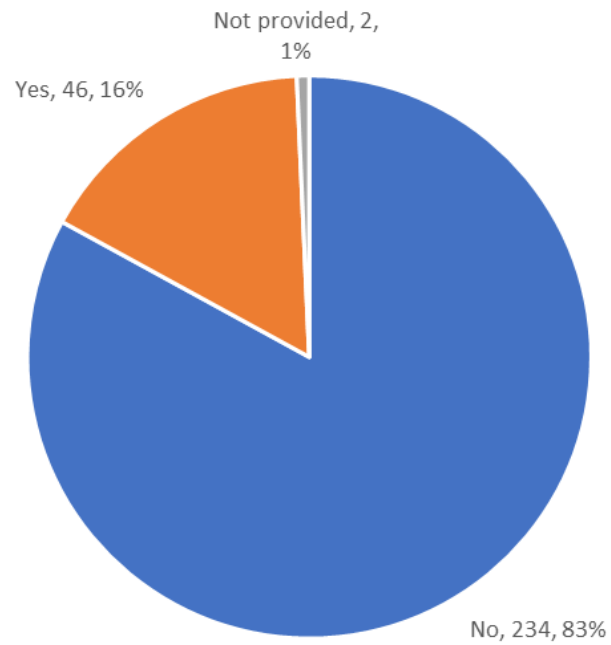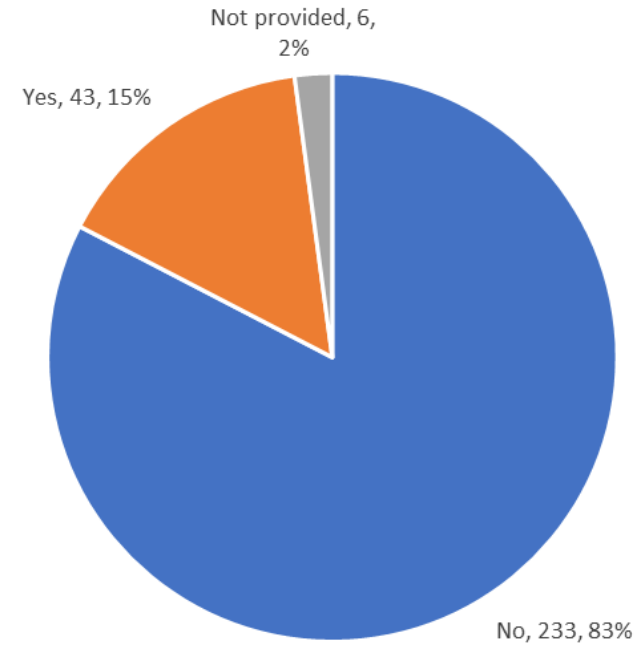
Professional Indemnity Insurance

Not provided, 2, 1%

Yes, 46, 16%

No, 234, 83%

Public Liability Insurance

Not provided, 6, 2%

Yes, 43, 15%

No, 233, 83%

Part II: Interpreting

- 1. Demographic information
- 2. Remuneration rates
- 3. Comparing actual and expected rates
- 4. Language service providers (LSP)

2.1 Onsite interpreting

Remuneration rates for the first hour
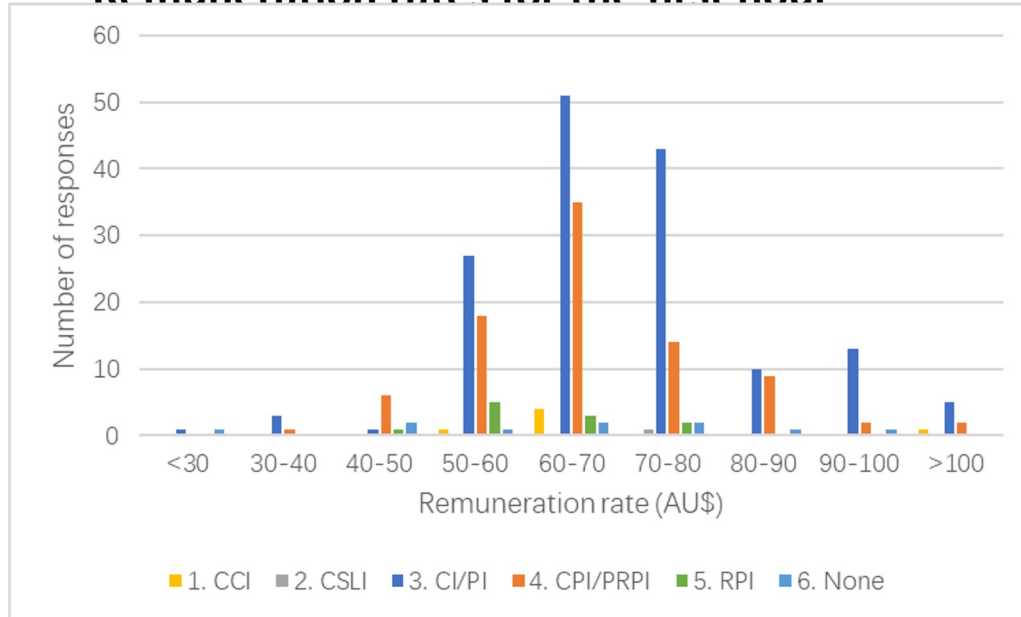
Remuneration rates for the second hour
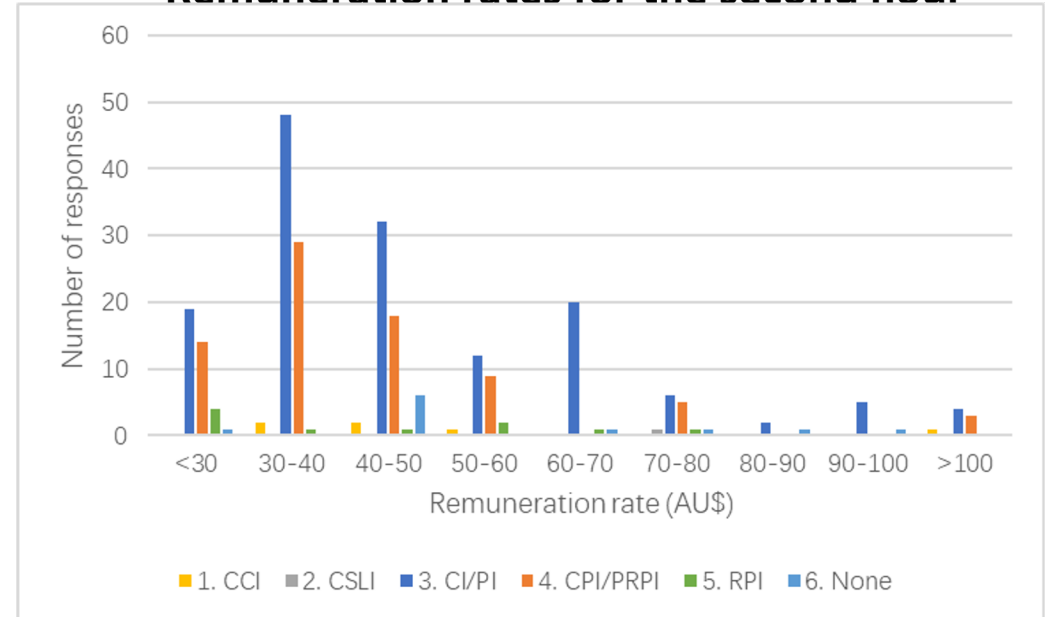
2.1 Onsite interpreting (Cont.)

- Comparing remuneration rates for the first and second hours
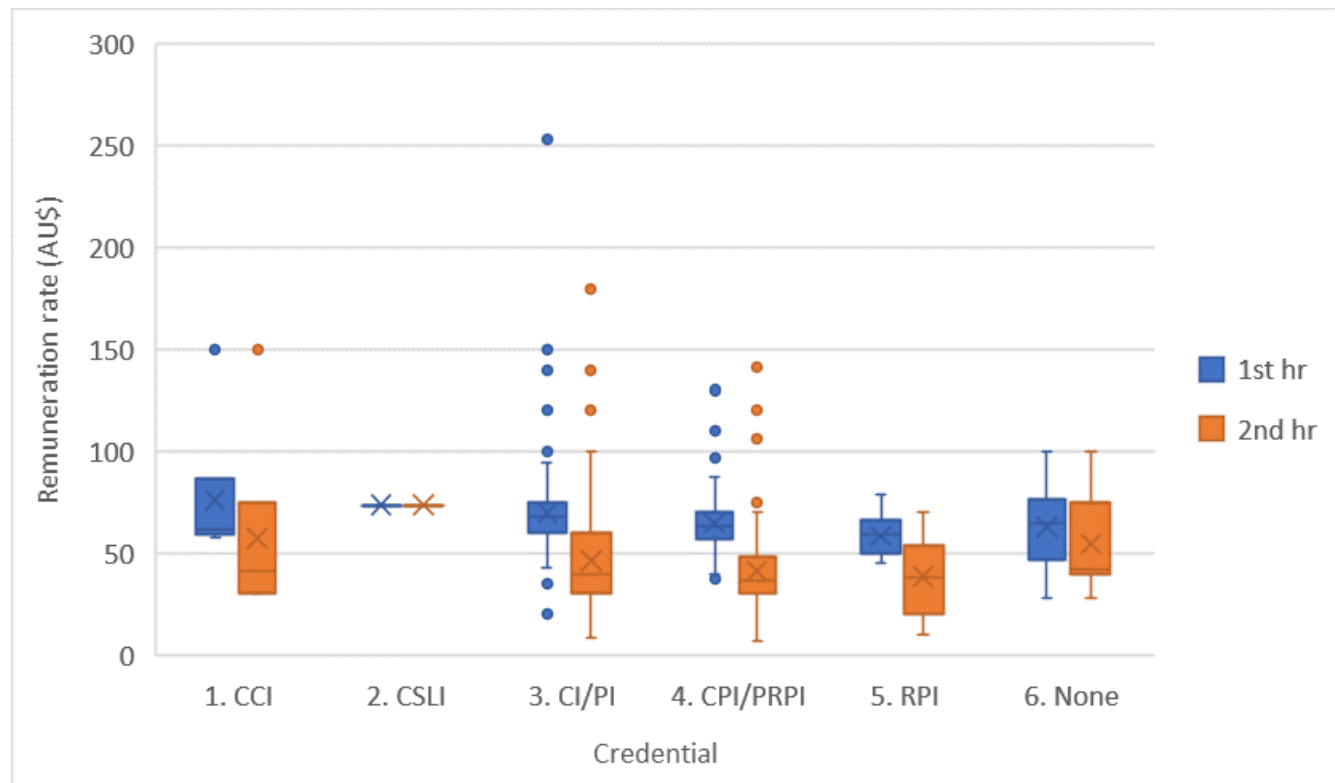
2.2 Telephone interpreting

- **How interpreters get paid**

Payment interval	Number of responses	Average flat rate (AU$)	Average incremental rate (AU$)
Per 1 min	29	1.20	
Per hour	71	46.89	
Tiered pricing			
First 10 mins	6	11.25	0.7 per min
First 15 mins	128	13.05	0.76 per min 2.60 per 5 mins 7.12 per 15 mins
First 20 mins	1	11.00	
First 30 mins	6	23.74	30 per 15 mins
First 35 mins	1	29.46	
First 60 mins	4	49.25	0.5 per min 13 per 15 min 15 per 30 min

2.2 Telephone interpreting (Cont.)

- **Remuneration rates by payment methods**
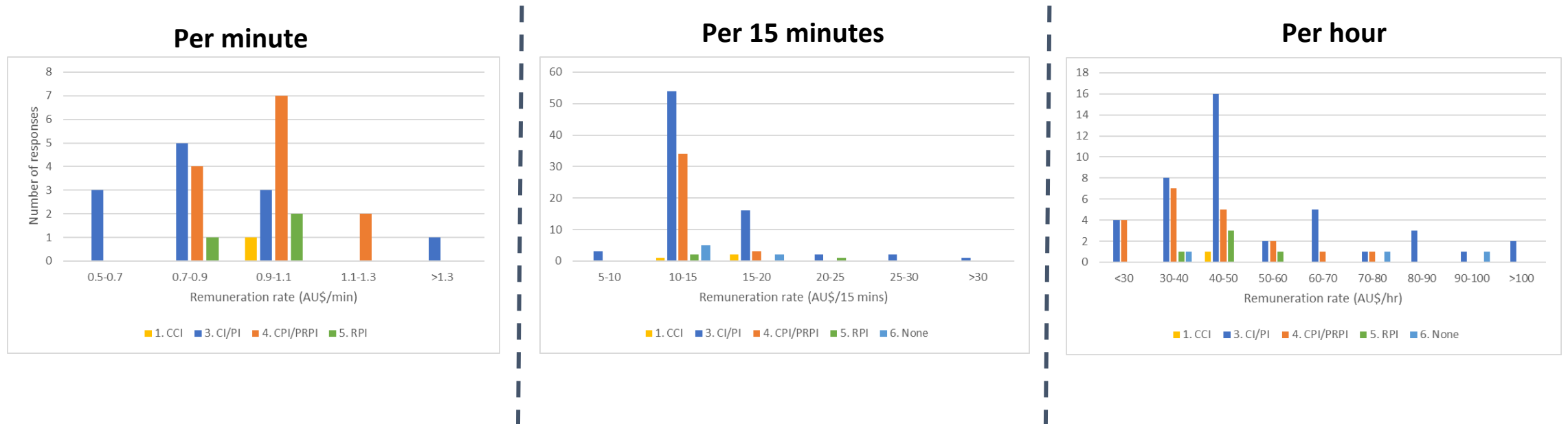
2.3 Video interpreting

- **How interpreters get paid**

Payment interval	Number of responses	Average flat rate (AU$)	Average incremental rate (AU$)
Per hour	142	57.76	
Per 1 min	12	0.93	
Tiered pricing			
First 10 mins	1	10	
First 15 mins	15	12.88	0.7 per min 6.75 per 15 mins
First 30 mins	16	30.46	1 per min 3.9 per 5 mins
First 60 mins	12	68.25	0.75 per min 10 per 10 mins 11.55 per 15 mins 20 per 30 mins 43 per 1hr
First 90 mins	3	79.18	

2.3 Video interpreting (Cont.)

- **Remuneration rates (standardised)**
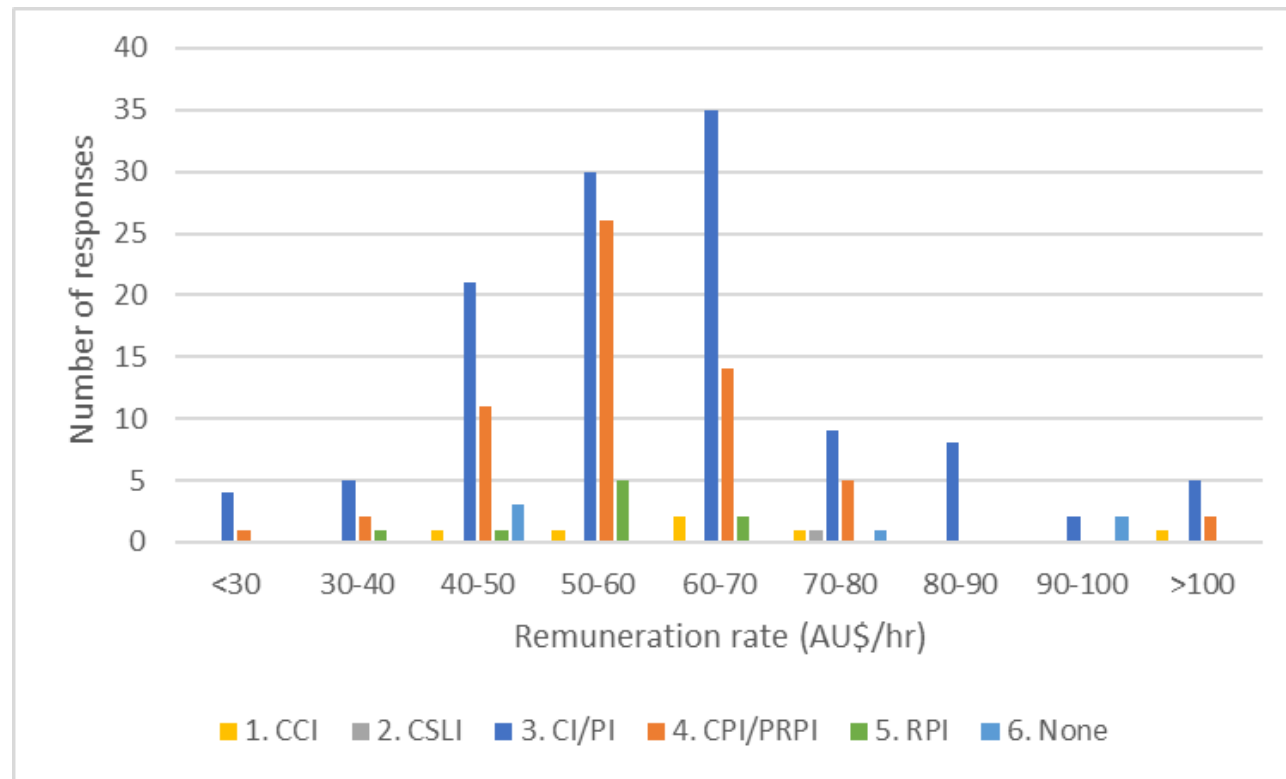
2.4 Interpreters' thoughts about lower rates for subsequent hours
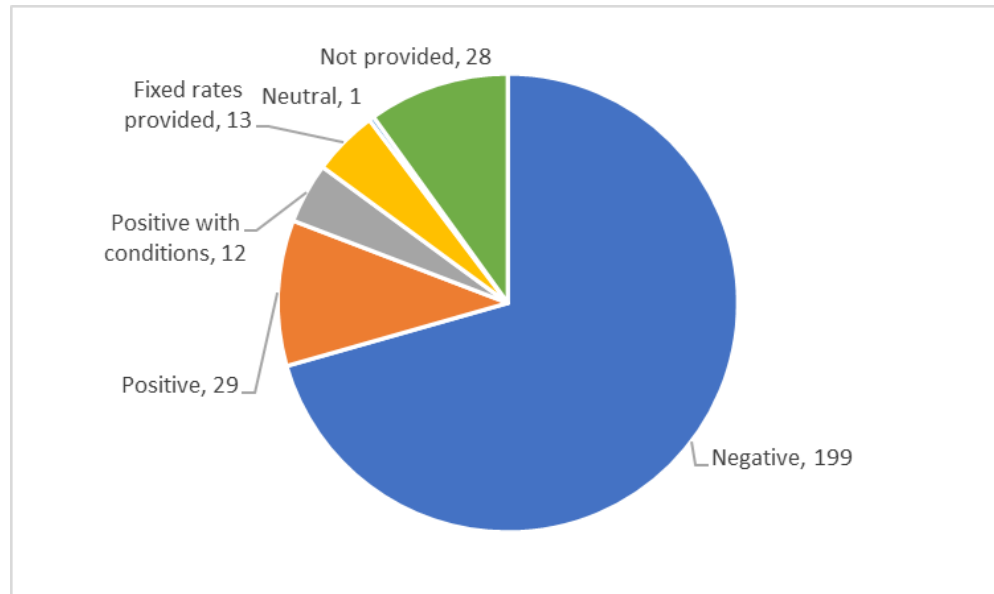
Negative	Positive
Reasons	***Conditions***
Nature of the interpreting tasks in subsequent hour(s)	• If the first-hour rate can be increased
• Unchanged interpreting and service quality	• If the incremental rate can be increased
• Increased fatigue and task complexity	• If the task is pre-booked/arranged
• Increased work-relevant costs (e.g., parking fees)	• If there is not much workload for the first hour
• More preparation for extended works	• If it is a long booking
Unfair as compared to other industries and international standards	
Potential negative impacts	
• Demotivate interpreters	
• Reduce industry sustainability	
Suggestions	
• Increase remuneration rate for telephone and video interpreting	
• Increase the rates for subsequent hour(s) to an extent higher than that of the first hour	

Part II: Interpreting

- 1. Demographic information
- 2. Remuneration rates
- **3. Comparing actual and expected rates**
- 4. Language service providers (LSP)

3.1 Comparing actual and expected remuneration rates by interpreting modes

Part II: Interpreting

- 1. Demographic information
- 2. Remuneration rates
- 3. Comparing actual and expected rates
- 4. Language service providers (LSP)

4.1 Employment with LSPs

- **Responses to employment status with any LSPs**

No, 17, 6%

Not provided, 1

Yes, 264, 94%
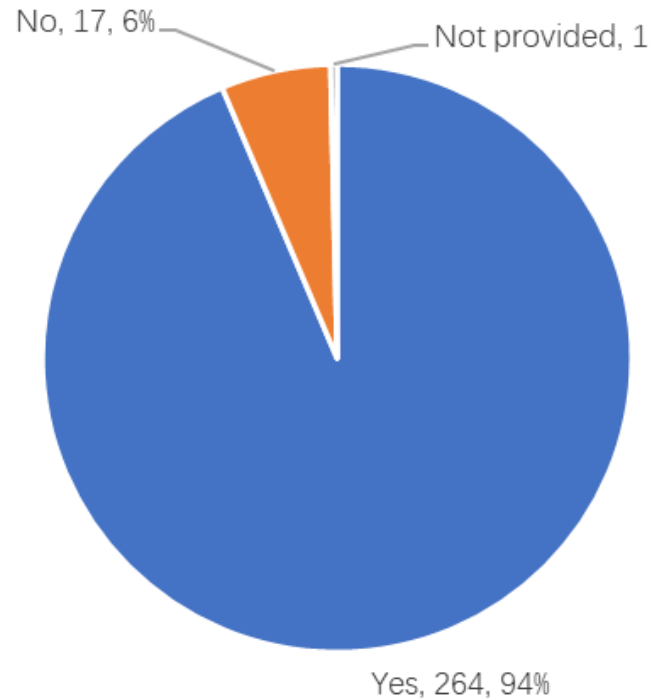
Reasons for not working for LSPs	
Drawbacks of working for LSPs	• Low remuneration
	• Unprofessional management & lack of proper regulation
Work preferences	• Access to private clients
	• Access to government-assigned works
	• High work flexibility/independence
	• High work availability

4.2 Comparing non-LSP and LSP remuneration rates
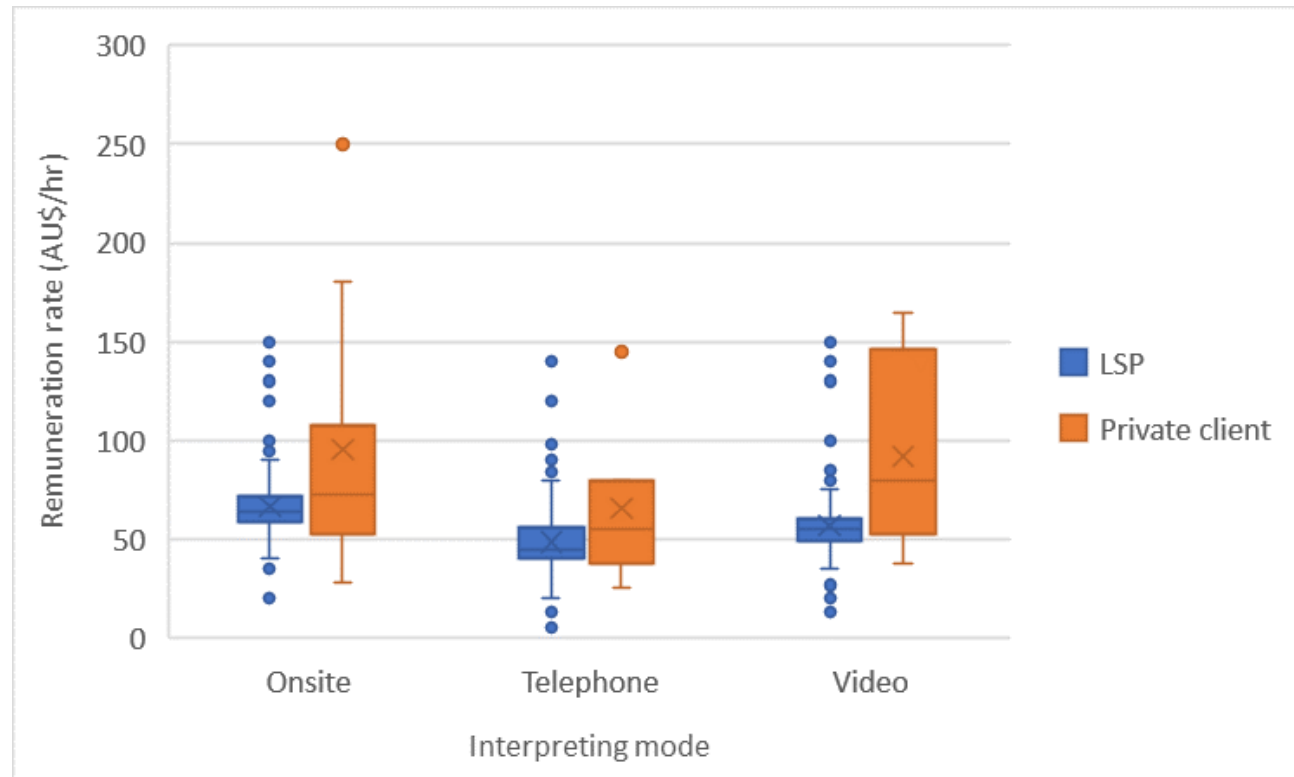
4.3 Other expenses covered by LSPs
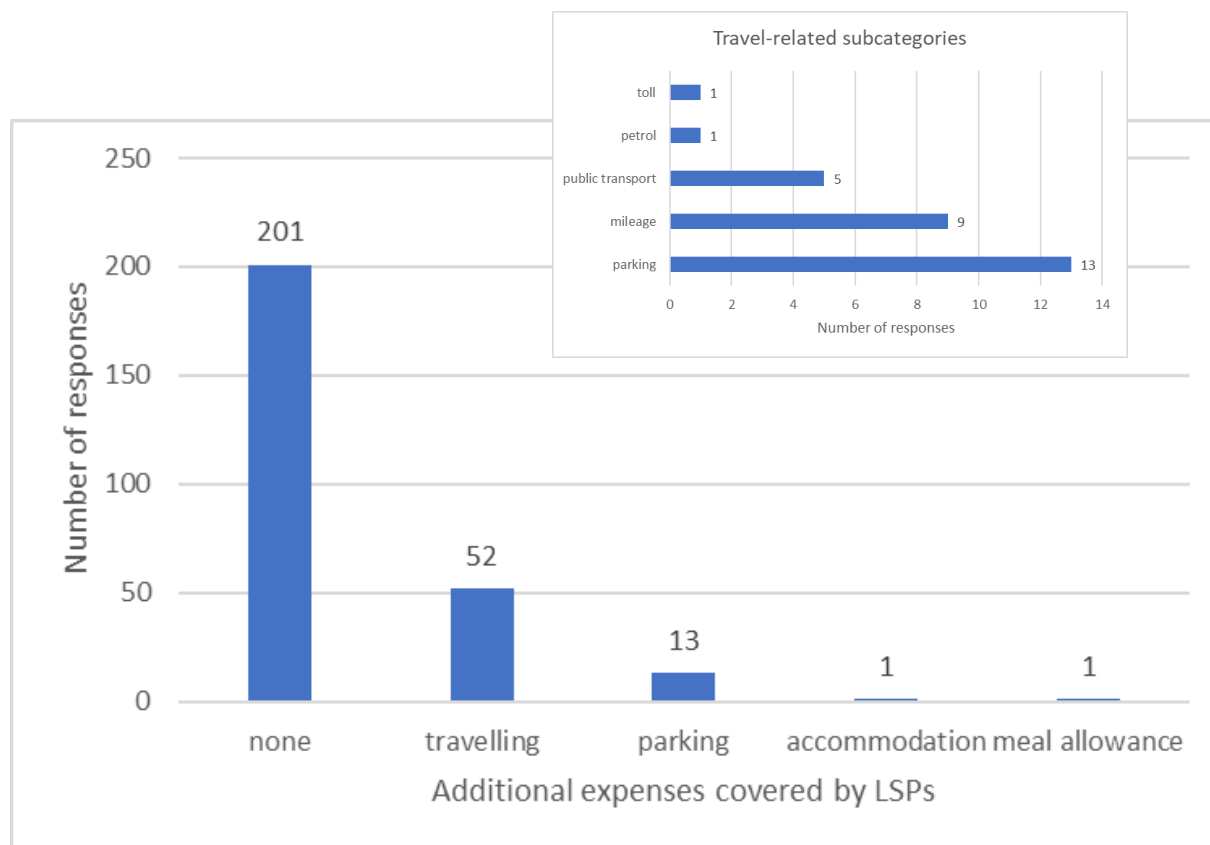
Other comments

No extra cover	• LSPs increase the flat rate for the first billing hour to cover extra costs (e.g., travelling)
	• Interpreters deduct work-related travelling expenses on their taxes
	• LSPs discontinue the reimbursement they previously covered
Private clients pay for more extra expenses than LSPs	• Interpreters can invoice extra expenses related to the works
LSPs cover travelling expenses with certain conditions	• Urgent tasks
	• Works in remote locations (beyond metropolitan areas or in rural regions)
	• Distances exceeding a specific threshold (over 30 – 100 km)

4.3 Ability to negotiate remuneration rates with LSPs

Completion rate

not provided, 33, 12%

comment on the questions, 14, 5%

provided, 235, 83%
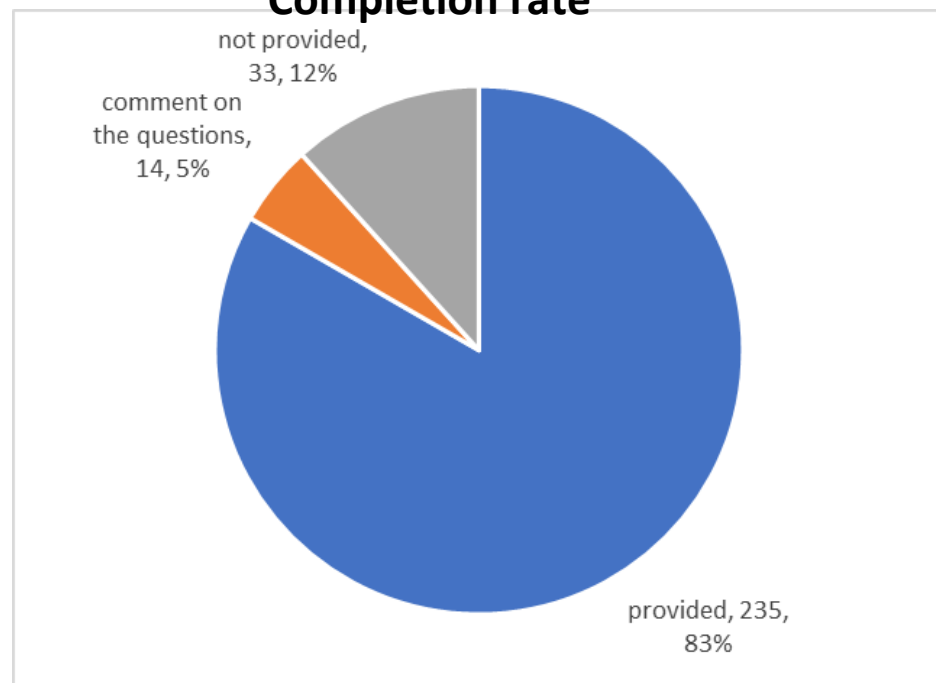
Diversity of response

Answers	Number of responses
0	153
1	40
2	1
3	6
4	6
5	5
comment	14
dependent on LSPs	12
never tried	6
not provided	33
not sure	6
High negotiability with private clients	18

Note. 0 to 5 progressive band for different levels of ability to negotiate remuneration rates with LSPs (from 0% to 100%)

4.3 Ability to negotiate remuneration rates with LSPs (Cont.)

- **Other comments**

Experiences about negotiating remuneration with LSPS	• Levels of negotiability dependent on other factors
	  - No negotiability with well-established/large LSPs
	  - Negotiable with private/new/small LSPs
	  - Information transparency
	  - Language availability
	  - Practitioners' qualifications and certifications
	• Only negotiable when signing the contract
	• Favour collective negotiations over individual negotiations
	• Practitioners' initiations of negotiations with LSPs
	• Only receive acceptable works when negotiation does not work

Drawbacks of LSPs regarding the negotiation ability	• Unfair remuneration rates set by LSPs • Unchanged remuneration rates for many years • Inadequate support provided for practitioners • Lack of awareness of practitioners' needs • Lack of recognition of practitioners as professionals

4.3 Ability to negotiate remuneration rates with LSPs (Cont.)

- **Other comments (Cont.)**

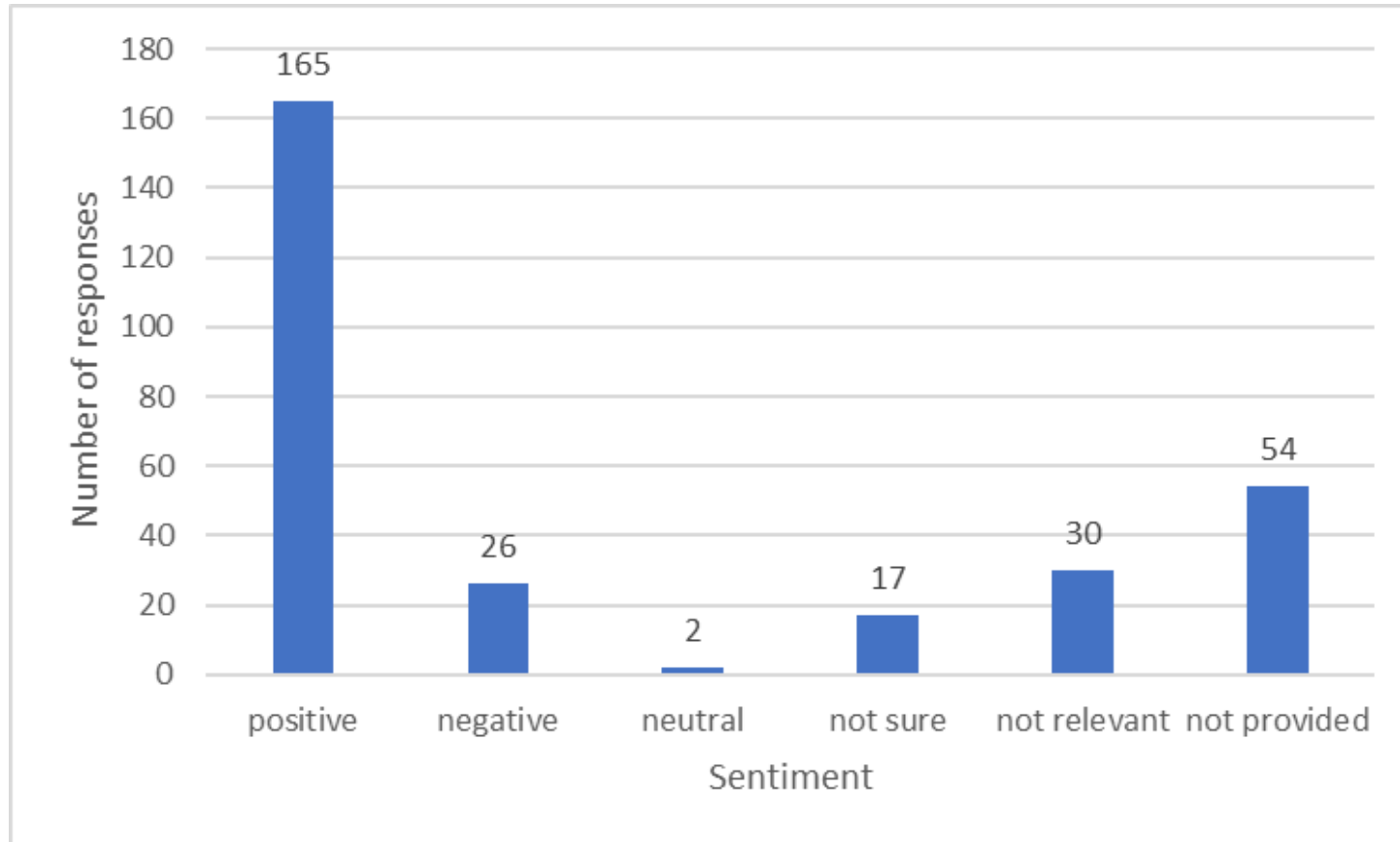|	
Reasons for limited negotiation ability with LSPs	• Fixed remuneration rate set in the contract • Practitioners' concerns about intense competition and job insecurity • Union ineffectiveness • LSP remuneration rate is fair enough
Potential impact of limited negotiability	• Negative impact on industrial sustainability • Practitioners have to seek supplementary jobs to increase income
Suggestions	• Consistency in remuneration rates across LSPs and government agencies • Unionised effort • Practitioners' effort to initiate negotiations with LSPs

4.4 Practitioners' thoughts on certifying LSPs

- **Distribution of answer**

4.4 Practitioners' thoughts on certifying LSPs (Cont.)

- **Positive**

Benefits of certifying/recertifying LSPs	• Improve professionalism, ethical standard, accountability and information transparency of LSPs
	  - Eliminate non-professional LSPs
	  - Improve the recognition of interpreters' needs
	  - Improve service quality
	  - Improve fairness
	  - Benchmarking professional standards against other industries
	• Attract more clients
	• Improve remuneration r ates and working conditions for interpreters
	• Potential positive effects on interpreting quality

View in a positive light if it has positive effects	• If it helps to improve practitioners' working conditions, remuneration rates and levels of regulations on LSPs
Concerns	• NAATI's capability to certify LSPs • Incur additional expenses drawn from practitioners' wages

Suggestions	• Ensure strict recertification process for LSPs
	• Ensure strict regulations and monitoring on LSPs
	  - Mandate LSPs' use of certified interpreters
	  - Benchmarking LSP remunerate rates against NAATI official rates
	  - Call on government's monitoring and auditing on LSPs
	  - Allow interpreters to rate LSPs
	  - Classify LSPs based on members' certification level
	• Improve information transparency (e.g., LSPs' historical records)

4.4 Practitioners' thoughts on certifying LSPs (Cont.)

- **Negative**

Reasons	- Not necessary - Not helpful
Concerns	- Feasibility of certification system Time- and effort-consuming - Potential negative impacts Reduce remuneration rates Compromise service quality Incur corruptions
Suggestions	- Scrutiny on the certification/recertification process - Further analysis on any consequences