

AUSIT

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IN Touch

MAGAZINE OF THE AUSTRALIAN INSTITUTE OF INTERPRETERS AND TRANSLATORS



Advocacy

An AUSIT Fellow encourages members to step up in each state
< pages 12-15

Obituary

A tribute to an inspirational member of Australia's T&I community
< pages 4-6

Mature-aged study

An experienced translator reflects on her return to university
< pages 10-11

Translation as Home

Book review
< pages 7 & 9

Plus more ...

... including a look at the contribution made by translators to making the internet accessible in languages other than English; and four more reports on recent research

The submission deadline for the
Winter 2025 issue is 1 May
Read our Submission Guidelines [here](#)

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Cover image: The ‘interpreter triangle’ – see the report on the recent MINDSET research study by the National Ageing Research Institute (page 18)

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

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

< Editorial Committee

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Letter from the editors

Welcome to our first issue of 2025! Our mandate is to cover news, issues and trending topics that are likely to be of interest to the diverse range of translation and interpreting practitioners, educators, researchers and students who make up our readership, and to contribute to creating a sense of community and connectedness. In this issue we bring you:

- a tribute to an inspirational figure in Indigenous interpreting (pages 4–6)
- inspiration for aspiring advocates (pages 12–15) ... and for anyone considering enrolling in further study, whatever your age (pages 10–11)
- four new reports on recent research that you may have participated in (pages 15–18)

... and, as always, a great deal more.

Happy reading!

Helen and Hayley

Contributions welcome

As AUSIT’s magazine, *In Touch* is put together *by* members, *for* members. Although we do publish articles by members of the wider international T&I community and stakeholders, most of our contributors are AUSIT members.

So if you have a T&I-related experience, idea or tip you’d like to share with your peers, a book you’d like to review, or ... whatever it is, get ‘in touch’ and we’ll take it from there:

- take a look at our Submission Guidelines *
- email any questions to the editors or an Editorial Committee member *
- check the submission date for the next issue *
- go for it!

* this page, first column



[image: iStock.com/gustavofraza0]

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Volunteer proofreaders needed

- Q1:** Do you pay meticulous attention to detail in written English?
- Q2:** Are you looking for an opportunity to contribute to AUSIT ... from your desk?

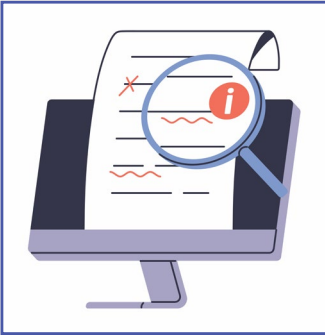
If you answered ‘Yes’ to both questions, read on!

At *In Touch* we’re proud of our high publication standards, but we couldn’t maintain them without the help of a group of dedicated members.

As with the proverbial duck, there’s a lot of ‘paddling’ going on out of sight of our readers. Every article, report and review is not only edited, but also proofread by a member of our volunteer proofing pool. Each proofer is sent two or three articles a year (but if they don’t have time to edit a particular article it’s no problem, we just ask the next person on the list).

Over time, people leave the pool for one reason or another, and we need to replace them. We’re currently looking for a few new members. If you’d like to find out more, or to volunteer, email our **Content Editor, Helen Sturgess**.

[image: Shutterstock.com/GoodStudio]



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News in brief

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

- 7 Dec: What does a translator do? newyorker.com
- 8 Dec: Emergency information translated into Vietnamese for Carnarvon growers abc.net.au/news
- 8 Dec: Literary World Divided As Simon & Schuster’s Dutch Arm Spends Millions on AI Translation for Up to 10 Book Titles eweek.com/news
- 8 Dec: Will humanity get lost in translation? Financial Times
- 9 Dec: Translations remind us of a plurality of voices: Daisy Rockwell frontline.thehindu.com/books
- 16 Dec: How Important Are French Interpreters and Translators in Today’s Global Market? marketsherald.com
- 19 Dec: Delays in alleged Russian spy case over volume of material needing translation abc.net.au/news
- 8 Jan: Translating fiction: how AI could assist humans in expanding access to global literature and culture theconversation.com
- 9 Jan: Captify Smart Glasses Add Closed Captions to Real Life pcmag.com
- 10 Jan: VLC Media Player to Use AI to Generate Subtitles for Videos pcmag.com
- 15 Jan: Meta’s new AI model can translate speech from more than 100 languages techexec.com.au
- 6 Feb: Court interpreter service is ‘going badly wrong’ thetimes.com
- 9 Feb: Meta Partners With UNESCO on Indigenous Language Translation pcmag.com
- 17 Feb: Kipp is deaf. He started school in WA this year without a translator theage.com.au
- 25 Feb: Straker transforms its AI-powered translation tech for IBM theaustralian.com.au
- 1 Mar: A case for reading in translation

theoxfordblue.co.uk

6 Mar: How non-English speakers can stay informed as Cyclone Alfred approaches ABC News

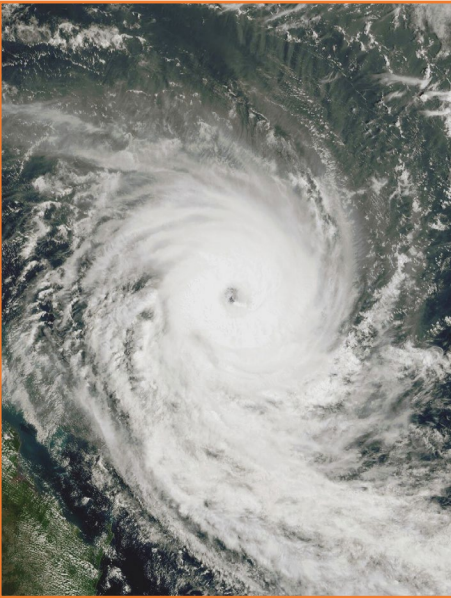


Image: Cyclone Alfred [Japan Meteorological Agency, CC BY 4.0, via Wikimedia Commons]

- 14 Mar: Translated fiction: Why AI should never replace human translators approaches verdict.co.uk
- 17 Mar: Independent Technical Review of Qualifications and Experience Requirements for the Provision of Spoken Language Interpreting gov.uk/government/publications/
- 18 Mar: How to read like a translator: Damion Searls ‘92 talks process, sentence structure, and what makes a chair a chair news.harvard.edu
- 19 Mar: Lost in Translation: Exploring Language Loss Among Generations of Immigrant Families hwchronicle.com
- 26 Mar: Deaf TikTok star’s inquest delayed because of lack of sign language interpreter independent.co.uk
- 26 Mar: Taylor & Francis to Translate Books into English Using AI publishersweekly.com
- 29 Mar: NHS runs up £80million bill on translators for patients who don’t speak English in just five years dailymail.co.uk
- 2 Apr: Are AI Models Advanced Enough To Translate Literature? The Debate Is Roiling Publishing themarkup.org
- 6 Apr: What’s in a name? ABC RN Background Briefing
- First broadcast on 3 Dec 2023, this article features the late prominent figure in Aboriginal interpreting AK (see pages 4–6)

Honouring the legacy of Annette Kogolo, née Nuggett: a trailblazer in Aboriginal interpreting

Many AUSIT members were saddened to hear in January that Australia’s T&I community had lost one of its most inspirational figures, **AK**,* a pioneer of Indigenous interpreting and former Director of first the Kimberley Interpreting Service, then Aboriginal Interpreting WA (AIWA). Her colleague and the CEO of AIWA, Deanne Lightfoot, has worked with Patsy McGinty, AK’s niece and a trained interpreter, to put together the following tribute on behalf of all their colleagues at AIWA, and the wider Aboriginal and T&I communities.

* AK’s full name is used above, and her photos on these pages, with permission from her loving family. AK’s initials are used by Deanne as a culturally respectful alternative to her full name.



Her journey was marked by dedication to ensuring that Aboriginal people had a voice in their own language ...

culture made her both a role model and an inspiration. AK’s career began in 1982, when she became one of the first Aboriginal language-trained interpreters in the country. As a member of the pioneering group of interpreters, she devoted 45 years to this important work. Her journey was marked by dedication to ensuring that

Aboriginal people had a voice in their own language, particularly within the health and justice systems. This mission was a driving force for AK, and she worked tirelessly to elevate the role of interpreters, to ensure that Aboriginal language speakers were respected and understood. In the very late 1990s, AK, alongside a group of passionate language and cultural leaders, helped launch the Kimberley Interpreting Service, which evolved into AIWA. This was a pivotal moment in the history of self-determination and cultural leadership for Aboriginal interpreting in the nation. AK’s consistent influence was instrumental in its growth and success, and under her directorship, AIWA became a cornerstone of the Aboriginal interpreting profession. She played a key role in the organisation’s launch in 2017, working alongside prominent figures such as WA’s then

Images, clockwise from right: a young AK at Derby Hostel residential school; with her adoring and much loved nieces, who she spent as much time with as she could, passing on her language and cultural knowledge; the first ever Aboriginal interpreter training group, in the early 1980s – AK is walking at the back; at a cultural bush camp for Aboriginal women in the Kimberley with current AIWA CEO Deanne Lightfoot in 2022; and with Kayan Lahwi women wearing traditional neck rings in Myanmar in 2018



Premier Mark McGowan, MP Josie Farrer, and Chief Justice Wayne Martin to establish AIWA as a vital institution for Aboriginal interpreters in the state.

AK’s commitment to AIWA was unwavering, and she remained an active and passionate leader right up until the end of her career. Just before Christmas 2024 she attended her last Director’s meeting, and in November she had addressed her fellow Australian interpreting and translating professionals at the AUSIT National Conference 2024 in Melbourne. In this address, she proudly announced that AIWA had withdrawn from the NAATI accreditation system, advocating instead for a culturally appropriate training and registration model, and emphasising the importance of embedding cultural protocols in leadership, service development, delivery and practice – in other words, in every step of the process.

AK brought decades of experience to training and mentoring interpreters, having developed and delivered both in-house training and Diploma of Interpreting courses. She played a key role contributing to the development and delivery of an earlier NAATI accreditation model for Aboriginal language speakers. In this capacity, she served as both a cultural screener and a developer of learning and testing materials, as well as a trainer and assessor. More recently, AK was a strong advocate for cultural voices to be heard and respected in NAATI’s more recent efforts in engaging with Aboriginal language interpreting.

AK’s passion extended beyond the spheres of administration and advocacy. She was dedicated to training and mentoring interpreters, helping them develop the skills and confidence necessary to navigate both

Her passion for making sure things were done the right way was a hallmark of her leadership ...

Aboriginal cultural practices and the professional requirements of the interpreting field. She also educated a wide range of professionals – doctors, nurses, lawyers and judges – on how to work effectively with interpreters. Most recently, she worked with a group of District Court judges, reminding them of their legal obligations and ethical standards in working with interpreters in courts and tribunals. AK’s work did not stop at the development of KIS. AK was deeply involved in the advancement of Aboriginal language rights and recognition. In 2004, she played a key role in securing the recognition of Aboriginal languages in the WA Language Services Policy, in line with the UN Declaration on the Rights of Indigenous Peoples, which asserts that everyone has the right to speak and understand in their own language through interpreters. She worked tirelessly to ensure Aboriginal languages were

included in government and legal frameworks, striving to bridge the gap between the cultural and professional worlds. AK’s work was truly global in scope. She represented both AIWA and Australia proudly, and helped develop a wellbeing plan for interpreters a decade ago. Beside AIWA colleagues, she shared the groundbreaking wellbeing plan with international T&I practitioners at the triennial FIT World Congress in Cuba in 2022. She also travelled to Myanmar, where she participated in a major conference with Asia-Pacific native title groups, reflecting on her experiences in her own native title determination, and sharing a ‘best practice’ example of interpreting in the Argyle Diamond Mine negotiations. These were just a few of the many significant moments in AK’s career, but they speak to her profound influence, not only in Australia but also on the international stage.

continued overleaf

OBITUARY: AK
(continued)

Clockwise from right: AK delivering a flood update and important health and safety messages in Walmajarri and Kriol via radio, for the WA Dept of Fire & Emergency Services and Dept of Health, during the Fitzroy Crossing floods in the Kimberley in 2023 (with her colleague and partner Leo Thirkall in the background); interpreting in Kriol for then WA Premier Mark McGowan in 2022, during the COVID-19 pandemic; teaching Notre Dame University medical students language and cultural communication through interpreters; with street vendors in Varadero, Cuba during the triennial FIT World Congress, 2022; and with colleagues Paula Thomas, Valma Banks, Deanne Lightfoot and Leo Thirkall at the 37th AUSIT National Conference, Melbourne, November 2024



continued from previous page

Throughout her life, AK remained committed to doing things ‘the proper way’ – both culturally and professionally. She always emphasised the importance of balancing cultural practices with professional standards, which she referred to as ‘the AIWA way.’ She believed in doing things with integrity and respect, ensuring that Aboriginal interpreters and their work were treated with the dignity they deserved. Her passion for making sure that things were done the right way was a hallmark of her leadership, and it is a legacy that will continue to inspire the work of AIWA and the broader Aboriginal interpreting community.

In December 2024, AK celebrated a new contract to develop a national framework for Aboriginal and Torres Strait Islander interpreters across the country. This

achievement, alongside her leadership in securing expanded funding for Aboriginal language services, marked significant milestones in her career. Her work with Melbourne University, researching the interactions between Aboriginal language speakers and health services, and her involvement – through AIWA – in a cultural exchange inspired by AUSIT’s Immediate Past President Erika Gonzalez with the EU Basque Country Parliamentary interpreter, underscored her lifelong dedication to improving the professional recognition and cultural competence of Aboriginal interpreters.

AK was a leader, a mentor, and a friend to many. She was often in powerful positions, and she used those opportunities to improve the lives and linguistic presence of others. Her

legacy is built on a foundation of hard work, respect, and deep commitments to both Aboriginal culture and professional excellence. The work she began will continue, and her voice, wisdom and vision will guide AIWA and the interpreting community for years to come.

AK’s passing leaves a profound gap in the Aboriginal interpreting community, but her legacy will live on. Her work will continue to inspire and shape the way we engage with Aboriginal language speakers, ensuring that their voices are heard and understood. We are lucky to have had AK as a strong voice and guiding force in our lives and work. Although she is no longer with us, we know that she will continue to watch over us, giving us signs and inspiring us as we carry forward her life’s passion for interpreting excellence.

REVIEW (BOOK)

Translation as Home: a Multilingual Life

by Ilan Stavans, edited by Regina Galasso (2024)

reviewed by Jemma Ives

Cover reproduced courtesy of University of Toronto Press



... editor Regina Galasso reflects on the deficiencies in terms that are commonly used to talk about translation ...

Ilan Stavans, born in Mexico City to Jewish parents, is a renowned sociolinguist, literary scholar, translator and editor whose work spans several languages and cultures.

His experiences as an immigrant speaking a multitude of languages inform his exploration of translation, identity and belonging in this collection of essays and conversations.

Stavans grew up speaking Spanish, Yiddish and Hebrew. At the age of twenty-four he migrated to the United States, where he attended

university and began his career as a translator and scholar. A true polyglot, he translates from a long list of languages, including German, Polish, Catalan, Portuguese, Russian and Belarusian, and has even translated texts written in languages he doesn’t know. A self-described ‘lover of linguistic pollution,’ he is perhaps best known for his work on Spanglish, and he famously translated the novel Don Quixote into this hybrid language after being challenged during a radio interview that Spanglish was not a language to be taken seriously. Notably, he received numerous death threats in relation to this translation.

Translation as Home is a gem which delves into a broad range of topics. In the introduction, editor Regina Galasso reflects on the deficiencies in terms that are commonly used to talk about translation, including ‘native’ and ‘non-native,’ ‘source’ and ‘target.’ According to her argument, any translator will refer to more texts than just the ‘source’ text, and a ‘target’ text is neither an end goal, nor the only way to translate a given text. This is an apt point to introduce Stavans’ book, in which he doesn’t treat translation as merely an origin plus a destination, but rather celebrates it as a way of life.

The essays ‘English as She is Spoke: The Fallacy of American Studies’ and ‘The People’s Tongue:

Language as Character’ both explore the relationship between language and nationalism, a theme that is particularly relevant in the light of recent events in the US, with English being designated as the official language.

‘Does Literature Teach us to Die’ is a powerful conversation with writer Priyanka Champaneri about the concept of a good death, and what we can learn about life and death through art and literature.

‘The Anxiety of Translation,’ a conversation with translator Robert Croll, touches on the tension and responsibility felt by practitioners when engaging in a process that is inevitably impossible, a process in which something is invariably lost.

In ‘Letter to a Young Translator,’ Stavans shares an inspiring message in which he urges the young translator to experiment, to improvise and to expect the unexpected when embarking on a life dedicated to translation.

This anthology provides a thought-provoking and compelling meditation on the complexities of language, communication and belonging. While it is undoubtedly an academic book, it is also a delight to read. As translators and interpreters, it encourages us to look beyond the practical and theoretical aspects of our

continued on page 9, column 3

Translators: unsung heroes of a multilingual web



Following the launch of the ‘World Wide Web’ – in 1990, users with a native language other than English reached 5 percent by 1994, 20 percent by 1998, 50 percent by 2000 and 75 percent by 2015. French translator and librarian **Marie Lebert** (currently based in Australia and a member of AUSIT) has sought out and interviewed some of the key people involved in this development.

Hundreds of translators helped promote both their own and other languages and cultures – sometimes in their spare time, and often using English as a lingua franca – to ensure that the web developed into a truly multilingual resource.

They often teamed up with web and software developers, language teachers, librarians and various others to offer localised websites, online dictionaries, terminology databases, language reference tools, and other bilingual or plurilingual content.

I’ve interviewed some of these people over the intervening years – some in person and others by email – to find out how each contributed to today’s multilingual web. While their names are mostly unknown, their work was ground-breaking and laid the foundations of what is now a globally ubiquitous resource. This article is a tribute to their hard work and dedication.

Maria Victoria Marinetti, a Mexican chemical engineer who was working as a translator and a language teacher after migrating to France, summarised the issue in August 1999:

It is very important to be able to communicate in various languages. I would even say this is mandatory, because the information given on the internet is meant for the whole world, so why wouldn't we get this information in our language or in the language we wish? Worldwide information, but no broad choice for languages, this would be quite a contradiction, wouldn't it?

To complain about the ‘supremacy’ of English is useless, as explained in January 1999 by **Marcel Grangier**, head of the French Section of the Swiss Federal Government’s Central Linguistic Services:

We can see multilingualism on the internet as a happy and irreversible inevitability. So we have to laugh at the doomsayers who only complain about the supremacy of English. Such supremacy is not wrong in itself, because it is mainly based on statistics (more PCs per inhabitant, more people speaking English, etc.). The answer is not to ‘fight’ English, much less whine about it, but to build more websites in other languages. As a translation service, we also recommend that websites be multilingual. The increasing number of languages on the internet is inevitable and

To complain about the ‘supremacy’ of English is useless ...

can only boost multicultural exchanges.

Many translators around the world participated in voluntary, collaborative online projects. For example, **NetGlos** – which stands for ‘Multilingual Glossary of Internet Terminology’ – was created in 1995 by the **WorldWide Language Institute** (WWLI). Nerglos was available in 13 languages (Chinese, Croatian, Dutch/Flemish, English, French, German, Greek, Hebrew, Italian, Maori, Norwegian, Portuguese, Spanish) in September 1998.

Brian King, then director of WWLI, explained in September 1998:

Much of the technical terminology on the web is still not translated into other languages. And as we found with NetGlos, the translation of these terms is not always a simple process ... Our NetGlos project

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REVIEW (BOOK) (continued)

Dwelly, the main Gaelic–English dictionary, before teaming up with software developer **Will Robertson** to maintain *Am Faclair Beag*, a bidirectional online dictionary incorporating *Dwelly* along with more modern content. As Bauer explained in 2015:

Free and open software has helped carve out more of a space on the web for Gaelic, and cooperating with commercial long-term partners is helping to produce some very useful enabling technologies ... A central storage space for translations would be useful for localisation projects, with a shared translation memory, thus avoiding to endlessly retranslate the same terms, phrases and sentence segments. If the translations could be available from the same site, like a meta-Poodle [a community localisation server], everyone working for the revival of a minority language on the web would benefit from it.

According to Bauer, the situation is largely the same ten years later.

Marie’s interviews are available from **Project Gutenberg**, an online library of free eBooks, and you can find an extensive timeline (1990–2015) on **Marie’s website**.

French translator and librarian **Marie Lebert** holds a PhD in linguistics (digital publishing) from the Sorbonne, Paris. She has worked for international organisations in several countries, and is currently in Australia on a global talent visa. Marie’s research interests include translation and translators, with a focus on women translators, and in all her projects she aims to give a voice to the forgotten or bypassed. Her articles and ebooks are available free online in English, French and Spanish [here](#).

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work and reflect on the more philosophical, creative, personal and emotional dimensions of the act of translation. It will most certainly be enjoyed by those with a deep love for language.

Jemma Ives is specialist legal interpreter, a translator and an interpreting trainer. She has dedicated her working life to language and communication, and has extensive experience working in both corporate and community contexts. She believes in the power of sharing and collaboration between colleagues. Jemma is a member of the Editorial Committee for In Touch magazine, and in her free time she loves going out to live music gigs in Melbourne.

You're never too old: a reflection on mature-aged study



When experienced translator **Michele Miller** decided to enrol for her master's in translation, some of those close to her queried why. Here she examines the experience, and also her own motivation.

... my French teacher was given permission to start teaching Japanese ... I jumped in, boots and all!

I'm a firm believer in CPD. It's important for professional growth and personal fulfilment.

Time flows, the world changes, and our knowledge should flow and change too. As professionals, we should continue to top up our reservoir of knowledge and skills, rather than stagnating. Conferences and PD events keep us abreast of changes, but COVID gave me pause to reflect on what else I could learn.

As a result, in early 2022 – aged 68 – I enrolled in the Master of Translation program run by the School of Humanities & Languages within the Faculty of Arts, Design & Architecture at UNSW Sydney.

Family and friends asked, 'Why on earth are you doing a master's in translation?!' – meaning (parenthetically), 'You've been a translator all your life, what else is there to learn?'

Truth be told, there was a *lot* else to learn. I thought it would be easy to fit study in between working from home and COVID. Online classes, piece of cake! But it was T.O.U.G.H. As a mature-age student, I was the oldest in each of my courses. I had to navigate the ins and outs of onboarding and manage my courses

across a host of new platforms – made harder by the fact that I had no recent education experience to fall back on. I had to balance my academic commitments with the demands of a translation practice, family commitments, and the need to stay fit and healthy along the way. As background, I first became curious about Japan while at primary school in Tasmania in the 1960s, when doing a project. A photo of the Great Buddha of Kamakura cemented my interest. Then, at matriculation college (years 11–12), my French teacher was given permission to start teaching Japanese ... and I jumped in, boots and all! I matriculated with a Commonwealth scholarship to ANU, but – to my parents' surprise – I'd also applied for a scholarship from the Japanese government. They supported my decision to study in Japan, as it was the best way to learn the language and understand the culture. Study started in 1973 with an intense one-year language course at the Japanese Language School attached to Tokyo University of Foreign Studies. This was followed by a four-year undergraduate

program. I graduated with a BA from the Special Department of Japanese Studies in 1978. So why on earth did I go back to study as a mature-age student? Firstly, after 40 years as a professional translator (including several years spent managing a translation department for a multinational IT firm), I wanted to acquire new skills that would equip me for the changing landscape in translation and the changing hierarchy among practitioners. Upskilling is something one can easily neglect in the hurly-burly of business life. Secondly, real-world translation experience naturally makes for a disciplined and analytical mindset, providing a solid foundation for the rigorous demands of a master's program. Having this background helped me to research, make complex translation decisions (and justify them), and generally stay the distance. Thirdly, studying in a formal setting promised a chance to meet and interact with students from diverse linguistic backgrounds, learn how they approach translation, and share some of my practical experience.



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But as I said, it was tough. I was initially ill-equipped to handle the steep learning curve required to manage enrolment and course selection. I also lacked the necessary academic writing skills, but worked hard to overcome that. There were courses I relished, including cross-cultural pragmatics, discourse analysis, multimedia translation, and translation technology. The process of learning new theories, engaging with contemporary research, and mastering complex translation techniques was profoundly rewarding.

I enjoyed discussing topics such as humour across different cultures – zany Australian sayings that I found hilarious were not always funny for my classmates, and vice versa, but discussing humour helps improve intercultural communication and understanding.

If there was a downside to my university experience, it would have to have been the errors (factual, typographical, grammatical) in some lecture slides, and outdated content here and there; but as university is an open learning environment and translation is, after all, a discipline that demands precision, I addressed these issues where appropriate.

In other areas, I did wish that more students would turn on their cameras, engage, converse, and be truly connected – this was vexing for me, and must have been doubly so for lecturers, who rely on communication and even passing signs of agreement and disagreement from students.

Having said that, classroom culture is an interesting topic in itself. I remember one lecturer at my university in Japan lamenting that the most unnerving thing about teaching foreign students was that we looked him directly in the eye during lectures, rather than averting our gaze.

I graduated from UNSW with a Master of



Translation With Excellence in August 2023, completing the degree in 1.7 years. This was not a qualification that I needed in order to secure a job, run a business, or get my foot in the translation door. It was me challenging myself to acquire new skills and perspectives, connect with people during COVID, and continue lifelong learning. Winning an AUSIT Student Excellence Award along the way was an unexpected extra honour, and one that I hope inspires others. Indeed, to echo the words of US author and academic Isaac Asimov, 'You are never too old to learn more than you already know and to become able to do more than you already can.'

Michele Miller is a Sydney-based Japanese–English translator with 46 years' experience, specialising in IT, legal, estate, financial loan-related and certificate translation. With a language and literature degree from a major Japanese university but no formal education or training in T&I, she worked as an in-house translator for an IT firm, became the manager of their translation department, and eventually went freelance. She recently completed two months' language maintenance in Japan, where she also gave a talk at a university reunion on her recollections of studying there in the 1970s.

Above: Michele and fellow master's student Pilar Ratto study for a linguistics exam over tea and cake at Michele's home

Advocating for T&I practitioners – via the AUSIT Advocacy Committee



AUSIT Fellow **Patricia Evelin Arguello de Avila** is the inaugural chair of AUSIT’s Advocacy Committee, formed in 2024. In this article she tells us how and why she became an advocate for interpreters in Queensland, and how she goes about being one, and she urges colleagues to get involved as advocates in their own states.

Finances. Recognition. Influence – these are the three words chosen by our National President, Carl Gene Fordham, to depict his vision for AUSIT. Advocacy is an excellent way to exert influence and promote recognition.

Definitions of advocacy ...

- ... from the Oxford Dictionary:
Advocacy is the act of supporting a cause, policy, or group of people through arguments or actions.
- ... and from AI Overview (please don't unfriend me! – I really like this AI contribution):
Advocacy ... is the act of speaking up for a person, group, or cause. It can also involve helping people understand their rights and participate in decisions that affect them.

Advocating for my chosen profession, interpreting, is one of my life’s passions. It’s something I’ve been involved in since ... forever ... but more pointedly since 2017, when the Queensland Government introduced a new procurement system for interpreting services. Much to our regret, the new system seemed to

Every meeting I've attended has been an opportunity to slowly educate peers ...

turn Queensland-based community interpreters fully into gig workers, and encouraged language service providers (LSPs) into a race to the bottom with regards to remuneration and working conditions – and it soon became clear that these were going backwards. At the time, through my 34-year experience of working and exchanging information with NGOs and community organisations in Australia, I was aware that very few of the people I was dealing with really understood the role and responsibilities of professional interpreters – and less were aware of AUSIT and what we do. Some of us set out to use our positions on different volunteer boards and community committees as avenues to inform others about, and engage them with, the ‘new reality’ for the community interpreters who make up a great chunk of AUSIT’s membership.

Fast forward to 2025, and I’m frustrated to realise how little people know, still, about what we do, how much education we need to have, and what skills we need to possess, to perform at the level of our communities’ expectations. I’m often invited to attend meetings of both government and non-government agencies, representing either consumers or practising interpreters, and I’ve made a conscious decision that my presence will be an avenue to inform these groups about our work as interpreters (and translators), and how we deserve to be treated as the professionals we are. I also proactively identify relevant stakeholder groups that would benefit from sound advice and opinion on our sector, and ask to be included in any of their conversations that touch on interpreting. Every meeting I’ve attended has been an opportunity to slowly educate peers on what it

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means to be a professional interpreter. I explain that we need to not only know and understand medical or legal terminology, but be very conversant with how the broader society in which we live functions, and to know our stakeholders well, as well as our rights and responsibilities, and the overarching ethical behaviours expected of us when delivering interpreting services. I also present examples of how risky it is to provide untrained, untested or unqualified people to ‘interpret.’ Plus I promote the work AUSIT does, and our aims in terms of PD – for example, improving the skills of interpreters working with CaLD communities.

In my experience, when you present good evidence on the topic of your advocacy, others are persuaded of the needs highlighted, and become willing to support the improvements suggested for the area. And if you can demonstrate how everyone can benefit from the improvements sought, those across the table from you start listening, and change happens.

Participating in meetings has given rise to valuable AUSIT PD sessions, delivered in collaboration with various bodies including domestic and family violence centres, medical and mental health groups, the Australian Taxation Office and others.

I’ve been a member of NAATI’s Queensland Regional Advisory Committee (NAATI QLD RAC) for almost 30 years now. The QLD RAC member organisations include Services Australia, the University of Queensland, the state’s Justice and Attorney General’s Department, the Australasian Association of Language Companies, Multicultural Affairs Queensland, the Institute of Modern Languages, ASLITA, Mater Health Services and AUSIT, all very important stakeholders in our sector.

My role within the QLD RAC isn’t to represent

a particular group. I’m there as a senior T&I practitioner, and my responsibility is to relate my experiences and to be an active – and proactive – advocate on behalf of community interpreters, alerting RAC members to what’s going on ‘at the coalface,’ especially anything that could have an impact on T&I practitioners in the state.

If I had a magic wand, I'd make my dream a reality: I'd spirit one of us into every group ...

Working with Jim Duncan, Regional Operations Manager, NAATI QLD and representatives for AUSIT (Carina Mackenzie, now QLD Branch Chair) and ASLITA (Dr Danielle Ferndale, now President), it became evident that community interpreters were not being recognised as professionals. We were concerned about the number of NAATI-certified interpreters leaving the profession, so we worked with the University of Queensland to conduct a formal satisfaction survey of this practitioner cohort in our state. Published in 2022, our report – not surprisingly – showed much dissatisfaction, which helped those around the table at the NAATI QLD RAC realise that the situation needs fixing.

In 2023, an extensive Deloitte Access Economics review of the interpreting profession in Australia* also highlighted an

unacceptable level of sub-optimal interpreting occurring in Australia, and showed that this is costing the country hundreds of millions of dollars per year, while the report from the 2024 Multicultural Framework Review conducted by the Department of Home Affairs** was not very optimistic about the state of affairs with regards to community interpreting in Australia.

Over recent years I’ve taken advantage of other opportunities for advocacy and promotion of AUSIT and its members to raise interpreters’ profile in the medical and legal spheres.

I volunteer on a few Queensland Health ‘community partnership’ committees, including the Metro South Consumer Partnership’s Sub-committee on Cancer Care, through which I’ve participated in organising interpreter-specific training on working with people who have cancer. In mid-2022, more than 60 interpreters attended Brisbane’s Princess Alexandra Hospital for a day-long PD seminar on cancer titled Cancer Training Workshop for Interpreters: what it is, how it’s treated, medications used, and much more essential knowledge for an interpreter working in the area, including a very interactive session on the ethics of interpreting and their application in this context, which attendees appreciated greatly.

I also sit on the Community Council of the state’s Metro South Primary Health Network (PHN), which discusses health issues concerning the community at large. Since I began attending PHN meetings, the needs of CaLD members of the community are being more systematically addressed – in fact, improving the quality of interpreting services in Metro South hospitals and health facilities throughout the state now features as one of the four main priorities of the PHN. This can only be a good

continued overleaf

Image: the AUSIT Advocacy Committee during a meeting in March

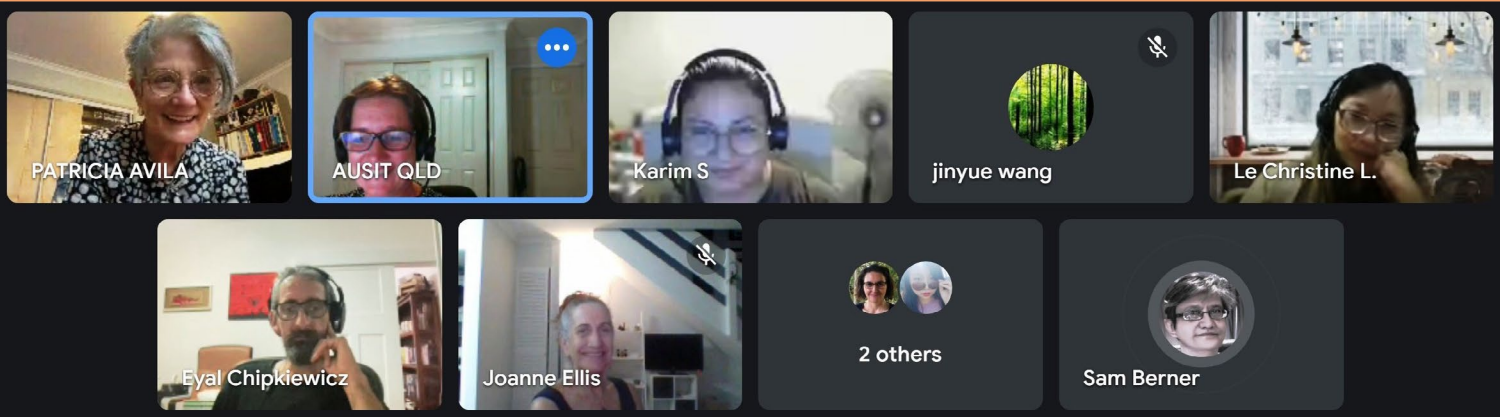
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thing for the profession, and for AUSIT! The unrelenting advocacy of a small group of Queensland practitioners who tirelessly promote and educate users of our interpreting services has had one very important result over time. By pointing out the inconsistencies in how we're treated, and the lack of recognition of T&I practitioners as professionals, we've successfully lobbied for a new and extensive review of community interpreting in our state, which is

discover that whoever wrote the guidelines or was speaking had no idea of interpreting ethics, training and skills. If I had a magic wand, I'd make my dream a reality: I'd spirit one of us into every group that decides anything related to T&I practitioners in Australia, to help guide them into writing smarter language/T&I services policy. In other words: 'Nothing about us, without us!' So, I'd like to invite – no, *urge* – my fellow

boards, encouraging them to facilitate your participation on their standing/steering committees. And it's not rocket science, by the way – at first, all you may be called to do is to observe, listen, and learn what the aims of the specific committee are. Then when you feel more confident, you can start informing others on what an interpreter or a translator does, and the high degree of all-around professionalism

... if you 'know your stuff' and ... have ideas on how things can be done better, why not take an active role in bringing about change?



happening 'as I write'. We don't know what – if any – changes this review will bring about, but we *do* know that a revised SOA will be provided, one that will perhaps engender better treatment and recognition of T&I practitioners. So, we've shown that just as a series of drops of water can slowly but surely reshape the contours of a rock, if we're determined and patient in pursuing issues that we deem important, advocacy and networking can induce changes and positive results for our profession over time. I'm sure we've all cringed from time to time on coming across 'guidelines' on how to work with interpreters, for example, or hearing misinformation abouts our role, only to

AUSIT members, especially those of you with experience on branch committees, to consider representing the organisation – and T&I practitioners in general – at stakeholder groups in your own states. It's about time we start 'infiltrating' these groups, to ensure that the policies they dictate about our work is sound and well informed. It's up to us – if you 'know your stuff' and, most importantly, have ideas on how things can be done better, why not take an active role in bringing about change? You'll need to find the relevant groups and stake-holders in your state – I've listed some at the end of this article.*** The Advocacy Committee can supply letters that your AUSIT state branch can send to these organisations'

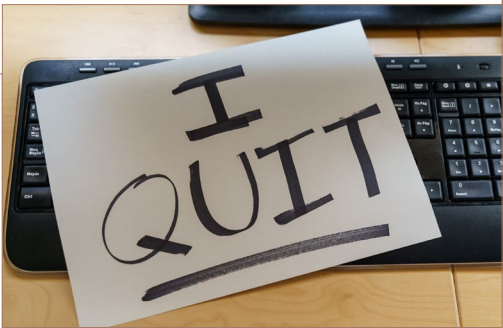
needed to do it well. That's for starters, other topics will become obvious to you as you move forwards. One byproduct of advocacy is the many like-minded people you get to know in the various groups you join, and the learning you acquire by merely spending a few hours with them every couple of months. And who knows? ... some personal and/or professional gain may result from your exposure, from people getting to know you and what you can offer. But these are not the main benefits – the most gratifying is the feeling that comes from giving back to your community by playing an important part in improving professional life for yourself and your colleagues.

Why interpreters and translators say they are likely to leave the sector

Researchers: Rachel Macreadie and Anthony Pym

Institutions: University of Melbourne / Universitat Rovira i Virgili, Spain

[image: Shutterstock.com/Ivan Marc]



A recent Federal Government survey of over 2,000 Australian T&I practitioners reveals significant levels of dissatisfaction.

It finds that nearly one third of respondents say they are 'extremely likely' or 'somewhat likely' to leave the sector. Here we dig into the numbers to try to understand why.

First, 40% of respondents did not answer this question, and 70 of those who did answer it cited retirement as the reason. If we look at the entire survey sample and exclude those likely to retire, the number likely to leave may be closer to 16.3% – considerably less than a third. In fact, it is within the range that has generally been found in the nursing and teaching professions in recent years, and much less than the 'great resignation' that affected many professions after COVID.

Those most likely to leave tend to have 5 to 15 years of experience and are aged between 40 and 49. This suggests that abandonment could be associated with a time of life when one is looking for job stability. It also indicates that considerable knowledge and skills could be leaving the sector before their full contribution is made.

Much as one might expect abandonment to be associated with the less-spoken languages, in which work tends to be sporadic, the data suggests that it is instead associated with the most-spoken language other than English, namely Chinese. This may be due to factors such as relative oversupply, low remuneration and lack of job security.

The primary reasons cited by respondents for leaving include low pay, insecure employment,

lack of career advancement and lack of respect. Individual comments left by some respondents elsewhere in the survey suggest that a degree of market disorder – such as undercutting by language service providers and faked NAATI credential scamming practices – may contribute to the intent to leave, particularly in Chinese.

Importantly, the survey did not ask respondents whether they are combining their T&I work with other professional activities. We suspect that, instead of leaving the field entirely, some may be lowering the percentage of their income that comes from it.

Nonetheless, the survey highlights serious issues within the sector – issues which should be addressed by offering better remuneration, improving working conditions, creating more stable employment, and generally recognising T&I practitioners as the skilled professionals that they are.

We thank Leigh Cox of the Australian Department of Home Affairs for providing us with the raw data. All interpretations and opinions are our own.

The researchers' statistical analysis and references can be found [here](#).

Working Together to Make Pregnancy Safer

Researchers: Dr Laura Biggs, Rowena Coe and Professor Stephanie Brown, and the Working Together project team

Institution: Stronger Futures Centre of Research Excellence, Murdoch Children’s Research Institute, in collaboration with the Centre of Research Excellence in Stillbirth (Stillbirth CRE)

**** TRIGGER WARNING: This research report contains content which may upset some readers ****

Australia is a very safe place to have a baby. Most women here experience good health during pregnancy, and most babies are born healthy and well – but sadly, this is not the case for all families.

Some communities of refugee and migrant background, and some Indigenous communities,* experience stillbirth more often than non-Indigenous Australian-born women and families. We don’t always know why a baby has died before birth, and it is not always possible to prevent. However, we do know that culturally safe trauma-responsive maternity care is critical to addressing preventable stillbirths. Interpreters are instrumental to this care. The *Working Together to Make Pregnancy Safer* project is about health professionals, interpreters, and families that have refugee and migrant backgrounds* working in partnership to understand and support culturally safe approaches to stillbirth prevention in Australian pregnancy care. We have undertaken a series of interviews, discussion groups, surveys and

* While this project worked specifically with refugee and migrant communities, the Stillbirth CRE is also working with Aboriginal and Torres Strait Islander communities to improve pregnancy care by creating tailored resources for both parents and clinicians.

Key terms

Perinatal: period of time during pregnancy and the following 12 months.
Perinatal loss: an overarching term inclusive of miscarriage, stillbirth and neonatal death.
Stillbirth: a baby is stillborn when they die prior to birth and after the 20th week of pregnancy (or, if the number of weeks is unknown, they weigh 400g or more*).

* If the week is unknown and they weigh under 400g, the loss is termed a miscarriage.

co-design workshops with parents, interpreters and health professionals to produce:

- information about stillbirth prevention for parents receiving pregnancy care, and
- free online learning and resources for interpreters and health professionals.

What did we learn from parents, interpreters and health professionals?

- Women and families would like to have sensitive and honest conversations about stillbirth prevention during their pregnancy care.
- Conversations about stillbirth prevention can be easier and feel safer when women and families are able to get to know the health professionals and interpreters caring for them over time (continuity of caregivers and interpreters).



[image: Shutterstock.com/fizkes]

- It can be challenging for health professionals and interpreters to build trusting professional relationships in fragmented maternity care systems. However, both professional groups feel that strengthening their professional relationships could help to support high quality pregnancy care for women and families of refugee and migrant backgrounds.
- Facilitating pregnancy care can be emotionally challenging for interpreters, especially when a family has an adverse experience such as perinatal loss.

What’s next?

We are sharing the results of our project at conferences, in journal articles and via professional associations.

You can learn more about the project and research team on the **Stronger Futures CRE website**.

The *Growing a Healthy Baby* initiative received funding from the Australian Government.



Quality interpreting is crucial to achieve good outcomes in pregnancy. But it is really challenging when the doctor or midwife isn’t leaving enough time for interpreting. Health professionals sometimes think we are machines, no matter how poor conditions are.

Interpreter, anonymous survey

Interpreters’ experiences working with speech pathologists to facilitate the provision of aphasia therapy

Researchers: Chelsea Larkman, Dr Lucette Lanyon and Professor Miranda Rose
Institution: Centre of Research Excellence in Aphasia Recovery and Rehabilitation, La Trobe University

Speech pathologists have identified a number of challenges to delivering aphasia therapy when they do not share a language with their clients.

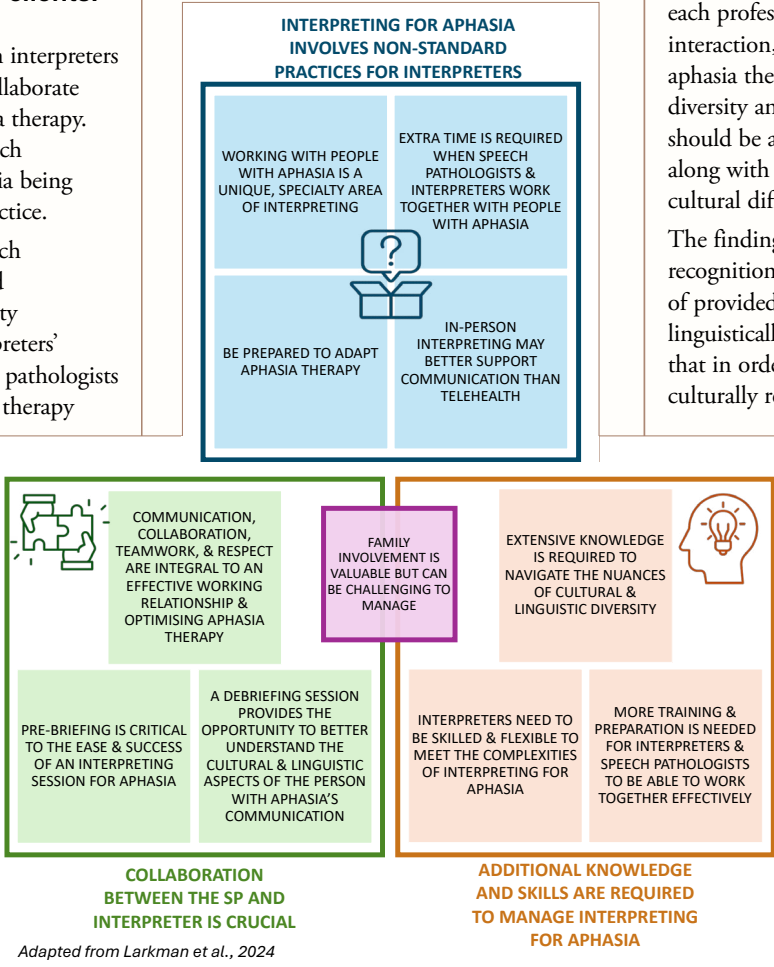
However, little has been heard from interpreters about what it is like for them to collaborate with speech pathologists for aphasia therapy. This is despite interpreting for speech pathologists and people with aphasia being recognised as a complex area of practice.

Researchers at the Centre of Research Excellence in Aphasia Recovery and Rehabilitation at La Trobe University conducted a study to explore interpreters’ experiences of working with speech pathologists to support the provision of aphasia therapy (Larkman et al., 2024). Eight NAATI-certified interpreters were recruited and participated in semi-structured interviews. Interpretative phenomenological analysis (IPA) was utilised to analyse the data.

Data analysis identified eleven themes that were grouped into three over-arching categories:

- (i) interpreting for aphasia involves non-standard practices for interpreters;
- (ii) collaboration between the speech pathologist and interpreter is crucial for understanding critical aspects

of aphasia therapy and interpreting; and (iii) additional knowledge and skills are required to manage interpreting for aphasia. The figure below further outlines the themes within each category:



The results reinforced that interpreting for aphasia is an area of specialised practice (a finding that has been previously emphasised in the literature regarding interpreter-mediated aphasia assessment). The study concluded that both speech pathologists and interpreters need more training on how to effectively collaborate. It was recommended that training should cover each profession’s roles and the BID (briefing, interaction, debriefing) process as it relates to aphasia therapy. Additionally, linguistic diversity and how it may affect aphasia therapy should be addressed in education programs, along with ways to navigate discussions about cultural differences.

The findings also highlighted the need for recognition of the increased time requirements of provided aphasia therapy to culturally and linguistically diverse clients. It was suggested that in order for health services to truly provide culturally responsive and equitable aphasia services, broader systemic change that recognises the importance of increased training, resources and time is needed.

The research team’s paper, “It’s so complicated”: A qualitative study of interpreters’ experiences working with speech pathologists to support the provision of aphasia rehabilitation, published in *Disability and Rehabilitation*, can be purchased [here](#).

If you would like any further information about this study, please contact researcher Chelsea Larkman.

Improving Interpreting for Dementia Assessments: outcomes of the MINDSET study

Researchers: Dr Marina Cavuoto, Simona Markusevska, Nyssa Clarke, Prof. Bianca Brijnath
Institution: The National Ageing Research Institute (NARI)

Image: actors from the MINDSET training videos, sitting in the interpreting triangle (suggested seating arrangement), from left: patient, interpreter, clinician

Funded by the Australian National Health and Medical Research Council's Partnership scheme,*

the Improving Interpreting for Dementia Assessments (MINDSET) study was designed to improve the quality of interpreter communication in cognitive assessments for dementia. This work was undertaken because our** earlier research had found that interpreters are servicing increasing numbers of people with dementia, but have variable experience and knowledge about the condition; and that this results in inconsistencies in interpreting which reduce the validity of cognitive assessments, diminish clinician and patient satisfaction, and overburden health services. Subsequently, interpreters themselves recognised the need for specialist training in dementia.

Our solution was to work with interpreters, clinicians, and family carers of culturally and linguistically diverse (CALD) people with dementia, to codesign comprehensive, high-quality online training targeted at interpreters. The training was also user-tested by interpreters and further refined based on their feedback, to ensure it met their needs. We then undertook an evaluation of the efficacy of the training on interpreter communication quality in a single-blind, parallel-group randomised clinical trial to understand whether the training worked. A total of 126 certified and provisionally certified interpreters of the languages most commonly spoken by older CALD Australians – Arabic, Cantonese, Greek, Italian, Mandarin and Vietnamese – completed the trial. The findings showed that the training resulted in



improvements in interpreters' knowledge of dementia, and in their ability to brief and debrief. The effect was stronger for interpreters who completed more than 70% of the training; this group showed significant improvements in their interpreting for dementia assessments overall, as well as in knowledge of the condition, cross-cultural communication, and ability to brief and debrief. The findings suggest that the MINDSET training can lead to improvements in the interpreting skills needed to mediate cognitive assessments for dementia if at least 70% of the training is completed. Following the trial, we conducted a national implementation of the training across Australia, making it freely available to all interpreters regardless of language, qualification or experience level. Over 12 months, from 24 November 2023 to 12 December 2024, 865 interpreters of 97 languages from all states and territories completed the training, with a high overall pass rate of 99%. This is approximately 14% of the active interpreter workforce in Australia. We would like to thank all the interpreters who participated in this study for their time and their contribution to improving dementia diagnosis

for CALD Australians. Further information and links to our published articles can be found [here](#). The MINDSET training is now available on the NAATI website [here](#), and includes useful training videos of cognitive assessments in the six languages included in the trial.

** This work was funded by the National Health and Medical Research Council (NHMRC) through the Partnership Projects Scheme, with partners including NAATI, Dementia Australia, AUSIT, the Migrant and Refugee Health Partnership, the NSW Health Care Interpreting Services, All Graduates Interpreting and Translation Services, Translating and Interpreting Service (TIS) National, and the Commonwealth Department of Health and Aged Care. **

*** The MINDSET team includes Prof. Bianca Brijnath, Dr Marina Cavuoto, Simona Markusevska, Nyssa Clarke, A/Prof. Joanne Enticott, Dr Andrew Gilbert, A/Prof. Erika Gonzalez, Dr Jim Hlavac, Prof. Lee-Fay Low, A/Prof. Dina LoGiudice, Prof. Robyn Woodward-Kron, A/Prof. Josefina Antoniadis, Dr Xiaoping Lin, Dr Kerry Hwang and Dr Jennifer White.*

AUSIT National Secretary

For our 15th role in this series we're looking at one of the National Council Executive positions, National Secretary. The current incumbent, **Miranda Lai**, has held the role for the past six years, so she's well placed to tell us what it entails, and why you might consider taking it on at some point in your T&I career.



Hours/week: 3	Voluntary? Yes	AUSIT member for: 6 years	Time in this role: 6 years
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Other AUSIT roles to date: none, this is my first AUSIT role.

Q1. What does being AUSIT's National Secretary involve?

All things relating to the governance of AUSIT. I keep track of AUSIT's constitution and bylaws. When matters arise that require a change to the constitution, an electronic ballot needs to be organised to achieve a 75% majority vote of members. Then the special resolution must be ratified in a National Annual General Meeting (AGM). What happens more often is that we need to amend the bylaws. For this, the changes have to be proposed by the National Council and put to the six branches. Then I have to follow up with the branches to see if any objections are received within 21 days. If not, then I will finalise the change and update the bylaw. Each year after the National AGM, I have to lodge the annual ASIC statement to update their record of the National Council members, and also liaise with a Canberra-based member (as Public Officer) to lodge an annual statement with Access Canberra, as AUSIT is an incorporated association in the ACT. All of the above I'm still learning from my very experienced predecessor, Dave Deck. I'm also responsible for membership matters, so I follow the monthly membership report to stay up to date with the membership numbers, and liaise with the AUSIT Secretariat (managed by an external

organisation, Office Logistics) to sort out any queries they receive that need a decision from me. I'm also a co-signatory with the Treasurer for any payment AUSIT needs to make from its bank accounts. After each monthly National Council meeting, I'm responsible for checking the minutes and ensuring they are shared with the Council members and the broader membership. I also assist the Secretariat with any matters that they need clarification, assistance or consultation on. Lastly, for the small number of paid positions, I keep track of their contracts and renewals.

Q2. What skills or qualities are needed in this role?

Patience. A lot of it. You also need to have good attention to detail, as the things you have to attend to are varied and something may arise at any time.

Q3. Why did you take it on?

I felt it was time that I contributed to the professional organisation. I am fortunate enough to have an ongoing position as an academic, and I therefore have the flexibility to attend to AUSIT business when I need to and make up the time afterwards for my university work, and vice versa.

Q4. How (much) do you work with the National President and/or other role-bearers?

I work closely with the National President, as we tend to forget that it's also a voluntary role. So any assistance I can render – such as writing a letter, looking for information, or liaising with a person or organisation – I will do so. I also work closely with the Communications Officer, particularly if she needs clarification about a particular AUSIT rule – in either the constitution or the bylaws – or some information that needs to be made available on the AUSIT website or included in a newsletter, or consultation in relation to improving the website's functionality.

Q5. What's the most exciting aspect of being National Secretary?

Learning about how a professional organisation works and developing management and administrative skills. Most importantly, getting to know talented and devoted people in the National Council and branch committees, as well as in the various committees.

MEMBER PROFILES



NAME:

Translator or interpreter (or both):

Language(s) and direction(s):

Location:

Practising as a T/I since:

Member of AUSIT since:

Main area(s) of practice:

SUSANNE CREAK

translator + subtitler

German<>English

Brisbane, QLD

2007

2007

media and entertainment, business and marketing

SANDRA HALE

both

Spanish<>English

Sydney, NSW

1986

1987

legal and environmental (currently international settings only) plus T&I teaching and research

Q&A

Q1

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

Q2

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

A1

I always had a passion for languages, studying English, French, Spanish and Latin in high school in Germany, where I grew up. My tertiary training in business administration and foreign languages included translation studies in English and French. Initially, I only translated occasionally, as part of my career with larger corporates in other industries. I always really enjoyed that part of my work, though, and when I came to Australia for the first time and watched SBS TV, I saw the great work that the broadcaster's subtitlers did and I thought, 'Wow, I'd love to do that one day!' After moving to Brisbane permanently years later, I sat the NAATI tests, made translating my main profession, and took courses and webinars in subtitling and audiovisual translation, so I could start working in this area.

A2

In 2023, I subtitled a one-hour comedy special of an American stand-up comedian into German. It had it all – continuous speech, slang, dirty jokes, swear words and plenty of colloquialisms, plus he spoke extremely fast. This particular entertainer's anecdotes may not be to everyone's taste, but I found them quite hilarious and broke out in loud laughter at my desk at times. I loved the challenge of getting it all across in condensed written speech, so that other German speakers watching the show can (I hope) also enjoy it.

A1

As a child in Argentina, playing with my cousin, I used to pretend I was an interpreter – little did I know then that my family would migrate to Australia a few years later, and I'd become an interpreter in real life! After finishing high school here, I picked up a flyer at a careers information session about a new BA in T&I that was starting at what is now Western Sydney University (WSU), and I knew it was the degree for me. I was in the first cohort of university-trained, NAATI-accredited T&I practitioners in NSW. I worked freelance for a few years, then studied translation further in Argentina. When I returned to Australia, I taught part time at WSU, then trained as a teacher (Spanish and Italian) before doing a master's in applied linguistics followed by a PhD in court interpreting / forensic linguistics – the first PhD in that field – at Macquarie University. As a full-time academic (now at UNSW) for about 30 years, I've conducted research into many aspects of interpreting, to answer real-life practical questions in court and police interpreting; I've developed the curricula for various courses and programs; and I've published numerous books, chapters and articles. I was AUSIT National President from 2014 to 2017, and I've been involved in training the judiciary and advocating for interpreters' working conditions for over 20 years, including as a principal co-author of the *Recommended National Standards for Working with Interpreters in Courts and Tribunals*.

A2

[Sandra's answer to this question was so interesting, we asked her to turn it into a whole article! Look out for it in our next issue.]

