

INDUSTRY EVENTS ON THE SIDELINES OF THE CONFERENCE

Pre-Conference MemoQ Workshops with international expert Angelika Zerfass

Friday, 31 October 2014

at

QLD Multicultural Centre,
102 Main St, Kangaroo Point

AUSIT Qld is excited to be able to offer a day of memoQ workshops with leading CAT-tool expert Angelika Zerfass prior to AUSIT's biennial conference Bris14 in November.

Join us for 2 workshops exploring memoQ

9 am -12 pm Introduction to MemoQ:

This introduction to memoQ will enable you to use memoQ for your own translation projects. We will set up a translation project, configure the databases to use for saving translations and terminology and take a look at the most useful functionalities for translators in memoQ.

1 pm - 4 pm Workshop for advanced users:

As a user of memoQ, you might have some questions as to how you can get the most out of memoQ functionalities for your work.

Such features might be the LiveDocs (alignments), customization of the translation environment, use of non-translatable lists or working with packages from memoQ or other tools like Trados or Transit.

You are welcome to bring your questions to the workshop.

Angelika Zerfass is a trainer and consultant for translation tools and related processes, located in Bonn, Germany. After finishing her degree in translation (Chinese, Japanese, Computational Linguistics) at the University of Bonn, she worked for the Japanese Embassy in Bonn and joined Trados in 1997. She worked as a training and support specialist for Trados in Japan and the US and went freelance in 2000. Since then she has been providing independent training, consultancy and technical support, together with her small team, for users of translation tools like Trados and memoQ

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MESSAGE FROM THE ORGANIZERS

AUSIT is proud to welcome delegates to Brisbane for the 2014 National Biennial Conference.

Translation and interpreting of written, spoken and signed language takes place at every level of business and in every walk of society. It is an essential and integral part of many processes we take for granted.

The AUSIT Biennial Conference has been held every two years and is one of the most outstanding professional events in the Australian interpreting and translating community. It attracts hundreds of translators and interpreters from various walks of life, linguists, academics, agency owners and project managers, trainers and other industry players from all over Australia, for two busy days of sharing knowledge, networking and professional development.

The increasing pace of change facilitated by technology, multiculturalism, data explosion, political changes, globalisation and its economics has affected the way translators and interpreters work. We are expected to work faster, while acquiring a vast range of skills often unrelated to the actual processing of words: marketing, programming, project management, and endlessly changing technology. In addition, we need to maintain our in-depth linguistic and subject-specific expertise.

The Conference aims at filling in a perceived gap in addressing these issues from the practitioners' point of view and in a way that talks directly to them so that the information and knowledge gained from the sessions will directly improve the way they work. It intends to bridge the gap between the disciplines of technology, business and theory, and translation / interpreting, bringing the still-imagined future into the present already sweeping us along. The Conference is also a great opportunity for networking, idea-generating and sharing of knowledge.

The AUSIT BIENNIAL NATIONAL CONFERENCE 2014 brings together industry players, research providers, trainers and practitioners to discuss issues pertinent to translation and interpreting, and the various specialisations, approaches, tools, and technologies involved in such activities. The conference aims to be a comprehensive and exciting event where new ideas are generated, disciplinary boundaries are crossed, and knowledge about research and practice in translating and interpreting is shared.

AUSIT Biennial Conference will also be exciting and useful for the translation and interpreting practitioners, including a stream specifically aimed at sign-language interpreters.

We welcome you to this conference and look forward to being your hosts and welcoming you to our beautiful Brisbane.

The Organising Committee

CONFERENCE STEERING COMMITTEE

Alison Rodriguez—Conference Chair

Sam Berner & Sarah Dillon—Academic Committee

Daniel Muller—Sponsorship Officer

Vicky Zeng—Conference Coordinator

Elisabeth Kissel—Conference Secretary

Max de Montaigne—Treasurer

Kahli Timms—ASLIAQ Team

Neva—ASLIAQ Team

Annamaria Arnall—Chair, NEOC

Joanne Hooper—SCCL, UQ

Nicole Alexander—SCCL, UQ

..and many others without whose help this conference would not have been possible.

Members of scientific committee:

Dr. Melissa McMahon, Dr. Meredith Bartlett, Dr. Henry Liu, Dr. Marc Orlando, Dr.

Special thanks to all our volunteers from AUSIT, SCCL, SWITCH and ASLIAQ

CONFERENCE INFORMATION

LOCATION AND VENUE

The Conference will be hosted by the School of Languages and Comparative Cultural Studies at the University of Queensland in the river adjoining, leafy suburb of San Lucia in Brisbane.

The School had the honour to host the very successful 2008 AUSIT Biennial National Conference. The School specialises in teaching and research in major world languages and cultures, including translation and interpreting, and has a strong working relationship with AUSIT Queensland branch.

The University of Queensland was the first university in the state and was officially founded on April 16, 1910. It has four major campuses, San Lucia's being the oldest and largest in area, set on a magnificent 114-hectare site bounded on all sides by the Brisbane River, seven kilometres from the Brisbane CBD. The campus has expansive landscaped grounds, an art gallery, three lakes, an aquatic centre, tennis courts, eight athletics ovals with a 600-seat grandstand, and facilities for elite rowing. The campus fans out from a 1930s, heritage-listed sandstone Cloister enclosing the Great Court, which is on the Queensland Heritage Register as well as the Register of the National Trust of Queensland.

The Conference registration and plenary sessions will take place at the Abel Smith Theatre. The breakout sessions will be held at the Gordon Greenwood Building. See the map on the back cover for details.

GENERAL SECURITY/SAFETY INFORMATION:

In the event of: accident, illness, fire or other emergency, loss or theft of property, please contact the Security section. For emergencies, ph: 3365 3333 (from University phones ext 53333), or for general matters, ph: 3365 1234 (from University phones ext 51234).

In the event of a fire, the gathering area following evacuation would be as follows:

Gordon Greenwood building: outside the UQ Centre opposite the Gordon Greenwood building in Union Road.

Abel Smith Lecture Theatre: across Campbell Road outside the Library building (2).

PARKING INFORMATION

Visitor paid parking on campus is available in two multi-level car parks on Sir Fred Schonell Drive.

TRANSPORT**From the Airport**

Conference participants arriving in Brisbane by plane might like to consider taking the Airtrain from Brisbane Airport to the City. It is convenient, fast, hassle-free, environmentally friendly and less expensive than a taxi. For further information, please visit www.airtrain.com.au

From Central Station

The nearest train station to the St Lucia campus is Toowong, on the Citytrain Ipswich Line. From Toowong Station, cross Benson Street and catch a bus to UQ - the 402, 411, or 412.

Alternatively the Dutton Park stop on the Beenleigh/Ferny Grove train line is situated near the Eleanor Schonell Bridge. It is possible to walk from this station or catch the 109 bus from Annerley road over the Eleanor Schonell bridge to the St Lucia campus.

For timetables and further information, try the TransLink Website (<http://www.translink.com.au/>) or call TransLink on 13 12 30. For timetable and further information, try the TransLink Website.

GENERAL INFORMATION**Privacy Statement**

All registration and speakers information provided to the conference organizers will be kept confidential by AUSIT. A list of delegates may be distributed to key conference partners. Please indicate if you do not want your details included.

Entitlements

Conference delegates are entitled to attend all conference sessions they paid for with free morning/afternoon tea and lunch on the day.

Liability

The Conference Organisers accept no responsibility for personal injuries, damages or loss of cash or property during the Conference. Program is subject to change.

**CONFERENCE DINNER**

The conference **Gala Dinner** will be held at the 7:00 PM at **Rydges Southbank Rooftop**, 12 levels above ground, with large glass windows showcasing magnificent, uninterrupted panoramic views of the Brisbane river and city skyline, and an adjacent outdoor terrace.

Address: 9 Glenelg Street, South Brisbane, QLD 4101

The dinner is a 3-course ala carte event, and guests will be entertained by award-winning musical band The Mariachis, who will fly to Brisbane specially for the event, and The Singing DJLennie.

SPONSORS AND EXHIBITORS

(a) EXCLUSIVE EVENT PARTNER:

The School of Languages and Comparative Cultural Studies at The University of Queensland is proud to be a major sponsor of the AUSIT '14 Biennial National Conference.

As one of Queensland's earliest educators of Japanese translation & interpretation, the School of Languages has shown a continued strong commitment to translation and interpreting studies.

The NAATI-accredited translation and interpreting programs in Chinese and Japanese form a major part of the postgraduate coursework studies undertaken by students in the School of Languages and Comparative Cultural Studies. The School also offers introductory studies in translation and interpreting at undergraduate level in other language areas.

The School's commitment to language teaching and translation and interpreting is evidenced by the high standards of teaching it delivers and the graduate outcomes it achieves.

(b) STRATEGIC EVENT PARTNER:

The Australian Sign Language Interpreters Association of Queensland (ASLIAQ) is a professional body that represents the needs and interests of Auslan (Australian

Sign Language) Interpreters in Queensland.

ASLIA Qld provides a forum on such issues as training, recruitment, working conditions and other provisions of services within the industry. ASLIA QLD strives to advocate and foster the continuing education of all who are working in the field.

The Australian Sign Language Interpreters Association (Queensland) exists to:

- Promote recognition of the professional status of interpreters.
- Promote, foster and improve the art and professionalism of Auslan (Australian Sign Language) interpreters.
- Assist in the upgrading of interpreting skills and the development of fluency in Auslan.
- Maintain communication with consumers/users and employers of interpreting services.
- Protect the rights of interpreters.
- Ensure compliance and adherence with a code of ethics for interpreters.
- Support, advocate and protect the rights of interpreters (in areas of health, personal safety and working conditions).
- Liaise and/or co-operate with, or lobby any relevant government or other organisation, group or individual in the pursuance of the association's objectives and purposes.

- Consult and/or collaborate with organisations associated with Deaf people to promote closer liaison between these bodies and to provide the means whereby ideas relating to the deafness sector, or the interpreting industry, can be exchanged.

Collate, disseminate and provide relevant information for ASLIAQ members.

Raise funds to further the objectives of ASLIAQ.

(C) GOLD PARTNER

Contact person: Omar Loiola-Pereira

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Gladesville NSW 2111

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www.congressrental.com.au

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Based in Australia (Sydney, Melbourne & Brisbane) in Singapore and offering services throughout Asia.

The highest quality equipment, services and support at a competitive price.

(D) SILVER PARTNERS

The National Accreditation Authority for Translators and Interpreters Ltd (NAATI) is the national standards and accreditation body for translators and interpreters in Australia.

NAATI's purpose is to strengthen inclusion and participation in Australian society by helping meet its diverse and changing communication needs and expectations through setting, maintaining and promoting high standards in translating and interpreting and implementing a national quality-assurance system for credentialing practitioners who meet those standards.

NAATI credentialing provides quality assurance to the clients of translators and interpreters and gives credibility to agencies that employ practitioners who are credentialed appropriately.

NAATI's Members are the Commonwealth, State and Territory governments. It is a not-for-profit company governed by a board of directors appointed by the Members. NAATI's main business activities are conducting testing and related services and products for translators and interpreters.



SWITC (Support with Interpreting, Translating and Communication) is an interpreting and translation service that enables your organisation to provide open access to people who are from:

- Culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islanders
- Deaf or hard of hearing, and
- Blind or vision impaired.

Through providing access via interpreters and translations, SWITC is able to assist you provide and facilitate spoken and written communication with your clients.

SWITC is a service operated and administered by Deaf Services Queensland. To find out more, please contact our friendly staff today on (07) 3892 8559.

enterprises throughout the world, memoQ and other Kilgray tools are accepted and appreciated as premiere translation technologies.

For more information visit www.memoQ.com



Advanced International Translations (AIT) - leading supplier of translation management

software for translation agencies and freelance translators worldwide. Since 1998, AIT developed 11 software tools for translators and translation agencies. The software by AIT enhances translation workflow management of 800+ translation agencies. Thousands of freelance translators worldwide use one or more of translation management tools made by AIT.



The Macquarie Dictionary was first published in print in 1981 and has been online since 2003. Its reputation has gone from strength to strength and it is now nationally and internationally regarded as the standard reference on Australian English.

The Macquarie Dictionary Online gives you access to the Macquarie Dictionary Sixth Edition (published in October 2013), annual updates of new words, along with its companion reference the Macquarie Thesaurus.

(E) SESSION SPONSORS



2M Language Services is one of Australia's leading language service providers. Established in 1999, 2M has been providing translation services, conference interpreting, website localisation and multilingual media & apps, voice over & subtitle production, cross-cultural training and export marketing to corporate and government clients worldwide. We translate into over 170+ different languages and dialects (that includes indigenous as well as emerging languages). 2M's HQ is in Brisbane and we have offices in the capital cities of Australia, as well as an overseas office in Paris to provide Australian exporters with a presence, market research and general assistance across Europe and Africa.



With tens of thousands of freelancer, LSP, and corporate users worldwide, **Kilgray Translation Technologies** is a customer-focused provider of CAT tools.

Kilgray's products - memoQ, memoQ server, qTerm, memoQWebTrans, and Language Terminal - optimize productivity and control of the entire translation process.

After winning the ITI's (Institution of Translation and Interpreting) 'Best Translation Software 2011' award, and used by thousands of translators, language service providers and

EXHIBITORS



SDL Language Solutions offers innovative market-leading translation software to the entire translation supply chain, including freelance translators, language service providers, corporate language departments and academic institutions. SDL Language Solutions is dedicated to supporting and developing translation productivity software and services, such as the industry-renowned SDL Trados Studio and has supplied over 200,000 product licenses, hundreds of server installation and billions of translated words to the industry.



Fenton Green & co is general insurance broker specialising in the provision of

insurance products to members of professional associations. AUSIT members have access to Fenton Green & co for all insurance needs, including:

- Professional Indemnity
- Public & Products Liability
- Business/Office Insurance
- Personal Accident & Illness Insurance
- Corporate Travel Insurance
- Management Liability
- Keyman and Income Protection
- Other insurances

Fenton Green & co negotiates and arranges insurances for clients with insurers locally and overseas. The services offered to AUSIT members include risk advice and claims assistance. The team at Fenton Green & co can be contacted on 1800 642 747 or email enquiries@fentongreen.com.au. The Fenton Green & co website is www.fentongreen.com.au. The staff at Fenton Green & co look forward to being of service to AUSIT and its members.



Macquarie University is located in the heart of Australia's largest high-tech precinct and this year marks 50 years since the foundation of the university.

Macquarie University is now a place of research excellence with a unique and innovative approach to learning and teaching.

The Department of Linguistics at Macquarie University is one of the largest and most diverse linguistics departments in Australia and internationally. The translating and interpreting program offered by the department has a wide range of postgraduate level courses catering to different student profiles. Our courses provide bilinguals with the linguistic, technological and professional skills to work as translators and interpreters in a range of professional settings.



ONCALL Interpreters & Translators is a world leader in quality

interpreting and translation services. With an outstanding reputation for excellence and integrity, ONCALL offers a full range of services for public and private sector clients.

ONCALL manages a comprehensive panel of over 4,500 qualified interpreters and translators in all languages and disciplines. ONCALL has an unparalleled global presence with offices in eight cities on three continents. Along with its Head Office and local branches in Australia, our international branch offices are now operational in Belgium, Buenos Aires and the United Kingdom.



The IML (Institute of Modern Languages) established in 1934 at The University of Qld, is Queensland's leading language services provider offering an exciting combination of services:

Translation and Interpreting in 65 languages

Multi-lingual typesetting
Language courses in 30 languages for the general public
Cross-cultural briefings
Customised language tuition in the workplace
Personalised language learning for individuals
Language proficiency testing



TSG interpreting and translating

services is an Australian owned company based in Dandenong – Victoria. Our professional and qualified interpreters are from a diverse

multinational environment and enjoy providing high quality of services with strict confidentiality and accuracy. We are glad to hold services in a large number of languages to meet your requirements. Our professional interpreters and Translators hold professional accreditation obtained from the National Accreditation Authority for Translators and Interpreters (NAATI), in languages currently available for testing, further advance training in specializing fields.



VITS, the **Victorian Interpreting & Translating Service**, is a Victorian Government owned Government Business Enterprise, with over 30 years experience as a specialist language

service provider.

We have a long history of providing language services to culturally and linguistically diverse (CALD) Victorians, having evolved from the Victorian Ethnic Affairs Commission, established in 1978.

We compete in an open market with other commercial language service providers for both clients and specialist language service practitioners.

Employing information technology as our key business driver is critical for VITS' innovation strategy. Our use of IT to date has resulted in a unique range of solutions, all designed to assist clients delivering premium services to CALD consumers in an effective and efficient manner.

A measure of our disciplined focus and our commitment to maintaining high standards in the delivery of our services is our policy to recruit and provide Professional level NAATI accredited interpreters and translators wherever a language is tested to this level – an increasingly important competitive edge in a growth industry.

Our current clients include Victorian Government departments and agencies, Federal Government departments and agencies, non-profit and community based organisations, as well as small to large commercial entities.



At Arabic Communication Experts, we have over 50 years of cumulative knowledge, qualifications and experience to be able

to deliver on our promise to you. Services provided include translation, copywriting, localisation, post-editing, DTP, cultural consulting and market research. We specialise in health, education, law and business.

PROGRAM

SATURDAY, 1st November 2014, 8:00 AM – 5:00 PM

8:00 – 9:00	Registration				
9:00 – 9:30	Official Opening				
9:30 – 10:15	Angelika Zertfass ZAAC "Translation Tools - Friend or Foe (or something else?)"				
10:15 – 11:00	Keynote Speaker 2: Brett Casey + Cynthia Cave CEO, Deaf Services Queensland "Deaf Professional and Interpreter - A team"				
11:00 11:30	Morning Tea				
11:40-12:10	ROOM 207	ROOM 211	ROOM 213	ROOM 214	ROOM 215
	Claudia Koch-McQuillan German Translation Services "Recent international standardisation developments in translation and interpreting"	Eni Candra Tampubolon Translator "New language as a by-product of translation of mass media"	Emiliano Zucchi Northern Health "Organizational Effectiveness - How to avoid discriminating against patients with low English proficiency"	Shane Collinge AUSLAN Interpreter "Mindfulness and vicarious trauma"	Floriana Badalotti and Elisa Boscolo Translators WORKSHOP: "It's not easy being green": starting out as a translator"
12:10 – 12:40	Mamun Ul Ala University of South Australia "A conceptual framework for a dynamic translation industry in Australia in the era of globalization"	Dr Uldis Ozolins University of Western Sydney "Reinventing CITEAA: Are professional and academic interests in T&I diverging?"	David Gilbert PhD candidate, RMIT "Preparing Translated Transcripts for Evidentiary Purposes in Drug-Related Trials: Conflicts and Constraints"	Rachel Lai and Liza Clews Deaf Services Queensland "Video Remote Interpreting and the impact on the Deaf and Hard of Hearing communities"	
12:50 – 13:30	Lunch				
1:30 – 2:00	Richard Yu University of Queensland "Translation of Chinese Neologisms in the Cyber Age"	Dr. Vanda Kotikova Nissen Kaskelot Agency Translations, Pty, Ltd "Politeness strategies used during interpreting in health care settings: A study of English-Russian linguistic choices."	Rocco Loiacono Curtin Law School, Curtin University "Practical aspects of legal translation: the translation of an Italian land sale contract."	Stephanie Linder and Della Goswell Macquarie University "Breaking up is hard to do: Identifying best practices for English to Auslan translation production"	Sarah Dillon Sarah Dillon Translation Services WORKSHOP: "Digital Marketing for T&I Professionals"

2:00 - 2:30	Steve Swartz and Derek Hunt Aboriginal Int. Service "Police Caution, the Ombudsman and Indigenous Languages"	Felix Rojas Translator "The Letter and Spirit of Legal Translation: a few strategies"	Sarah Wentworth Translator "A balancing act: privacy and confidentiality obligations versus disclosure obligations in the translating profession"	Julie Judd and Ryan Gook AUSLAN SERVICES "Moving forward - The Interpreting Profession"	Sarah Dillon (cont.) Sarah Dillon Translation Services WORKSHOP: "Digital Marketing for T&I Professionals"
2:30 - 3:00	Marc Orlando Monash University "Educating 21 st century T&I practisearchers: Closing the divide between practice and research to respond to new professional needs and realities"	Dr. Muhammad Gamal University of Canberra "Ethical Dilemmas in Police Interpreting"	Dr Leong Ko University of Queensland "Media Translation: Practices and Expectations"	Zane Hema ASLIA "Jack of all trades, master of One"	Dorian Von Freyhold University of Queensland On Being Open and Perceiving Novelty: The Impact of Open-Mindedness on Evaluations of Culturally Novel Service Providers
3:00 - 3:30	Afternoon tea				
3:30 - 4:00	Dr. Szu-Wen Kung University of Auckland "Literary cacophony performed as seen in Howard Goldblatt's translation of Zhenhe Wang's Rose, Rose, I Love You"	Sam Berner Arabic Communication Experts "Reflective Learning Application to CPD: Getting the value for your money"	Beatriz Rodríguez López Universidad Nacional de Educación a Distancia "Intercultural translation in specialized domains: the case of wine tasting language"	Eve Hedley National Relay Service Video Relay "Video Relay and the Interpreter"	Susanne Creak Translator WORKSHOP: "Best practices for the translation of official documents"
4:00 - 4:30	Social Media and Client Confidentiality - Are We Overstepping the Line? OPEN DISCUSSION FORUM moderated by Cynthia Cave (ASLIAQ) and Sam Berner (AUSITQ)	Sompit Watkins Thai Matters "The Gatekeepers: The evolving role of interpreters in mediating marginalised voices in critical social research"	Chevy Sweeney and Leonie Jackson "Is VRI (Video Remote Interpreting) the way of the future? Benefits, challenges and recommendations for VRI in Australia."	Julie Judd and Therese Lewis VDEI/ ASLIA Vic "A tool to hone our craft: individualised diagnostic performance assessment process"	John Beever CEO, NAAATI "Into the Future: INT"
4:30 - 5:00		Dr Adriana Díaz School of Languages and Linguistics, Griffith University "Translation as a Bridge between Cultures: A crash course for the uninitiated"		Chao Han Macquarie University "Rater severity/leniency in high-stakes interpreter certification performance testing: Using multifaceted Rasch measurement"	

9:30-10:15	Tea Dietterich CEO, 2M “Communicating in a Changing World – Global Translation Trends and Australian Practitioners”			
10:15 – 11:45	Morning Tea			
10:45 – 11:30	Sam Berner “Have We Lost It? Professional Identity, the Craft and the Marketplace”			
	ROOM 207	ROOM 210	ROOM 211	ROOM 213
11:30 – 12:00	Claudia Koch-McQuillan German Translation Services “More exciting and more effective research with online corpora and corpus tools”	Sophia Ra University of NSW “Cross-cultural communication challenges: A study of interpreter-mediated encounters between Korean patients and medical practitioners in an Australian setting”	Sarah Dillon Sarah Dillon Translation Services “Networking for Introverts: A Survival Guide”	Zeinab Jaber Lebanese International University Reconciling Personal and Professional Ethics in Translation: Case of the Muslim Translator”
12:00 – 1:00	Lunch			
1:10-1:40	Dr. Muhammad Gamal University of Canberra “Subtitling Naguib Mahfouz: A Transcreation”	Claudia McQuillan, Sarah Dillon, Sam Berner, “Go the **** to Sleep” – obscenity and translation theory. A Slam.	Heather Glass WAITI WORKSHOP: “WHAT’S THE CONTEXT? Interpreting, Translation and the Law”	Della Goswell Macquarie University “Piggies in the middle: why not all interpreters are doing the same work in the same way.”
1:40 – 2:10	NETWORKING			
2:10 – 2:40	Jihong (Lily) Wang Macquarie University “An Action Research Study on Mandarin/English Simultaneous Interpretations of Business Speeches”	Dianna Lightfoot, Natalie Davey, Frantessa Cox KIS “Miscarriage of Justice: Aboriginal Interpreting and court cases - A Postmortem”	Shane Collinge AUSLAN Interpreter “Rude signs” Sign Language Presentation”	Bede Payne Professionals Australia “Reforming language services – Why waiting for change is no longer an option”
2:40-3:20	Afternoon tea			
3:30 – 4:30	Jill Blewett Lecture Henry Liu , President, International Federation of Translators From global to local and back again - A biased view on the global translation and interpreting scene and how is this relevant to Australia and Australians?			
4:30 – 5:30	National AGM (AUSIT Members ONLY)			

ABSTRACTS

KEYNOTE AND PLENARY

Brett Casey and Cynthia Cave



Brett has been the Chief Executive Officer of Deaf Services Queensland since 2010.

In 2011 Brett was appointed as the independent chair for the Queensland Disability Advisory Council which is an important stakeholder engagement

process advising the Minister of Disabilities on issues impacting the Queensland Disability sector.

In 2013, Brett attended the United Nations in Geneva as a member of the shadow delegation from Australia to address the UNCRPD Committee. At this session the Australian government appeared before the UNCRPD Committee to address its compliance against the Convention on the Rights of People with Disabilities.

Brett's academic achievement includes a Bachelor of Laws and a Bachelor of Arts and is admitted to the Supreme Court of Queensland as a lawyer. His interest lies in International, Human Rights and Discrimination law. He has also published a number of papers and articles on various Deaf topics in academic journals.



Brisbane born and bred, Cindy Cave spent 2001 - 2009 in Melbourne where she enhanced her skills as an Auslan / English interpreter. NAATI accredited at Professional level in 2002. Cindy moved to Belgium in 2009 where she was based in Brussels and worked as an interpreter for the European

Union of the Deaf and the European Parliament. Since her return to Australia, Cindy has worked as the Executive Interpreter with Brett Casey at Deaf Services Qld. Vice President of ASLIA since 2013. Cindy is passionate about interpreting and the profession.

interpersonal skills and overall team dynamic from both perspectives will be explored.

Angelika Zerfass



Angelika Zerfass is a trainer and consultant for translation tools and related processes, located in Bonn, Germany.

After finishing her degree in translation (Chinese, Japanese, Computational Linguistics) at the University of Bonn, she worked for the Japanese Embassy in Bonn and joined Trados in 1997.

She worked as a training and support specialist for Trados in Japan and the US and went freelance in 2000. Since then she has been providing independent training, consultancy and technical support, together with her small team, for users of translation tools like Trados and memoQ.

Translation Tools – Friend or Foe (or something else?)

The number of tools being used by translators, translation agencies and client companies in the course of a translation project is growing steadily.

And we ask ourselves: Do we really need them? What good are they? Who benefits the most?

Join Angelika Zerfass, herself a consultant, trainer and support person for several translation tools since 1997 in a discussion on translation tool technologies, their benefits and limitations.

Deaf Professional and Interpreter – A team

Chief Executive Officer Brett Casey (deaf) and Executive Interpreter Cindy Cave discuss the unique dynamics of the interpreting issues arising from working at this executive level and exclusively with one designated interpreter in a full time capacity.

This paper intends to explore the multifaceted layers and considerations that make a successful collaboration between the Professional and Interpreter. In particular factors such as gender difference, trust, respect, application of ethics,

Tea C. Dietterich



Tea C. Dietterich is CEO of 2M Language Services and President of the Australasian Association of Language Companies (AALC). Tea holds degrees in Translation, Interpreting, Linguistics and Cultural Studies for Spanish, English, German and French from the Johannes Gutenberg University Mainz (FASK Germersheim) and University of Granada (EUT).

Recruited by the German Australian Chamber of Industry Commerce in Sydney, Tea came to Australia in 1997 and founded her company in 1999. Tea was also the Director of the Kimberley Aboriginal Interpreter Service for 4 years. Her company provides localization & translation services into 170+languages including Indigenous & Pacific Island languages.

In 2012 Tea opened the 2M Europe Office in Paris and divides her time today between Head Office Brisbane and Paris. Tea is an AUSIT Senior Practitioner, former AUSIT QLD President and National Vice President, current board member of ABIE France (Australian Business in Europe), sits on the Advisory Board of the Rosetta Foundation and works closely with the Australia China Business Council, the German Australian Chamber of Industry & Commerce and the Australian Council of Export.

Tea is also member of GALA (Globalization and Localization Association), ELIA (European Language Industry Association) and attends their yearly conferences as well as Localization World US and Europe as well as Tekom/TC World.

Communicating in a Changing World

There is a massive explosion in data today. And 99.99% of all linguistic data is available in just one language!

Think about this: If everyone in the world was a translator and worked from 9-5 every day, we couldn't even keep up with the amount of new data being generated ...

And think about what business opportunities are hidden in there for today's translator!

Your clients know they need to translate all this information. But in order to translate big data, translators today need to be faster, cheaper and better. What does that mean? And more to the point: How can you make sure you are happier?

We all know the reality: Volumes go up, but budgets remain static or even go down. So, what is the solution for translators?

Einstein said: *We can't solve our problems with the same thinking we used when we created them.*

You have to learn to understand today's world. The way we communicate is changing and communication is diverging into images, videos, fora and spaces. It is about sharing data, ideas, visions and know-how and new business models emerge based on social networking services (e.g. Air BnB). Augmented reality and sentimental analysis are huge opportunities for translators just waiting to happen.

You might think it's not an easy time for a translator: Desired translator profiles have changed from academic to specialized. Other trends include using industry specific post-editors rather than translator post-editors, crowd/community sourcing, raw or only light edited MT output. Clients starting to accept low quality translations for-information-only purposes, does quality mean anything anymore and what does it mean to whom?

Confusion abounds and most of all ignorance. You don't know what you don't know.

Listen to current and future trends in the industry, what the world out there looks like for translators globally, LSPs and translation buyers, what the solutions are, what it means to be communicating in a changing world and – most importantly – learn why there has never been a more exciting time to be in the industry than right now.

Sam Berner



Sam Berner is currently the principal partner of Arabic Communication Experts, one of Australia's leading translation services and cross cultural training specializing in the Middle East. Born in Europe and raised by her archaeologist father in and around archaeological digs in North Africa and the Middle East, Sam can fluently speak 3 languages and stutter in three others. She

worked as an interpreter for the UN in a conflict zone and one of the first female publishers in the North Africa. Sam's excitingly diverse background no doubt contributes to her ability to engage her audience. An active AUSIT member and a former National President, Sam continues to mentor and motivate many aspiring translators to expand their vision globally. Prior to coming to Australia she lived for over twenty years in the Middle East and North Africa, teaching, publishing and translating. During those years Sam worked for a number of regional and international publishing houses, as well as the UNICEF. She was a founding member of the WATA (World Arabic Translators' Association). In addition to her translation work, Sam conducts workshops for Australian businesses about the use of translators, cross-cultural communication and effective business dealing with people from Middle Eastern and North African cultures. She also regularly presents workshops for the Australian Institute of Interpreters and Translators, community groups working with refugees and other non-profit organizations, as well as travelling overseas to present academic papers at international conferences. She also gives talks on work/lifestyle choices, going solo, and creativity in work, and seminars on business ethics and professionalism.

Have We Lost It? Professional Identity, the Craft and the Marketplace

Having spent over 30 years translating, Sam is in an excellent position to analyse how various cultural and economic trends have shaped the working environment of translators. Looking at value – both intangible and monetary – of the profession that

on one hand espouses globalisation but on the other is as inward-looking and closed to external cultural influences as it possibly can, Sam looks at where we stand today and what it means for our future both as individuals and as a profession. This is a soul-searching journey through the last trends in translation in the English-speaking world post WWII, and a gentle call to action on our own behalf.

JILL BLEWETT MEMORIAL LECTURE

Henry Liu



Henry is a consultant interpreter in English, Chinese and French.

Experienced at the highest level of professional interpreting, he has been an interpreter for heads of state and other dignitaries. He has been involved in many international conferences, including APEC, and has accompanied many missions abroad. His specialties are law, diplomacy and international trade.

For those new to AUSIT, Henry is also a champion for the profession. A long time member of the New Zealand Society of Translators and Interpreters (NZSTI), he is heavily involved in professional training and setting up of professional standards and guidelines. He has been instrumental in bringing together practitioners of Maori, English, and New Zealand Sign Language. He has also been an advisor to many government departments in relation to interpreting and translation policies, access and quality issues. In 2012, he was appointed by the Chief Justice of New Zealand to be a special advisor to the Cross Bench Committee.

An opinionated advocate of professional organisations and a strong believer in trans-national and multidisciplinary co-operation, Henry is a Past President of NZSTI and is the current President of the International Federation of Translators (FIT) of which AUSIT is a member and will be the host of the next FIT Congress in Brisbane 2017.

He is the first council member from New Zealand in FIT's 60 year history. He was elected onto the FIT Council at the 2008 Shanghai Congress with the 4th highest vote, and onto the Executive Council at the San Francisco Congress of 2011. He follows the footsteps of Professor Adolfo Gentile and Dr Helen Slatyer both of AUSIT in representing professionals from Oceania.. He is an active interpreting and translation educator locally, regionally and internationally. Henry has been given Keynote addresses in major T&I conferences in Oceania, North America, Europe, Asia and Latin America.

From global to local and back again – A biased view on the global translation and

interpreting scene and how is this relevant to Australia and Australians?

Translation and interpreting have been traditionally associated with trade and settlement in the Australian context, both very important to Australia as a major trading nation and a multicultural migrant country. But there are more dimensions to T&I than just foreign currency and fair access. As a world leader in T&I training, accreditation and service provision, what are the strategies Australia can adopt in maintaining and advancing its dominant role? How can Australia contribute towards the wider regional and international community, through FIT, ISO and other international platforms. But why is it important to you, the Australian public? Henry will highlight some of the global trends and bring into focus some of the lesser known impacts of Translation and Interpreting on Australia and how are they relevant to ordinary Australians.

ABSTRACTS

BREAKOUT SESSIONS

Dr Adriana Raquel Diaz

*Dr Diaz is Lecturer at the School of Languages and Linguistics, Griffith University, Australia. Her main research activities focus on the development of intercultural competence, the variables affecting the implementation of intercultural language curricula and teaching methodologies, including translation training and teachers' professional development. She is the author of the monograph *Developing Critical Language Pedagogies in Higher Education: Theory and Practice* (2013, Bristol: Multilingual Matters) and a member of the editorial board of the *Journal Translation and Translanguaging in Multilingual Contexts* (John Benjamins).*



Translation as a Bridge between Cultures: A crash course for the uninitiated

In this paper I will discuss the development, implementation and evaluation of an introductory, undergraduate course on the theory and practice of translation to non-specialist (language) learners. This course aimed to provide students with an understanding of translation as a process of communicating across multiple kinds of difference, involving not only language competency, but intercultural awareness and an understanding of texts and genres. As such, linguistic, cultural, social and ethical considerations were all intertwined in the study of translation as a bridge between cultures. I will present examples of the curricular content and activities designed as part of this course. Through these examples I will discuss the

pedagogical framework underpinning the overall educational design which may be transposable to other programs and educational contexts.

Bede Payne



Bede Payne is the National Campaign Director for Professionals Australia. He works with members in a range of industries including infrastructure, public transport and language services. Bede has degrees from the University of Wollongong in commerce and creative arts. Prior to working for Professionals Australia Bede was the National Campaign Coordinator for the Media, Entertainment and Arts Alliance.

Reforming language services – Why waiting for change is no longer an option

For three years professionals Australia has worked with translators and interpreters on reform in the language services sector. We have aimed from the beginning to achieve greater respect, recognition and reward for practitioners.

In that time, significant strides have been made towards real change. We have brought together large numbers of practitioners, won a ground-breaking cases at the ACCC allowing collective negotiations, opened significant doorways into government, publish compelling reports about the need for reform, begun our first collective negotiation and are about to deliver a set of evidence based recommended rates. On top of this, Senator Fierravanti-Wells has recently announced the industry roundtable we have long pursued.

Despite these achievements we still see evidence of declining rates, of government policy failure, and of agencies reducing rates to win contracts.

Currently, 42% of practitioners report working less than a single job per day. Combine this with the 56% of practitioners feeling that the industry is becoming worse and the 38% of those either unsure of their future or planning on leaving the industry. Clearly, it is time for the industry to embrace substantial change.

Beatriz Rodríguez Lopez

Beatriz Rodríguez holds a degree in English Philology and a PhD in Applied Linguistics. She has worked as a lecturer for more than twenty years at different universities: Universidad de Vigo, Universidad Complutense de Madrid, Universidad Autónoma de Madrid, in all of these she worked at the Faculty of Education where she specialized in teaching



Didactics. She is currently working at the Department of Modern Languages, Faculty of Philology at UNED, the Spanish national distance learning university, . She also has experience in teaching at Infant, Primary and Secondary levels, work that she developed for more than twelve years. She has participated in different officially

funded national research projects related to applied linguistics and CALL and published several chapters of books and articles in that field. She also develops teaching materials for young learners and teen-agers. She is also a member of the editorial board of a number of specialized journals. She has given workshops in Spain and abroad focusing on the different aspects of Didactics of Foreign Languages and distance learning, especially English and Spanish.

Intercultural translation in specialized domains: the case of wine tasting language

(Dra. Bozena Wislocka Breit, Dra. Beatriz Rodríguez, Dra. Elena Bárcena)

This paper focuses on the analysis of the specialized wine tasting language, which is currently emerging in many countries with no tradition of wine production. The paper analyses the differences that can be observed in the wine tasting sheets produced for English and Spanish speaking communities which are considered to be relevant for the specialized translator. Firstly, an analysis is undertaken to determine that the wine tasting sheet can, in fact, be considered a “genre” of its own, as it meets the definitional requirements determined by Swales (1990). Secondly, the adequacy of the Appraisal Theory (Martin and White 2005) for the analysis of this genre within the framework of Systemic Functional Linguistics is argued. Over a hundred English and Spanish tasting sheets were extracted from the Internet and grouped into four corpora created ad hoc for Spain, Australia, California and New Zealand. Subsequent analysis demonstrates positive polarization of the texts and significant differences in the appraisal verbalization of the sensory processes involved in wine tasting through the use of terms related to colour and fruit where, for example, the free and quasi literary style of English texts contrasts strongly with the sobriety of the Spanish notes. Seemingly untranslatable cultural constructs in the source text are identified as *culturemes* and require the application of specific translational techniques to be suitably captured in the target text.

Chevoy Sweeney and Leonie Jackson

Chevoy works full time as a professional level interpreter in and around Sydney. She has completed post graduate studies in Auslan/ English Interpreting at Macquarie University and has extensive experience in working in a wide variety of interpreting contexts. She works as an interpreter trainer for TAFE NSW and on the Macquarie University



program. She is also a mentor in the John Ferris internship program at the Deaf Society of NSW, supporting new interpreters in their practice. She is an ASLIA member, and has been a part of the ASLIANSW committee for many years, as she believes in the importance of professional development and supporting colleagues.

Leonie is profoundly deaf and is an education

professional since 1992.



Leonie is the Head of Education and Research at Ai-Media. Ai-Media is a social enterprise that provides real-time captioning for education, workplaces, conferences and events. At Ai-Media, she manages the Education clients and work with various professionals to future research into real-time captioning and educational

technology. Prior to joining Ai-Media's team in 2010, Leonie has 18 years teaching experience at the Royal Institute for Deaf and Blind Children (RIDBC), and was Assistant Principal of the Thomas Pattison School, a bilingual K-10 school for the last 8 years. She worked with educational interpreters supporting students in mainstream setting.

Leonie currently used Auslan interpreters in the workplace and voluntary work. At times, she used video remote interpreting service and is passionate about the future of technology to provide access for people with disabilities.

Is VRI (Video Remote Interpreting) the way of the future? Benefits, challenges and recommendations for VRI in Australia

The advent of new technologies has been of great benefit to many deaf people living in Australia. In many cases, it has meant better access to information and services. One of the technologies now becoming popular is Video Remote Interpreting, which in turn is slowly changing the landscape of the interpreting profession. In this facilitated panel discussion, panellists will talk about the benefits, challenges and recommendations of using such technology in an interpreter mediated situations. The panel will include a deaf consumer, an interpreter practitioner and two representatives from an interpreting agency.

Claudia Koch-McQuillan



Claudia Koch-McQuillan, AUSIT, AIIIC, ITI, has been working as a successful freelance German <-> English translator and conference interpreter for over 25 years, and she has taught in the Master of Interpreting and Translation Studies programme at the University of New South Wales for over 10 years. Her professional interests include translation theory, translation

technology, standardisation and pedagogy. Claudia completed a Master of Translation and Interpreting Pedagogy at Macquarie University in 2012. She still enjoys freelance life and has never longed for "a real job".

Recent International Standardisation Developments in Translation and Interpreting

Since the publication of the European standard EN 15038 Translation Services – Service Requirements in 2006 and the American standard F 2575-06, standardisation efforts have been taken to an international level and extended to cover interpreting services as well as translation. The ISO Technical Committee 5 – Translation, interpreting and related technology – recently published ISO/DIS 17100:2013 Translation Services – Requirements for translation services, and is currently working on no fewer than four additional standards on translation, community interpreting, interpreting and machine translation. Given that these standards can and most likely will be applied internationally, and that many AUSIT members work globally, at least in translation, it is important for practitioners to be aware of these developments. For interpreters, awareness of international standards may improve visibility and standing, and provide support in their efforts to secure better working conditions.

This presentation will give an overview of relevant ISO standards, both published and under development, and explore how these are relevant to language service providers, whether individual freelance translators/interpreters or agencies, and to commissioners and end users of translation and interpreting services. It will also provide an insight into the development process of standards, as standardisation is a collaborative effort that relies on practitioners' input, and clarify the scope and applicability of ISO standards.

More Exciting and More Effective Research with Online Corpora and Corpus Tools

Corpora, that is purposefully gathered electronic collections of texts, are a relatively recent, exciting and highly effective resource and research tool for translators and interpreters, both to solve terminology questions and to acquire and deepen subject matter knowledge. Yet, despite their ability to provide answers to tricky linguistic problems that are difficult to find elsewhere, awareness of corpora and their use is still relatively limited among translators and interpreters, at least outside university programmes. This is unfortunate, as corpora have become very accessible in recent years and could or even should be seen as an important part of practitioners' repertoire.

This presentation will explore some of the publicly available (English-language) corpora and show how to use these and other freely available online tools to conduct effective terminology research. It will give an insight into the type of queries that corpora are best able to answer and point out limitations of corpus research. Finally, it will introduce a quick (and free) way of building up personal corpora to acquire rich terminology on a particular subject matter or extend subject matter knowledge, whether in preparation for a translation assignment in a specialised field or an interpreting assignment.

The aim of this practice-oriented presentation will be to give practitioners the basic skills to include corpora among their range of research tools and approaches.

Please note that internet access will be essential for this presentation.

Chao Han



Chao HAN has an MA degree in conference interpreting from the School of Foreign Languages and Cultures of Xiamen University in China. He is currently conducting a PhD research at the Department of Linguistics of Macquarie University in Sydney, Australia. His research interests include interpreter certification testing (design & validation), classical and modern measurement theory, multivariate statistics involved in language testing and mixed-methods research design.

Rater severity/leniency in high-stakes interpreter certification performance testing: Using multifaceted Rasch measurement

One of the important recommendations from the Improvements to NAATI Testing Project (INT Project) is that NAATI examiners should undertake compulsory training before being accepted on examiners' panel, and continuous training while on the panel. Underlying this recommendation is the issue of rater variability/reliability in rater-mediated assessment of translator and interpreter performance. Specifically, at least three concerns need to be addressed including 1) Do raters behave similarly and consistently in terms of rater severity in the NAATI assessment? 2) How rater training can be appropriately organized to benefit the operational rating process? and 3) How examiners' operational rating behavior can be constantly monitored to identify abnormal instances, thus facilitating continuous rater training? As a response to these concerns, this paper reports an empirical study conducted to investigate rater effects, particularly rater severity/leniency in interpreter performance assessment, using multifaceted Rasch measurement. Research findings illuminate how rater variability affects raw scores in the interpreter performance assessment and suggest a real need to control and account for rater effects through appropriate rater training and modern measurement methods. In addition, the paper also aims to introduce the multifaceted Rasch measurement to the field of interpreting studies, particularly to demonstrate the utility of Rasch models in identifying problematic raters and informing targeted rater training for interpreter performance assessment.

and review, and the consultation stages of the Aboriginal Language Policy and the National Indigenous Interpreting Framework. With a background in Arts and Environment, Deanne became passionate about language and communication by emersion in a country where land, language, arts and culture are intrinsically entwined.

Deanne maintains the position that it is a basic human right for people to be heard, understood and to understand in their preferred language.

For the past five years, Frantessa has held various roles within KIS. She is NAATI accredited in two languages, a NAATI examiner, holds the Diploma of interpreting, is a current director of KIS and trains people in when, how and why to work with interpreters in line with the WA Language Service Policy obligations.



Frantessa is also passionate about empowering Aboriginal language speakers in their right to have access to an interpreter. She is concerned that government department workers and community agency workers mostly talk in English and sometimes high English or Jahgon, so many of our people are not understanding the message properly when Interpreters aren't used. Kriol and Aboriginal English are strong languages and used every day throughout the Kimberley. People assume when they hear Aboriginal people speak with some English words that they understand what is being said. They don't understand those English words are being spoken with a completely different concept and world view. That's dangerous. I think working with Interpreters is the most important way to keep our people engaged in processes, ensure people are truly represented in court, truly understood and understand treatment procedures etc in health, their journey through the justice system and much more.



Natalie Davey has participated in the Diploma of Interpreting and is KIS's lead Cultural Awareness presenter.

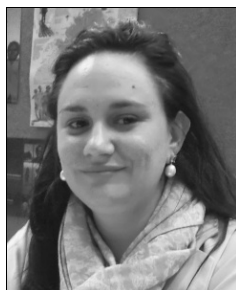
Natalie divides her time between delivering cultural awareness training for KIS and looking after country in her role as a Bunuba ranger. Natalie also works part-time for the Department of Parks and Wildlife (DPaW) at Darnnggu (Geikie Gorge) which is her ngawiji (father's mother's) country.

Natalie is committed to promoting two way communication with understanding and respect between Aboriginal and other cultures so everyone can work together.

Dianna Lightfoot, Natalie Davey, and Frantessa Cox

Deanne is the CEO of Kimberley Interpreting Service. She has developed an acquired knowledge and experience in the Industry by working collaboratively with the KIS directors and the industry for the past ten years.

The main focus has been on service delivery, training and policy development. Deanne has been involved in the development of KIS, EOC Scoping paper Indigenous Interpreting Service - is there a Need? (YES!), WA Language Service Policy



Miscarriage of Justice

Many Aboriginal people in Western Australia do not speak English as a first language. People who can't speak English are among the most vulnerable and voiceless in our communities.

In 2007, the WA Equal Opportunity Commission published a report outlining the need for interpreters across Western Australia. The state language service policy underlines the right to understand and be understood in your preferred language. Aboriginal interpreters are essential for many Aboriginal people who do not speak English as a first language.

Clear, reliable communication is crucial in any information exchange and/or knowledge claim. Clarity

and reliability are crucial when a person's guilt or otherwise is at the heart of how evidentiary data is presented and judged. Language and cultural interpretation is central to both the legal and ethical process in such circumstances. Interpreters for Indigenous persons are vital to the enactment of due process, natural justice and equality before the law.

In the face of government ignorance and arrogance, the proof is revealed in the pudding of Justice Halls determination in the Gibson/Warnake case.

We unravel the missing steps, and the unnecessary expense of money, time and pain endured when the language service policy is ignored. Who makes the decisions, who assesses the risks and who is held accountable?

David Gilbert



David Gilbert has operational experience in areas of national security intelligence and law enforcement. He is currently a PhD candidate at the school of Global, Urban, and Social Studies at RMIT.

Preparing Translated Transcripts for Evidentiary Purposes in Drug-Related Trials: Conflicts and Constraints

Forming an integral part of a broadened national security agenda since the events of 9/11, Australian law enforcement agencies increasingly deploy electronic surveillance techniques targeting serious and organised crime, particularly the illicit-drug trade. Telephone interception and listening device recordings often contain conversations conducted in languages Other Than English (LOTE) that include alleged drug-related jargon, and/or code words. Community translators and interpreters are engaged by law enforcement agencies to translate these conversations into English for evidentiary purposes. Operating within the constraints of preparing translated transcripts as evidence presents the translator with the dilemma of conveying sense while remaining faithful to the source text and preserving essential elements of evidentiary value. The concept of equivalence and notions of accuracy are directly relevant to the credibility and reliability of translated transcripts as evidence. Discourse analysis of court transcripts reveals anomalies associated with translated transcripts peculiar to the legal environment. This research seeks to determine how alleged jargon and code words are interpreted by expert witnesses to assist a monolingual jury understand the alleged meaning of recorded and translated utterances from LOTE. Deficiencies and associated causal factors relating to the preparation of translated transcripts for evidentiary purposes have been identified. This present research reveals what implications the findings have for community translators/interpreters engaged by law enforcement agencies to prepare translated transcripts, and how deficiencies in this area impact on the judicial process and the wider community.

Dorian von Freyhold



Dorian von Freyhold is a researcher in the area of Consumer Psychology and Services Marketing at the University of Queensland Business School. More specifically, his interest lies in discovering the psychological mechanisms and drivers that influence how consumers react to innovative and novel services, as well as products.

On Being Open and Perceiving Novelty: The Impact of Open-Mindedness on Evaluations of Culturally Novel Service Providers

Given the inexorable forces of globalization and multiculturalism, it has become commonplace for individuals to master cultural art forms that are not part of their own cultural background (e.g., a Chinese teacher of Spanish language or a white American acupuncturist). Surprisingly, the literature has not examined how consumers perceive such culturally 'novel' service providers; will consumers embrace or reject a service provider who is not native to the cultural art form versus a service provider who is native? This research investigates consumer responses to perceived cultural novelty of the service provider through the lens of the Big Five personality trait of Openness to Experience (OTE). We propose that, all else being equal, individuals who are experientially open prefer culturally novel service providers (e.g., a Chinese teacher of Spanish language), whilst those who are experientially closed prefer culturally congruent service providers (e.g., a Spanish teacher of Spanish language).

Emiliano Zucchi



Emiliano is the Coordinator of Transcultural & Language Services at Northern Health, Victoria. He has extensive experience in diversity services delivery in the health context; he manages the Transcultural & Language Services (TALS) Department at Northern Health, and is responsible for the organisation's Cultural Responsiveness Plan. He has also developed the Northern Health Disability Policy and Disability Action Plan. Emiliano's research focuses on cultural competence in the health context, and on the impact cultural competence has on the health outcomes of patients with low English proficiency. He has managed a number of successful externally funded projects, including a video-interpreting pilot program which led to the implementation of video-interpreting at Northern Health, and various projects in collaboration with Donate Life, the National Ageing Research Institute (NARI), and the Australasian College of Emergency Medicine (ACEM).

Organizational Effectiveness – How to avoid discriminating against patients with low English proficiency

Australian patients with low English proficiency are considerably disadvantaged compared to patients who are fluent in English; they stay in hospital longer, have higher readmission rates, undergo more diagnostic tests, etc.

Health services have the power to enhance or compromise the health outcomes of patients with low English proficiency. We have evidence that by putting in place a strong structure, or even by partially aligning language services with other disciplines, the results are tangible, and measurable. When health services ignore or fail to invest in Language Services, not only are Australians with low English proficiency further disadvantaged, but the cost to the tax payer is higher.

However, it is not only a matter of evidenced based management, and enlightened planning; the fragmented nature of demand, the cultural and linguistic complexity of the patient base, and the often dubious levels of professionalism in the industry, make it difficult for managers to create long lasting organisational structures.

This paper suggests ways to address this problem by looking at proven strategies, supported by reliable data; it also discusses the structural changes hospitals –in collaboration with industry stakeholders- ought to develop to improve the health outcomes of patients with low English proficiency, and give equal access to services to all Australians regardless of their language proficiency.

Eni Candra Tampubolon



Eni is a Professional Translator and Interpreter with four years experience working in various fields. She holds a Bachelor of Arts in literature and a Masters in Translation and Interpreting from RMIT University.

New Language as a By-product of Translation of Mass Media

Indonesian as the national language of Indonesia is the language of politic, trade and business in Indonesia. Throughout the years, many languages have influenced Indonesian, namely Sanskrit, Javanese, Chinese, Arabic, Persian, Portuguese, Dutch and English; though, in the last 20 years, English seems to be the language with the most influence. This can be seen throughout Indonesian mass media and educational books.

There is a noticeable 'new language' that seems to be made up of translated words and phrases, English sentence pattern in an Indonesian sentence, and English way of thinking in forming an Indonesian sentence. Phrases like *situs jejaring sosial*, *paparan surya*, *Anjungan Tunai Mandiri* or *inilah hal terakhir yang ada di pikirannya saat ini*[1] are widely used nowadays. Mass media seems to be the main force behind the creation as well as the dissemination of this 'new language'.

This paper will focus on translation of mass media, specifically newspaper, into Indonesian. It will deal with news from English speaking countries that are translated into Indonesian newspapers.

Eve Hedley



Eve Hedley began her Interpreting Career in Melbourne having completed the Advanced Certificate of Applied Languages Auslan and Diploma of Interpreting Auslan English in 1994 & 1995 respectively. Has worked in a variety of settings as a freelance interpreter and since moving to Brisbane 14 years ago has worked predominantly in Health and Medical settings.

Involved in the Video relay service since the planning stages (2008) Eve is now Team Leader of the National Relay Service Video Relay.

Eve is the current Chair of ASLIAQ.

Video Relay and the Interpreter

This relatively new method of interpreting in Australia is one that has up until now been experienced by very few interpreters due to the geographical location of the only service provider. With the technology boom of the past 20 years the interpreter has been required to maintain a flexibility in a world where multi tasking is the norm. I investigate factors that Video Relay interpreters experience in their daily work and the challenges that arise from the many varied call types they facilitate daily. I aim to present a variety of challenges experienced in this area to further enhance the establishment of best practices for those working in the Video Relay Service industry.

Felix Rojas



Felix Rojas is a Brisbane-based NAATI-accredited freelance translator, specialising in the legal, tax, accounting and finance areas. Trained overseas as a lawyer, he was a lecturer in Legal Translation at Núcleo de Estudios Lingüísticos y Sociales and Universidad Metropolitana in Venezuela and has been a freelance translator for over 15 years.

The Letter and Spirit of Legal Translation: A Few Strategies

The scope of the Law on our lives, as individuals, members of society and part of a global community stretches beyond our simple daily activities, interactions and physical locations; it even breaks the boundaries of time. Under certain legal systems, rights are borne at the foetal stage while other areas of the law, such as succession law, address legal rights and

circumstances even after we cease to exist physically.

Nearly every aspect of life is one way or another subject to standards, rules and regulations. From family law to business law, from council regulations to international law and even space law, whether it is contained in written instruments or encompassed in a set of standards or beliefs, the Law surrounds us and transcends us.

Even within the same language, every society has its own set of legal concepts and ways of applying them. As translators and interpreters working within the legal profession or rendering services to law firms or individuals, we have an extraordinary responsibility in tackling the challenges that the law may pose, in its way of expressing itself and with the difficulties that may arise conveying its message across languages and ways of seeing the world.

Lack of linguistic equivalence, difference in legal systems and contrasting cultures, as well as highly specialised terminology and phraseology, are just a few of the hurdles translators must overcome in providing translations that are true to "the letter and spirit" of legal documents

Dr Floriana Badalotti and Elisa Boscolo



FLORIANA BADALOTTI obtained a Master of Translation Studies and a PhD in Translation Studies from Monash University. She has been working in Melbourne as a freelance translator and editor for nearly two years. Among her publications are the Italian translation of Yanagai! (Milan: IPOC Press,

2009) and the journal article "This is my home now: Multilingualism and belonging as a choice" (New Scholar, vol. 3, no. 1, pp. 133-144).

ELISA BOSCOLO obtained a Degree in Translation and Interpreting in Italy and a Master in Technical and Scientific Translation from the University of Venice, Italy. She also completed a Diploma of Interpreting and a Diploma of Translation at RMIT University. She is a NAATI accredited translator in English, Spanish and Italian and Italian interpreter and has been working as a freelance translator for over 6 years.



WORKSHOP

"It's Not Easy Being Green": Starting Out as a Translator

Starting out in the translation business can seem fairly straightforward, but if you are a 'newbie,' chances are that you have some burning questions that you are struggling to understand or figure out.

With this in mind, this informative, interactive session will allow participants to share experiences and personal insights, and ask those questions that may seem obvious but still need addressing if one is not well inserted in a professional network—all in an informal and collegial environment..

Topics will include:

- What you need to work in Australia
- Marketing your services, e.g. through on your CV/resume, on your website, in a cover letter...
- Diversification strategies (aka other ways to gain experience and use your skills)
- Sharing tips for productivity (e.g. applications, basic tools...)

The facilitators will lead the conversation using their experiences as examples, and it is envisaged that the discussion will proceed through pre-planned topics with room for spontaneous discussion. Although everyone is welcome to attend, this session is likely to be of most benefit to new graduates and other early career translation professionals, for whom it will also be a valuable networking opportunity.

Heather Glass

Heather is one of the better Japanese speakers Australia has produced. She has interpreted for Prime Ministers down, for Supreme courts down – all around the Asia-Pacific – and even for Nobel laureates in medicine. Heather also manages competent interpreting teams and the production of high quality bilingual material.



As President and now CEO of the Western Australian Institute of Translators and Interpreters, Inc. (WAITI), she has been proactive in industry contributions to State language services policy and whole-of-government purchasing that break new ground in creating a framework for quality control and quality assurance of language services.

Heather has developed and delivered international training in hospitality, tourism and cross-cultural communications, delivered training in translating, interpreting and working with interpreters, co-developed and delivered training in bilingual work, and designed and run national consultations and workshops. She has served as a sessional lecturer in translating and interpreting at Central Institute of Technology WA and formerly served two three-year terms on the NAATI Japanese examiner panel.

Heather has been at the forefront of the push to national competency-based qualifications for translating and interpreting, endorsed in July 2010 in the Public Service Training Package. She was a key member of the project teams that developed trainer and learner resources for a new State-accredited Certificate IV in Bilingual Work. She

has inaugurated a national virtual network of trainers and educators of translators and interpreters (TITEN). She is WA's representative on the newly formed technical reference group reviewing the national qualifications.

WORKSHOP

WHAT'S THE CONTEXT? Interpreting, Translation and the Law

In June 2012, a major case involving a Tamil-speaking defendant and four Tamil-speaking accused was thrown out of the Perth District Court on day one. Although 19 months in the preparation, the key prosecution witness opened with evidence that came as a complete surprise to both prosecution and defence.

The case was a major embarrassment to the Office of the Director of Public Prosecutions, and has been the cause of considerable soul searching since.

Our profession, however, is not without blame. While some may seek to brush the matter off by pointing to the absence of trained interpreters in Tamil, that is not only simplistic, in this matter it was just the last straw.

The many things that went wrong in the Tamil case are in sum or in part going wrong in multilingual cases coming daily to Australian police stations and courts.

Interpreters in particular bemoan lack of context in court work. When working in the legal process, how akin are we, as interpreters and translators, to blind people describing an elephant? Do we know what we don't know?

This workshop is for interpreters, translators, and anyone who supplies language services to any part of the legal and judicial process.

It will be an opportunity to learn about the role of language in the context of a complex bilingual case, to identify our own blind spots as practitioners, and to explore our responsibility to educate ourselves to support police, lawyers and courts to do things better.

Dr Jihong (Lily) Wang



Dr Jihong (Lily) Wang is a researcher in spoken language interpreting, signed language interpreting, and deafness cognition. She is also a freelance professional interpreter and translator, working between English and Chinese Mandarin. She completed a PhD thesis entitled "Working Memory and Signed Language Interpreting" at

Macquarie University in 2013, Sydney, Australia. Her PhD thesis focuses on the cognitive processes of Auslan (Australian Sign Language)/English conference interpreting, and investigates whether professional Auslan/English interpreters' working memory capacity is closely related to their simultaneous interpreting performance.

Differences and Similarities in Ratings: Assessment of Signed Language Interpreting Performance

The assessment of spoken and signed language interpreting performance is a complex issue relevant to accreditation bodies, interpreter educators, student interpreters, interpreting practitioners, and clients who use professional interpreting services. Variability and subjectivity are two inherent challenges in the evaluation of translation and interpreting performances.

The aim of this paper is to explore how and why three raters differ in their assessments of signed language interpreting performances. Sixteen NAATI-accredited professional Auslan (Australian Sign Language)/English interpreters completed simultaneous interpreting tasks from English into Auslan and vice versa. The English and Auslan source texts were presentations for a notional national conference on "Interpreting and Human Rights". Assessment tools were pre-designed rubrics with four macro-level assessment criteria: accuracy, target text features, delivery features and processing skills. All three raters were native English speakers, hearing native users of Auslan, and NAATI-accredited professional Auslan/English interpreters. While two raters were experienced signed language interpreter educators with considerable experience in testing and assessment, the third rater was a well-regarded interpreting practitioner with less assessment experience overall. Each rater's comments in the assessment process were recorded for later analysis.

Quantitative results show that inter-rater reliability between the two interpreter educators was higher than between each interpreter educator and the interpreting practitioner. Furthermore, qualitative analyses focus on raters' comments on each participant's simultaneous interpreting performance, to search for reasons why the raters assigned discrepant scores to some participants while giving similar marks to other participants. Those reasons include: the raters' experience in testing and assessment, the ways they used the rubrics, their scoring techniques and so on. The findings have implications for spoken and signed language interpreter education, evaluation in national accreditation exams, interpreting practitioners' self-assessments, and professional development programs.

Julie Judd and Ryan Gook

Julie is a practising Auslan/English professional level interpreter, with 29 years experience in the field. She holds a Bachelor of Education from LaTrobe University and a Postgraduate Diploma in Auslan/English Interpreting from Macquarie University. Julie is currently undertaking her Masters degree at Macquarie and is the Co-ordinator of the VDEI/ASLIA



Vic mentoring program for ES staff who interpret in classrooms within Victoria, Australia. Julie has delivered several workshops and training opportunities to interpreters. Julie is currently assisting with the delivery of Reflective Practice opportunities for interpreters and providing diagnostic performance analysis to practitioners. Julie has previously served on the national and the state branch executive committee of the Australian Sign Language Interpreters Association and is

committed to enhancing the quality of interpreting provision.



Ryan Gook is the CEO and Co-Founder of Auslan Services, a National employer and coordinator of over 250 Auslan Interpreters. Auslan Services are currently in their 14th year of operation. Some of Ryan's recent successes include the overwhelmingly popular Reflective Practice program, which has seen more than 50 Auslan Interpreters successfully

complete across Australia. Ryan Gook and his wife, Nicole Gook, run Auslan Services. Since its inception, Auslan Services have implemented numerous policies and programs that has seen the profession benefit immeasurably. These include the Auslan Services Foundation, The Study Bonus Scheme, Deaf Business directory and the Virtual Interpreter booths. Ryan Gook is a Professional Level Interpreter holding a Post Graduate Diploma in Auslan/English from Macquarie University. With over 15 years experience, he has served on boards of state ASLIA committees and Deaf Sport, participated in panels, forums and presented in numerous workshops around the country.

Moving forward – The Interpreting Profession

This presentation will focus on the recent momentum of structured Reflective Practice, applying the Demand Control Schema (DC-S) framework (Dean and Pollard, 2013) to case conferencing sessions throughout Australia.

This new training frontier is available to Auslan/English Interpreter and Deaf Interpreter practitioners online or by participating in face-to-face sessions. The program as a whole offers an innovative approach for training of facilitators and participants and provides an environment for interpreters to develop enhanced relationships with their peers. This presentation aims to outline the establishment and recent development of Reflective Practice sessions and the training process for facilitators throughout Australia.

John Beever



John Beever is the CEO of the national certification authority NAATI. He graduated from the University of Melbourne in Economics and Politics, and worked as a journalist then speech writer and senior executive in Canberra. John represented a major health profession in Canberra and convened the Health Professions Reference Group in the National Registration and Accreditation

Scheme reform. He is also a member of the Advisory Board for the European Union's TransCert Project.

Transition into the Future

Transition into the Future is a timely theme for both the profession and for NAATI. While practitioners grapple with sweeping change in the industry, the national certification authority has begun the most significant transformation in its history. Through the Improvements to NAATI Testing (INT) Project NAATI is renewing how it assesses, registers and certifies translators and interpreters in Australia.

The changes now being developed in Phase 2 of the INT Project will be relevant to all practising translators and interpreters, the agencies which engage them and educators. CEO John Beever will provide a progress report on where NAATI is going and more particularly what it will mean for practitioners' professional lives.

Key issues will include:

- What the likely new NAATI credentials might be.
- How practitioners will transition from the current to the new system.
- Why NAATI is raising standards through greater emphasis on education and training.
- How NAATI certification is aligning with international standards and what that might mean for Australian practitioners.

This session will provide more information on what has been decided so far about the future of Australia's certification and registration scheme and about what is still to be decided.

Dr. Leong Ko



Dr Leong Ko is Senior Lecturer of translation and interpreting in the University of Queensland. He has extensive experience in training translators and interpreters. He is also a NAATI Advanced Translator and Professional Interpreter. He has been a practising translator and interpreter in Australia for more than 20

years. Dr Ko has also researched and published extensively in translation and interpreting.

Media Translation: Practices and Expectations

Nowadays, it is commonly believed that only professional translators should be employed to do translations. Many countries, such as Australia, China and the US, have established accreditation systems for professional translators. Australia has a well established system for accrediting translators – i.e. the National Accreditation Authority for Translators and Interpreters (NAATI), which has a specific category for "Professional Translators". Both the public and private sectors in Australia are constantly urged to use NAATI-accredited "Professional Translators". However, it has also been regularly observed and reported that non-accredited or non-professional translators continue to be used extensively in different sectors for different tasks. The media is one sector that has, for a long time, made extensive use of non-accredited

or non-professional translators. There are a number of arguments and justifications for the use of them. This study concentrates on non-accredited or non-professional Chinese translators who provide translation services in the media sector, specifically for newspapers and websites. It looks into issues concerning:

- features of texts in these fields
- types of materials to be translated
- how translation is done
- quality of translation
- expectations and intended use of translated texts, especially from the translation users' perspective

The research will be conducted based on the analysis of data collected from real translation practice, questionnaires among practicing non-professional translators, and interviews to newspapers and one website firm who use non-professional translators. It is expected that the outcome of this research will produce useful feedback to translation trainers, users of non-professional translators as well as practicing and potential non-professional translators.

Mamun UI Ala



Mamun UI Ala has explored several academic disciplines at different universities. He expects to complete his PhD in Economics from the University of South Australia (UniSA) by the end of 2014. Mamun was awarded with an M. Phil degree in Management from the National University (NU) of Bangladesh. Also, he holds an MBA degree from Dhaka University, M.A. (English Literature) and M.S.S. (Economics) from the NU, and M.Ed. from Bangladesh Open University. Mamun has been a tutor for Economics at the UniSA since 2011. He is a NAATI accredited professional translator (English to Bangla).

A conceptual framework for a dynamic translation industry in Australia in the era of globalization

Globalisation has integrated economies across the world stronger than ever before. Ironically, globalization has also enhanced people's sense of localisation, and thereby has increased the need for inter-cultural and inter-lingual communications. In recent years, realising the increasing importance of translation services in delivering economic and social benefits, in many developed countries including the USA and Canada, governments have been proactive in supporting the translation industry. Unfortunately, Australia is yet to consider the translation sector as an important economic area. In fact, a well-developed translation industry may bring manifold advantages for Australia, especially in terms of promoting multiculturalism and tapping numerous economic opportunities.

This paper explores how various economic and social sectors may be benefitted from a vibrant translation industry and why the government needs to recognise the significance of this industry. Also, this paper presents a conceptual framework for

a dynamic translation industry in Australia. We argue that the government's commitment is critical to meet the needs of translators and their clients. The proposed conceptual framework highlights three broad areas, namely 1) human resources development, accreditation and institutions; 2) regulations; and 3) strategies to support growth, competitiveness and innovation. The paper explains the expected role of translation service providers, professional associations, communities, businesses, and government and non-government organisations in strengthening the translation industry and how this can improve their individual performances in the long-run. Moreover, we outline possible future directions to inform policy and programs for a globally competitive translation sector in Australia.

Marc Orlando



Marc Orlando is a lecturer in Translation and Interpreting Studies and the current coordinator of the T&I program at Monash University. He carries out research on the synergies between practice and research in training of T&I. His current interest is in the use of digital pen technology in interpreter

education as well as in the role of translators and interpreters.

He is an active conference interpreter and translator, and a member of AUSIT.

Educating 21st century T&I practisearchers: Closing the divide between practice and research to respond to new professional needs and realities

The following paper proposes an overview of the T&I sector and its requirements today, at a global and regional level, and discusses the role of today's practitioners and of T&I education in relation to contemporary needs and demands. It focuses on different curriculum approaches to respond to a more and more globalized and digitized profession and to new contexts of work, as well as on the synergies between practice and theory, and between research and the profession. The use of modern technology (in both translation and interpreting) as well as the evolution of the status of the T&I professional will be discussed all along. Education in T&I has gone a long way in the last two decades. Responding to new realities, to challenges and to opportunities arising from shifts in the academic field, in the profession and in the industry, and from globalization or access to digital technologies, this paper aims at providing educators, employers and senior practitioners with new ways to prepare novice professionals for this transition into the future.

Michelle Stark

Michelle Stark is the Manager of Education Services at Deaf Services Queensland. She is a NAATI accredited Auslan interpreter and qualified teacher. Michelle was part of the team of interpreters who interpreted the media releases



during the 2010-11 floods and later developed and delivered the "Interpreting in Natural Disasters" training package.

Interpreting in Natural Disaster Situations: Lessons Learned

From December 2010 to February 2011, Queensland experienced significant and widespread flooding that forced the evacuation of thousands of people. The effects of the floods were devastating and over three-quarters of the state was declared a disaster zone. This significant weather event was closely followed by Cyclone Yasi, the most powerful cyclone to have affected the state since records commenced. It was a period of great uncertainty and many communities experienced unimaginable devastation and loss.

The Queensland Government ensured that members of the community were given the latest information through regular media releases so that they could prepare and respond as necessary. In a first for Australia, and indeed many parts of the world, sign language interpreters were utilized consistently through this period to make sure that members of the Deaf Community had access to the information as it unfolded.

Deaf Services Queensland's response to the request for interpreters was immediate and effective but the situation was unprecedented and placed unique demands and challenges on the interpreters. To address this, DSQ developed a training package with funding from the Department of Community Safety. The training highlighted some of the linguistic, emotional and environmental factors that interpreters faced and provided strategies to help them prepare and cope with the high demands of this type of work.

This paper reports on the development of the training package, its outcomes and the impact it has had on supporting interpreters in their work in subsequent natural disaster situations.

Dr. Muhammad Y Gamal



Dr. Muhammad Y Gamal is an adjunct associate professor in Arabic translation studies at the University of Canberra. Muhammad takes great interest in applied translation research and is currently involved in developing training a program in subtitling Egyptian cinema classics. His major research interests include audiovisual translation in the Arab

world, the DVD industry in Egypt, the Arabic content online and digital culture. He has published widely on the topic both in Arabic and English in books, refereed journals and conference proceedings. Gamal also works as a diplomatic interpreter for the Australian Federal government and the United Nations.

social or medical; police interpreters come under a different set of professional pressures. The working context of police interpreters is an area that has not been examined previously for several reasons (Gamal: 2012). One of the reasons is the quasi secret setting of police work, the lack of interest by the police in participating in research or studies and indeed the nature of some police operations (from race riots to people smuggling, organized crime and counter terrorism).

The paper examines some questions that pertain to professional ethics. This is an inherently difficult area to examine and more often than not opinions are diametrically opposed. While professional ethics are designed to guide practitioners they can also be interpreted differently; by different people under different conditions and in different circumstances. Since interpreters are freelancers they work for different agencies all the time and in the course of their work they adhere to their Code of Ethics. The questions under examination relate to the interpreter's role in police operations. In this context the interpreter is expected to comply with instructions that facilitate the police work. Yet, some police instructions raise a question, or two, about the extent of the interpreter's role in police context.

The paper examines the context of working for law enforcement agencies and will share some problematic areas pertaining to conflicting views on what is ethical professional interpreting behaviour in police settings.

Subtitling Naguib Mahfouz: A Transcreation

Egypt's top novelist Naguib Mahfouz (1912-2006) wrote *Midaq Alley* in 1947 and the novel was adapted into a film in 1963. The Arabic novel was translated first into English in 1966 and subsequently into other languages. It is difficult to imagine Egyptian cinema without Naguib Mahfouz for he was a scriptwriter extraordinaire (Gamal: 2008). It is this skill in scriptwriting that make Mahfouzian films a difficult genre to translate and consequently to subtitle.

The paper examines the DVD subtitling of *Midaq Alley* (1963) one of Naguib Mahfouz' most popular films. It argues that when translating between cultures that are too distant such as Arabic and English, the translator needs to employ a different repertoire of translation strategies and to be daring. This means that film translators should see themselves as cultural experts capable to transferring a work of art from one cultural milieu into another i.e., transcreators. The task however is not without its challenges for it presupposes a higher command of film literacy in order to appreciate the cinematic language of the director. In *Midaq Alley*, the literary métier of Egypt's finest novelist (Naguib Mahfouz) is coupled with the cinematic craft of the country's foremost film director (Hassan Al-Imam) to produce one of Egyptian cinema most memorable film classics. The two names of Mahfouz and Al-Imam should strike fear in the heart of any subtitler for they are masters of text and image (Gamal: 2009). The paper examines the DVD subtitling of *Midaq Alley* and argues that subtitling the classic films requires more transcreation of the meaning-making features than the mere translation of the dialogue list.

Ethical Dilemmas in Police Interpreting

One of the major settings in community interpreting is working for the police. Unlike other interpreters in settings such as

Rachel Lai and Liza Claws



Rachel Lai is the Manager for Service Design and Growth at Deaf Services Queensland. This role works across the organisation to identify, develop and integrate new and existing service capabilities into the organisation. Rachel has also previously held the role of Manager, Language Services

which oversees the operational management of both CALD and Auslan interpreting and translating services. Rachel is currently studying a Masters in Project Management, is a NAATI accredited Paraprofessional Auslan Interpreter and a member of the Australian Sign Language Interpreter's Association (ASLIA).

Liza Claws is the Manager of Community Engagement and Development at Deaf Services Queensland. Liza is also a NAATI accredited Auslan Interpreter with extensive experience in working in the field. She recently completed her Bachelor of Adult Education degree with University of Technology Sydney and she currently sits on the North



Queensland Regional Disability Advisory Council under Disability Services Queensland. Liza comes from a strong Deaf family in Australia which has provided her with opportunities to work with developing deaf communities. Further to this Liza co-founded KODA Australia which is a volunteer community group that delivers camps to hearing children of Deaf parents.

Video Remote Interpreting and the Impact on the Deaf and Hard of Hearing Communities

With the ever increasing demand for Auslan interpreters which is now outstripping supply, the ability to service Deaf and Hard of Hearing communities in particular those situated rural and remote locations has been a difficult challenge for interpreting service providers. More importantly the impact for the for the Deaf and Hard of Hearing communities is significant as those who live remotely or in high demand areas being significantly disadvantaged in terms of access and often go without an interpreter.

Deaf Services Queensland will present information on how the introduction of the National Broadband Network (NBN) has affected the Deaf and Hard of Hearing communities situated in rural and remote locations across Australia and within Queensland through offering readily accessible interpreters through the use of video remote interpreting for a variety of different scenarios. The presentation will also discuss whether or not the introduction of video remote interpreting has improved communication access for these individuals and improvements and learnings which can be made from this unique situation.

Richard Yu

Richard Yu is a teacher who specialises in teaching Chinese translation and interpreting courses, especially those courses approved by NAATI. He joined the University of Queensland to teach in the MACTI program in March 2014. Before joining the UQ, he was a lecturer of translation and interpreting in the Program of Translating and Interpreting Studies at RMIT University for about 18 years. He was also a lecturer in the Chinese Language Program at Australian Defence School of Languages, Australian Defence Department in 2012. He has therefore extensive experience in teaching translation and interpreting.



Richard is a NAATI Advanced Translator (English into Chinese), a Professional Translator (Chinese into English) and Professional Interpreter in Mandarin. He is also a practising translator and interpreter and has been providing translating and interpreting service in Australia and China for about 30 years for different organisations including the Victorian Supreme Court, Department of Immigration and other Commonwealth and state government departments and in various fields such as law, business and trade, international relations, education, mining, health and community services.

His publications include Introduction to Interpreting (2009), English-Chinese Translation Techniques (2008), and "Common Translation Mistakes in Australian Chinese Newspapers" (1996). He has also translated a book entitled Goodbye, Shanghai, which was published by the Chinese Sanlian Publishing Company. His current research interest includes a partnership approach in Chinese-English translation, and legal interpreting in Chinese cultural context.

Translation of Chinese Neologisms in the Cyber Age

The fast development of globalization and the internet together with the increasing opening up of China have produced a huge impact on the Chinese language and have given rise to a large number of new terms. Chinese neologisms are increasingly adopted by the English language. Many of them have now appeared in English media and English dictionaries. However, an appropriate translation of such fast emerging new terms remains a challenge to translators. This paper presents a research on the translation of Chinese neologisms in media and politics by analyzing a collection of English translations of Chinese neologisms from major English newspapers published in China since 2000 and identifying issues encountered in translation. Based on the findings of data analysis and Peter Newmark's principles on dealing with neologisms, the paper seeks to propose a new approach in order to improve the translation of Chinese neologisms in the cyber age.

Dr. Rocco Loiacono

Dr. Rocco Loiacono is a tutor in Italian Studies at the University of Western Australia, Perth and Lecturer at the Curtin Law School, Curtin University, where he teaches property law and business law. After graduating with a combined Law and Languages (Honours) degree, with specialisation in Italian, Rocco worked for ten years as a lawyer, most of those in the commercial property department at national law firm Clayton Utz. He has been a full-time academic since 2011, completing his PhD in 2013. The area of research of the thesis is the translation of the bilateral agreements between Australia and Italy.

**Sarah Dillon**

Sarah Dillon BA (Hons) MA MCIL is an expert communicator, entrepreneur and NAATI-certified translator.

She has worked for multinational, multilingual companies such as Audi, Apple Computers and Bain and Company, and is a former director of an international online training company that catered to professional linguists in over 25 countries around the world. She also has over ten years' translation experience working from French, German and Spanish into her native-language English.

Sarah has published many articles in industry journals and been quoted in mainstream media on a range of topics. In particular, she is recognised for her expertise in technology, remote workers, and online marketing for freelancers and small businesses. Her current interests lie in helping small businesses expand into international markets.

She has an MA in Technical and Specialised Translation from the University of Westminster, London, and a BA (Hons) in Applied Languages from the University of Limerick, Ireland. She is a member of all the usual suspects (AUSIT, ITI, CIOL, ATA).

Originally from Ireland, she is now based in Brisbane, Australia. You can find her online at www.sarahdillon.com or on Twitter @sarahdillon.

**Practical aspects of legal translation: the translation of an Italian land sale contract**

This paper examines the difficulties associated with the translation of contracts concluded between companies or individuals of two different countries. These difficulties arise from the nature of legal language, which has both a universal and a specific character: universal in that it distinguishes itself from ordinary language usage in all cultures, yet particular in that the legal language of each nation is linked to the peculiar culture and traditions of that nation. This intercultural aspect of legal translation becomes even more problematic when one considers that contracts are prescriptive legal texts, since they have the fundamental objective of determining the rights and responsibilities of the parties in a particular situation. The translation of a contract at an international level must have the same binding effect, and outline with precision these rights and responsibilities, with respect to the original language text. Any misinterpretation on the part of the translator in this regard could lead to (potentially costly) disputes. Such requirements underline the increasing need for translations of legal texts which convey appropriately in both languages the meaning and objectives of the original.

In an increasingly globalized world, the need to bridge the legal and cultural divide between nations is of growing importance. Many Australians are acquiring land in Italy given the favourable exchange rate of recent times. Italy is a civil law nation; Australia is a common law nation, thus two distinct legal cultures are involved. This paper will analyse various problematical translations in an Italian land sale contract and propose possible resolutions that can bridge the legal and cultural divide whilst at the same time ensuring that the meanings of the terms in question are transmitted in the target text so as not to pose interpretation problems.

WORKSHOP**Digital Marketing for T&I Professionals**

Wouldn't it be nice to leave a conference with something more tangible than a handful of business cards?

Participants will leave this workshop with a viable marketing plan they can implement immediately, and a sound understanding of the state of digital marketing as it applies to service professionals today.

Key concepts from the field of digital marketing will be reviewed using real-life examples and case studies from translators, interpreters and similar providers of professional services.

Specifically, participants will learn about the following:

- Google's recent Panda update and what it means for a website's ability to be found online
- Paid advertising on Google, Facebook and LinkedIn: why it could be the best \$50 you ever spent on your business
- Blogging without a blog: all the gain, none of the pain
- Social media in 10 minutes a day
- Traditional print media: why you don't need to be a celebrity to get coverage

– Images: how to harness the power of visuals with little or no design skills

The session is aimed at freelance translators and interpreters, as well as small business owners working in the translation industry.

It will be lively and practical, with a focus on ensuring participants leave with a list of actionable tips, tricks and strategies to improve their marketing and achieve their business goals.

Networking for Introverts: A Survival Guide

Translators and interpreters attend conferences and training events for lots of reasons. Networking and professional development are two main ones.

For most knowledge workers, the professional development side of things is easy. However, for those of us who spend most of the day behind a screen, launching yourself into a room full of people you don't know is tantamount to torture, and the thought of networking induces groans of despair, at best.

This fast-paced talk will outline my top tips for making the transition from home-worker to networker that little bit easier. Drawing on a lifetime of experience as an introvert (10 of them as a translator and small business owner), I will focus on how introverts can make the most out of face-to-face events without having to employ "sleazy" sales techniques or take on a personality transplant.

Specifically, I will offer practical techniques on how to:

Develop lasting, meaningful connections with interesting people

Make sure you are never stuck for words

Speak to the one person at the event that can make the biggest difference to your career

Make sure you are never stuck in a corner with no-one to speak to ever again!

Leave a lasting (good) impression on those you speak to

Attendees will leave feeling energised and motivated to make the most out of face-to-face events to meet their personal and professional goals.

Sarah Wentworth



Sarah Wentworth is a freelance translator (German to English) specialising in legal and financial translations. She studied Arts/Law at the University of Queensland and the University of Sydney, graduating with an Arts degree majoring in Business German in 1994 (UQ), and a Law degree (Hons. Class II) in 1998 (SU). In 1997, as part of her law degree, Sarah completed a semester of law at Humboldt University in Berlin, and then worked for the remainder of the year as a paralegal, translator and legal English course coordinator at the Berlin law firm, Oppenhoff & Rädler Rechtsanwälte. After her graduation, Sarah was admitted to practice and worked as tipstaff to the Honourable Justice John Dowd AO of the

Supreme Court of NSW and as a solicitor at the Sydney law firm Minter Ellison before relocating to Germany in 2000 to work as a translator and legal English course coordinator for a Frankfurt-based specialist legal translation firm, Legal Language Services GmbH. Sarah returned to Australia permanently in 2003, and since then has worked as a freelance translator specialising in legal and financial translations, particularly contracts, prospectuses, legislation, letters of advice, pleadings, judgments, annual reports and financial statements.

A balancing act: privacy and confidentiality obligations versus disclosure obligations in the translating profession

Translators deal with the personal and confidential information of clients on a day-to-day basis. While it is widely accepted that translators have a professional obligation to treat information they receive from clients as confidential and to safeguard it from third-party access, the extent to which translators have an obligation to disclose information in certain situations is not so clear. The starting point for this paper is a case study that highlights the potential for conflict between a translator's privacy and disclosure obligations. The paper will examine some of the bases of translators' privacy and confidentiality obligations, particularly touching on relevant legislation and the ethical principles enshrined in both Australian and international codes of ethics for translators. These laws and ethical principles will then be compared and contrasted with those which may operate to require the disclosure of personal and/or confidential information in certain situations. In the course of exploring the provisions and principles that may apply, I aim to discuss the various courses of action available to the translator when faced with a conflict between privacy and disclosure and to suggest some options for best practice.

Shane Collinge



Shane Collinge currently works as an Auslan Interpreter in Brisbane, Australia. First accredited as a Para-Professional in 1994, he gained his Professional accreditation in 2007. He holds a degree in Animation and has also studied half of a degree in Computer Science. He has worked as an auditor, a computer programmer, an artist, a photographer, a teacher, a writer and an interpreter. He has been involved in the past with ASLIAQ as secretary, treasurer and technical adviser. His strength areas are technical subjects such as mathematics, computing and engineering, though he is now also focussing on the humanities. Currently working as a freelance interpreter, he has a strong emphasis on interpreting in the tertiary education environment.

Mindfulness and vicarious trauma

The job of an interpreter places the practitioner in many varied situations, some of which carry a high emotional charge. Interpreters are there to do their job, but are also human and as such, their environment will influence their own lives. This will sometimes create vicarious trauma to them. Through introducing Zen concepts such as “mindfulness”, this workshop will aim to discuss the concept of vicarious trauma and how to apply mindfulness as one possible technique to defend against it. Examples will be drawn from the presenters own real-life experience and theoretical knowledge drawn from psychology and Tao texts.

WORKSHOP

Rude signs

Interpreters work in many situations, from sensitive medical subjects right through to belligerent clients complaining about injustices to themselves or others. Our clients range from highly educated and literate to low socio-economic and low literacy. All our clients depend on interpreters to capture and translate the nuanced meanings they wish to convey. This workshop looks at the voicing and signing choices available to interpreters when faced with sensitive or “rude” language. This includes situations such as medical appointments, swearing or generally social/offensive language used in social environments such as pubs and clubs. The goal is to encourage interpreters to more closely examine the context their signing takes place in and to make appropriate choices when required. This workshop will be a safe place to experiment in before applying the principles in the real world. Through anecdotal experience and a practical example taken from popular culture, interaction with other interpreters will seek to broaden the experiential knowledge of all participants based on the context of their surrounding conversations. The emphasis will be to encourage more visual, generic sign choices that are linguistically more suitable and that better capture the nuances of the source and target languages.

Sompit Watkins



Sompit Watkins is a language and cross-cultural facilitator based in Melbourne, Australia. Services offered by her business, Thai Matters, cover translation, interpreting, creative writing and cross-cultural liaison and training.

Sompit holds a Master of Business Administration

(Communications Technologies and Human Resources – 1996), Graduate Diploma in Thai English Translation (1990), and a Bachelor of Arts (Hons – Journalism and English – 1986).

Sompit received her NAATI accreditation at professional level for both translation and interpreting in 1996 and has been actively involved in NAATI's testing and accreditation since 2006. She has been a member of the Australian Institute of Interpreters and Translators (AUSIT) since 2004. She served on the Victoria/Tasmania Branch

Committee in 2005-2006 as the PD Coordinator, in 2008-2009 as Branch Secretary and in 2009-2010 as Branch Vice-Chair.

Sompit has extensive experience in Thai-English translation and interpreting in Australia, Malaysia and Thailand. Since 2003, Sompit has worked extensively in legal settings and become specialised in legal interpreting. Sompit now works mainly with the legal and law-enforcement professionals at courts, tribunals, and mediation conferences. Because of her business backgrounds, Sompit also facilitates business negotiations and provides simultaneous interpreting at international conferences.

Sompit is an active member of the Thai community. In December 2009, together with a few other Thai professionals, Sompit set up the Thai Information and Welfare Association (TIWA) to provide free culturally-appropriate information, welfare and referral services to the Thai community in Victoria. She is now TIWA's President. She is also a producer and contributor for the Thai program at SBS Radio.

Before her present reincarnation, Sompit was a Director of Events at American Malaysian Chamber of Commerce; Asst Manager, Marketing & Publications at IDP Education Australia; Project Manager for a joint-venture between Swinburne University and Technology Supply Group of Companies; Education and Media Liaison Officer at AusAID (Bangkok); and a journalist at Bangkok Post.

Apart from her paid and volunteer work, Sompit enjoys growing three young men and telling stories – with words, brushes and shutters.

The Gatekeepers: The Evolving Role of Interpreters in Mediating Marginalised Voices in Critical Social Research

Professional interpreting standards traditionally prize interpreters' ‘invisibility’ or ability to communicate unfiltered information. This mainstream approach presents challenges for researchers working with highly criminalised and stigmatised groups, such as immigrant and migrant sex workers. Research with these groups may often demand the blurring of traditional professional boundaries, in which professionally qualified interpreters may impede interviewees' voices due to privacy and trust concerns. Instead, researchers may find themselves relying on community gatekeepers and key informants who are not professional interpreters but may be more effective in facilitating participants' voices in other ways. This presentation considers the evolving role of ‘gatekeeper interpreters’ (i.e. non-professional interpreters working with criminalized and stigmatised groups) by (1) examining the dimensions of ‘gatekeeper interpreters’ role in knowledge production, (2) analysing the feasibility or value of the ‘invisible interpreter’ in critical social research, and (3) analysing the impact of interpreting ethics on the access, production and delivery of knowledge. The research attempts to re-think professional guidelines for researchers and interpreters when working with criminalized and stigmatised groups.

Sophia Ra



Sophia Ra is a PhD Candidate of Interpreting and Translation at University of New South Wales. She holds a Postgraduate Certificate in Linguistics Research in 2012. Macquarie University and a Masters of Translation and Interpreting 2010. Macquarie University. Sophia obtained her Bachelors of French Linguistic and Literature in 1998 from Seoul Women's

University in Korea. Her previous research projects included an examination of the perspectives of Asian language community interpreters working in Australia in regards to their role and cultural challenges, and an examination based on a role-play data from a simulated interpreter-mediated medical encounter between a Korean speaker and an English speaking medical practitioner, looking into features of the interaction, such as turn-taking and pausing, in order to develop an understanding of the impact of the interpreter on the consultation. Sophia has also published in academic journals and presented at a number of conferences.

Cross-cultural Communication Challenges: A Study of Interpreter-mediated Encounters Between Korean Patients and Medical Practitioners in an Australian Setting

It is becoming increasingly difficult to ignore cross-cultural communication difficulties in community interpreting, including health care, legal, education and business settings.

This communication breakdown issue is a particular concern in multicultural countries, including Australia. As Australia is one of the leading countries for community interpreting services, patients from culturally and linguistically diverse (CALD) communities can access health care services with professional interpreters in Australia. However, when a patient and a medical practitioner do not share a culture or language, problematic situations can occur more often because of cultural differences.

This research aims to investigate whether cultural challenges are well-identified and handled by Korean interpreters in the medical setting in Australia and whether Korean interpreters agree on what constitutes cross-cultural issues in interpreting situations. It further explores the boundaries of the interpreter's role in medical setting and makes recommendations for interpreter training courses to deal with cross-cultural issues.

As early stages of the current study, the researcher will attend the 'Professional and Ethical Decision Making Workshop' provided by NSW Health Care Interpreter Service Professional Development Committee (NSW HCIS PDC). Participants for this phase are from various language groups and data collected from this phase will help design and conduct the subsequent phases of the project.

And then, ten interpreter-mediated medical encounters between Korean patients and Australian medical practitioners will be observed where notes are taken during the medical

consultation to note how health care interpreters manage any cross-cultural communication issues that have been categorised by the researcher based on literature: (1) patients' preferences in decision making; (2) patients' inclination of asking questions to medical practitioners; (3) telling the truth in end-of-life situation and the extent of family involvement; (4) and the decision of family members to send the dying patient to a nursing home with a palliative care service. Besides, any unanticipated cross-cultural communication issues will be observed.

Although many medical professionals and staff have made an effort to pinpoint cross-cultural communication challenges and to find the best possible way for them to deal with these issues, studies have been focused on medical professionals' perceptions and interests and interpreters' perceptions have been neglected. The question of whether interpreters should act as cultural brokers or not, and to what extent they should bridge cultural gaps still remains controversial among researchers and practitioners. However, as little research on this issue has been conducted in Australia, this research will shed light on cross-cultural issues in interpreter mediated medical communications and contribute to the improvement of medical interpreting in Australia.

Stephanie Linder



Stephanie Linder has an interest in languages and cultures, which emerged from having a Deaf family, hearing (signing) grandparents as well as a German background. She has pursued this interest through extensive travel and study and worked in the fields of research, education, disability, mental health, international development, interpreting and translation. Stephanie holds degrees in Bachelor of Arts (Sociology) and Bachelor of Education.

Breaking Up is Hard to Do: Identifying Best Practices for English to Auslan Translation Production

(with Della Goswell)

Breaking from English source text form is a challenge for all interpreters and translators, and Auslan translations (English to online Auslan text) are still grappling with how to do this effectively.

Auslan translation practice is at a nascent stage (Leneham, 2005[1]; Bridge, 2009[2]; Wurm, 2014[3]). It is a response to the growing demand for online information accessible to deaf Australians, especially those not sufficiently bilingual to access information in captioned English format. In an emerging industry with limited established practice, it is not surprising that the quality of translations currently available online varies widely. There is an increasing concern regarding the efficacy of some translations, yet there has been no assessment or discussion of standards for this work to date.

The Auslan Translation Project[4] (funded primarily by ACCAN [5]) was established to investigate Auslan translations currently available online, and to determine how well they

provide access for the varied Auslan consumer base. This project involved an analysis of focus group data from a range of deaf consumers and translation practitioners in five cities across Australia.

In this presentation we will share our initial findings: providing an overview of the Auslan translation landscape, outlining the challenges faced by translation practitioners (especially in aiming for a meaningful Auslan target text), and suggestions for improved Auslan translations in line with consumer needs.

Steve Swartz and Derek Hunt



Steve Swartz and his family came to Australia from the United States to engage in translation work. They worked among the Warlpiri people of Central Australia for nearly 25 years, living at Lajamanu in the Northern Territory from 1978-1986 and then in Alice Springs from 1989 until the present day. The author supervised the translation of the Warlpiri Bible, published in 2001. Since then he has worked variously as an executive secretary and classroom tutor at Yirara College, a lecturer in basic English literacy and numeracy at both the Institute for Aboriginal Development and the Alice Springs Correctional Centre, then as a prison guard, and finally since mid-February 2011 as a Trainer at the Aboriginal Interpreter Service. He is not sure what he wants to be when he grows up! The author holds a BA degree in Philosophy (1973) from Huntington University, Indiana and an MA in Applied Linguistics from The William Carey International University, CA (1988). His thesis was entitled, "Constraints on Zero Anaphora and Word Order in Warlpiri Narrative Text." He has published several other technical papers as well as a Warlpiri Dictionary (2009). The author has been happily married to his first and only wife for nearly 37 years. They have three children of their own and five grandchildren. They also have a Warlpiri foster son. In addition one dog, one cat and numerous fish rely on them for care and feeding. The author is a mad-keen internet chess player of painfully average ability. He has run one (and only one) marathon but, since a hip injury, restricts his exercise to bike riding, walking and swimming.

Derek Lika Hunt is from Galiwinjku, North East Arnhemland. His Grandmothers tribe is Djambarrpungu, his mother's tribe is Gupapuyngu. Derek is an accredited Para professional interpreter and also has a Diploma in Interpreting. Derek has been working as an interpreter for 5 years and is currently an Interpreter Support and Development Officer at the Aboriginal Interpreter Service and has the responsibility of supervision and coordination of the interpreters based at his home community of Galiwinjku.



Police Caution, the Ombudsman and Indigenous Languages

In August 2012, a working group was set up to investigate the best way to implement one recommendation from the 2011 Commonwealth Ombudsman's report, namely to improve government communication to speakers of Aboriginal languages. Re-evaluating the delivery of the police caution was a key component within this recommendation.

With that in mind, the Aboriginal Interpreter Service in the Northern Territory received funding from the Commonwealth Attorney General to work with the NT Police to develop, interpret and record and test the police caution in the major Aboriginal languages in the Northern Territory.

The following guidelines were set in place:

The cautions were to be shorter than cautions produced and recorded in the mid-90's, two of which had been successfully challenged in the courts.

The cautions were to be unambiguous with no loss of the meaning required to adhere to Commonwealth and NT legislation.

The cautions were to be produced with a high level of quality assurance testing.

30 June 2014 saw the completion of this endeavour, the caution being recorded in 20 Aboriginal languages.

This presentation details some of the linguistic and translation challenges encountered along the way, particularly the ways in which AIS interpreters contributed to this monumental effort.

Susanne Creak

Susanne Creak has been a NAATI accredited Professional Translator for German <> English and AUSIT member since 2007. After spending 12 years in corporate environments, she has been working as professional translator and subtitler in freelance. Since July 2012, her main role is with 2M Language Services where she holds the position of General Manager.



WORKSHOP

Best Practices for the Translation of Official Documents

A number of questions and discussions witnessed in AUSIT's eForums and during networking events – not only from T&I newcomers – have shown that there is a need for some guidance on the handling of written translations of official documents (primarily for Australian purposes). Discussions have been ranging from practical questions of how several pages should ideally be bound together and sealed, over the spelling of names with non-English characters, to questions around our profession's obligation to reduce the possibility of fraud. In my role at 2M, I see different ways in which NAATI translators lay out and provide their certified translations.

The paper “Best practices for the translation of official documents” that shall be presented in this session has been developed based on existing NZSTI guidelines; these have been updated and adapted in consultation with a number of experienced Australia-based colleagues to meet today’s Australian context. The paper aims to provide accredited translators with recommendations and guidance on common and accepted practices in the provision of translations for official purposes in Australia. After the presentation, a Q&A session will allow for further questions and discussion of some examples.

Dr. Szu-Wen Kung



Szu-Wen holds a PhD degree with Studies in Translation and Interpreting from The University of Newcastle upon Tyne, UK. She is currently a Lecturer in Translation Studies in School of Cultures, Languages and Linguistics at the University of Auckland, NZ, where she has been co-ordinating and teaching various translating and (community) interpreting-related courses. Szu-Wen also

supervises a number of dissertations and translation projects. Her research interests lie in the study of the translation phenomenon of the minority literature into the dominant Anglo-American culture; cultural and sociological approaches to Translation Studies; and the paratexts in translation.

Literary Cacophony Performed as Seen in Howard Goldblatt’s Translation of Zhenhe Wang’s *Rose, Rose, I Love You*

The concept of “performativity” originally derives from language studies and is used to describe language utterance as an action “performed” in context and between language users or speakers (Douglas 2003: 23; Pennycook 2004). Since its introduction by the language philosopher, J.L. Austin, the concept of performativity has attracted attention from different research communities. In Translation Studies, Cristina Marinetti (2011) argues, “The concept of performativity itself has to be fully articulated in relation to translation”. Although a forthcoming special issue in the journal *Target* 25:3 is dedicated to examine ‘performativity’ in theatre translation, the term in Translation Studies has only begun to be charted; for example, a recent revisit of “the performativity of translation” as put forward by translation scholars (Simon 1998; Robinson 2003; Gentzler 2008) enables a re-examination of the role of literary translation or that of the literary translator. This paper attempts to explore the role of literary translators as language performers in translating a literary work imbued with a cacophonous chorus of conversation. The nativist writer Zhenhe Wang’s *Rose, Rose, I Love You* in the 1980s in the literary scene of Taiwan and its English version translated by Howard Goldblatt presents a unique locale for such an investigation. This novel is known for its adroit application of the multi-lingualism in writing including Chinese, Taiwanese, Japanese, and English spoken by the characters in the novel (Wang 1998). For example, the function of Japanese not only

suggests the influence of the colonial regime on its colony, but also enhances the vividness of dialogue, and creates the comical effect portrayed by the characters. The ingenious switching languages creates both a comic exuberance and “a cacophony of discourse, not only mocking Taiwan’s multifarious culture, but also stressing the novel’s rebellion against the monophonic system on which the orthodox novels depend” (Wang 1990: 50). In other words, the author’s usage of the mixture of languages aims to represent true speech and language, and reality as existing in modern day Taiwan (Wang 1995: 274). Through the analysis of both the translated text and paratext including the translator’s foreword and translator’s interview in the journal/magazine articles, etc., the paper attempts to explore how the literary translator mediates the linguistic and dialectical features and to what extent is such textual mediation creatively “performed”? In line with Douglas’ performative notion of language as “contextually contingent act” (2003: 6), the analysis also addresses the unavoidable role of the literary translator as ‘performer’, when the “problems in translating are caused at least as much by discrepancies in conceptual and textual grids as by discrepancies in languages” (Lefevere 1999: 76). On the theoretical level, as the applicability of “performativity” concept in translation studies is still relatively under-researched, the expected result of this project aims to provide insights into a deeper conceptualization of the term in studying the literary translation of dialectical features; on the practical level, it is hoped that the paper can shed lights on the roles of literary translator “as a doer, an actor on variously conceived cultural, professional, and cognitive stages”. (Robinson 2003).

Dr. Uldis Ozolins



*BA, MA [Melbourne]; PhD [Monash]. Uldis has been a long time T&I educator and researcher, starting with Victoria College in 1984, and a practitioner. He was co-author (with Adolfo Gentile and Mary Vasilakakos) of the seminal *Liaison Interpreting* (Melbourne University Press 1996) and has contributed to numerous volumes of the *Critical Link* series as well as other national and international publications. In 2010-12, together with Christian Schmidt, he led the rewriting of the *AUSITCode of Ethics*.*

Reinventing CITEAA: Are professional and academic interests in T&I diverging?

Starting in 1978, the Conference of Interpreter and Translator Educators Association of Australia gathered regularly to thrash out how to develop training programs for this new discipline and new profession of T&I. Courses were small, catering to local ethnic language needs; they were run in then Colleges of Advanced Education or technical colleges. CITEAA evinced a profound belief that to have a profession must be trained, and that NAATI testing was (as believed at the time) temporary. Debate centred around curriculum, and the range of languages and the issues each new language group brought. By the mid-1990s this scene had already changed as CAEs became

universities, international students outnumbered locals in universities and the TAFE sector increasingly diverged from universities. By 2014, this trend has solidified: university T&I programs are almost all dependent upon international student numbers, and the range of languages offered has halved. Universities contribute to the profession largely by instances of research (some of it outstanding) and some professional development, but it is argued an increasing gap can be seen between what universities offer and needs in the profession. A gap also seems to be growing between universities and the T&I programs in TAFE, which work under a regime of competency based learning and assessment, and nationally endorsed standards. The paper looks at these gaps, and the likelihood of synergies or of growing divergence. A recent move to reinvent CITEAA (whose last conference was in 1999) raises these questions anew.

Dr Vanda Kotikova Nissen



Vanda Nissen is a native Russian speaker, she was born in Voronezh, Russian Federation. Vanda has received a PhD in Applied Linguistics from Voronezh State University.

She has been working as a translator for more than 11 years by now. She is a NAATI accredited English-Russian translator (Professional level), and she also works with Scandinavian languages and Polish. Together with her husband, Stig Nissen, they run Kaskelot Agency Translations, Pty, Ltd.

Vanda has a keen interest in languages and cultures.

Her scientific interests include speech etiquette, forms of address, politeness strategies in Slavic, Scandinavian cultures. She has published more than 20 linguistic articles and books.

She is also an active member of T&I community - Vanda delivers workshops and mentors new translators.

Politeness Strategies Used During Interpreting in Healthcare Settings: A study of English-Russian Linguistic Choices

Politeness is a culture-specific phenomenon. It may be interpreted and evaluated differently by various cultures. According to Coulmas (2005: 84), "[s]peakers make many choices when speaking, including the politeness level of their utterances". This paper will look into politeness strategies in Australian English and Russian in health care interpreting settings.

The data consist of different interpreted English-Russian medical appointments at the South Australian hospitals.

The paper aims at looking at the politeness markers such as please, thank you, modal verbs could you, would you, forms of address "Sir"/"Ma'am", "Mr/Miss/Mrs." + patient's surname and their Russian counterparts "pozhalujsta", "spasibo", "Vy nie mogli by...", "Vy mozhet", "imya-otchestvo", "ty-vy".

Further in the paper indirectness in Russian and English requests will be discussed. According to Brown and Levinson (1987:142), the indirect speech acts are universal. But comparative analyses of English and Russian communicative behaviour in such speech acts as Request, Advice, Invitation, and Command (Instruction) show that English indirect utterances Could you... are not perceived as commands by Russian speakers (Larina: 2008). As thus, the communication intention of the question: Can I ask you to describe how you are feeling? in Russian should be expressed directly by using the imperative: Skazhite, pozhalujsta, kak vy sebja chuvstvujete? (Tell, please, how you are feeling?).

The data demonstrate the importance of interpreting pragmatically rather than interpreting literally by using the correct speech act strategies instead of looking for the exact lexical matches.

Zane Hema



Zane is a practising sign language interpreter and interpreter teacher. He originates from New Zealand, and moved to Brisbane after 20 years in London. He is the former President of ASLI (Association of Sign Language Interpreters (for England, Wales & Northern Ireland)), the former Vice President

of efsli (European Forum of Sign Language Interpreters) and former Secretary of WASLI (World Association of Sign Language Interpreters). He works as an Auslan interpreter, spends time in NZ working as a SLIANZ interpreter and in the UK as a BSL interpreter and in between, he works around the world training interpreters. In addition he sits on the efsli Committee of Experts, the ASLIA Interpreter Trainers Network and is a WASLI Ambassador.

"Jack of all trades, master of One"

Just how fraught is the life of the sign language interpreter? Advanced telecommunications means we can tender, be booked, be confirmed, prepare, complete feedback, invoice, complete CPD records, update tax records, contribute to e-group discussions all online and then even interpret online. Much of our business is online and so we have become "online Jacks" and this requires our attention and time.

Social Media has seen a transformation in the speed and the types of ways we can communicate about our profession and our work. It allows us to communicate and network in a way unlike any before. It is a great source of intelligence. We have become "social media Jacks" and this requires our attention and time.

If the attention and time required to being "online Jacks" and "social media Jacks" upsets the balance in the interpreters working life, there are works such as "Keeping the Balance - Holistic Stress Prevention" and others so we can become "well-being Jacks".

It is also important to keep abreast with the issues that affect the Deaf community such as access and recognition of their linguistic human rights. We are “work with the Deaf community Jacks”.

Given we are “Jack of these trades” and more, there is one we must master and that is the act of interpreting. Whilst the technological, social, political landscapes are ever changing perhaps our salvation is that the act of interpreting remains unchanged. Can we really be “Jack of all trades and master of One”?



This presentation offers insights from personal reflection on strategies that can help to manage the constant demands of work in a way that is energising, positive and leads to mastery of interpreting.

Zeinab Jaber

Zeinab is a PhD candidate in Translation Studies at Université Saint Joseph (USJ-Beirut, Lebanon). She

has nine years of academic experience at the Lebanese International University as educator (lecturer, translation curriculum designer, senior project supervisor and researcher) and administrator (chairperson of dept. of languages & translation)> Zeinab published several research papers and participated in conference. She worked for ten years as a professional linguistic services provider, both as freelancer and a project manager, and taught Arabic as a foreign language. Zeinab is a Certified Public Translator accredited by the Lebanese Ministry of Justice; Member of the Syndicate of Certified Public Translators of Lebanon; and former member of the International Federation of Translators (FIT).

Reconciling Personal and Professional Ethics in Translation: Case of the Muslim Translator

This paper examines the ultimately inevitable clashes between professional and personal ethics in translation. It explores the responsibility of the translator in such cases and her/his capacity for reconciling her/his own spiritual beliefs and value systems and those promoted by the source text/utterance. Drawing on current TS theories (activist, narrative, etc), the philosophical notion of self-deception, and the notion of ethical responsibility as defined in the Islamic context; the paper focuses on the example of the devout Muslim translator, casting light on the duplicity s/he believes is guilty of whenever the source is propagating an (un)ethical agenda (be it political, economic, cultural, spiritual, etc) that conflicts with her/his own. Obviously, guilty conscience syndrome is not spirituality-specific, since many translators do intervene in their translations out of desire to please themselves or others (the client, the society, the initiator, God, etc). However, while other translators (of other faiths or no faith at all) can have different loyalties in translation, the practicing Muslim translator is morally compelled to put her/his loyalty to God above all. This paper discusses Islam's approach to ethics in general and to translation ethics in particular, shedding light on the implications of such approach for the role of the translator in the society.

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