

AUSIT NEWSLETTER

THE AUSTRALIAN INSTITUTE OF
INTERPRETERS AND TRANSLATORS INCORPORATED
NATIONAL NEWSLETTER

Newsletter Volume 10 Number 1 February 2002
Published quarterly Fax (08) 8264 6299
Email garysads@picknowl.com.au

STOP PRESS

AUSIT 1800 284 181 Australia-Wide

Use this number from anywhere in Australia to contact David Connor with any queries about membership, fees, the ODE (Online Directory Enhancements) package, courses or any T&I-related issue. David keeps standard office hours and will deal with your call himself or refer you to the appropriate contact. The 1800 number is a new service for members which will improve communication between AUSIT management and the membership at large.

From The AUSIT National President

With a Little Help From Our Friends

Like all professional associations we rely on volunteers to do a lot of our work. Some associations have more money than we do. I doubt that many have volunteers that are more committed than ours. Here is a brief look at what they have achieved over the past 3 months.

Website

The National Council approved expenditure of \$1000 on Phase 2 of the website. The work being done can be divided into two areas:

- providing information for the public and members
- developing the membership management facilities of the on-line database

Silke Gebauer and her cohorts (in particular Barbara McGilvray and Terry Chesher) are looking after point 1. All but two Jill Blewett Memorial Lectures have been plucked from near oblivion and retyped and will soon be available on the website. They represent the story of AUSIT, which we should celebrate. There is a mountain of information being prepared to be placed on the site, both in the public and member areas.

Vince Danilo, our Treasurer, with David Connor and Judie Novak, is in charge of developing the websites reporting and financial management facilities.

We have 2 new sources of income: Trados, the software company, worth \$1200 per annum; the website extras package, worth \$600 in Victoria **alone**.

Yellow Pages

Arrangements for advertising in the 2003 Yellow Pages in all capital cities have started. To sign up for an entry in your name under the AUSIT logo in any Australian capital city please contact us. Details are available elsewhere in this newsletter and will also be emailed to most members. Silke Gebauer and John Crone (Vic/Tas Treasurer) are managing this project. Thanks to Sarina Phan, Victorian Chair, for giving us her state people for national work.

Professional Development

Visiting Canadian academic Candace Séguinots lecture in NSW, organised by Terry Chesher and Co., has been videotaped and distributed to all branches for use in discussion groups and borrowing by individual members. Terry is also preparing notes to accompany the video.

This is our first attempt at something like this and we will learn a lot from it. We are trying to make the exercise self-funding, so branches may charge a small fee for viewings of the video. All branches should videotape events they feel would be of interest to other branches.

TAFE Course - Business Skills for T&Is

Eva Hussain, with a little help from her friends, has developed a Business Skills course for T&Is with the help of Holmesglen TAFE. Places are filling fast for this course which has been advertised among members and through a number of generous Melbourne T&I agencies who have agreed to mail out our advertisement to their contractors.

Professional Development Scheme

Mary Gurgone has prepared a proposal which is currently being considered by the National Council. Immediate Past President and NSW Chair, Skender Bregu, is reviewing the available courses around Australia, including AUSIT and NAATI workshops that are suited for inclusion in the scheme.

Administrative & Constitutional Reform

Vince Danilo has been working hard together with the branches to review our expenditure on a national basis a first for AUSIT. AUSIT is a federation of state branches which all spend their own money without knowing what any other branch is doing.

The review found that :

- our major expenditure item, approx 35%, was administration, understandable but low
- we were hardly spending anything on advertising and professional development - 6.8% of our income
- almost 14% of our income was spent on the AGM
- we spend 9+% of our income on the newsletter
- the combined surplus in all states was more than \$13000 about 30% of our income. This suggests an organisation that doesn't know what to spend its money on.

The branches have since been preparing annual budgets, with Victoria the first state to hand in its costed annual plan. Planned changes will relieve participating states from administrative burdens, leaving them free to focus on professional development and other local initiatives.

The constitutional reform process will start some time later this year.

Plenty of ideas but no-one to do the methodical research, write a proposal with recommendations, get some agreement from those in charge, print the letters, the brochures, the posters, lick the stamps, walk to the post office, do the presentations, place the advertisements.

We are recruiting at the moment so if youre interested write to me.

Interpreters Group

Vice-President Merie Spring has set up and is chairing this forum which will be invaluable for, among other things, looking after the special interests of interpreter members.

Membership Drive

WA, Qld and SA branches are currently conducting membership drives.

Bulletin Board & Other Networking Opportunities

The Yahoo groups bulletin board continues to thrive. Numbers have risen from a stable population of about 190 to almost 220. David Connor has created a number of language-specific groups. We need someone to write a set of bulletin rules.

Northern Region National & NSW Office

Elsewhere in this newsletter is an early farewell note to Judie Novak who is moving to Queensland in the near future. Thank you Judie for your dedication to AUSIT. Her imminent departure means we are now asking for expressions of interest from members interested in providing this service.

VACANCY

If you are interested in this position please telephone Moreno Giovannoni, National President, on 1800 812 639 as soon as you read this, to discuss your intention to apply. The notice has already been distributed to all email registered members, but the invitation will remain open for a couple of days after delivery of this newsletter to allow for possible applications from members who have not registered their email addresses with AUSIT. Expressions of interest should be in Microsoft Word and sent as an attachment to Moreno Giovannoni at:

<morgio@bigpond.net.au>

Written proposals must address each of the criteria listed in the email announcement and provide an indication of proposed fees. Short-listed applicants will be interviewed by telephone.

Many thanks to all branch committees, the stalwarts in the states, who organise the sessions, the events, collect the money, bank it, make the telephone calls, write the letters, look after new members. A special thanks to Nella and Gary Schulz who produce the newsletter. And David Connor who does everything.

My first three months as President have been fascinating. Bring on the next twenty-one.

Moreno Giovannoni
National President

In This Issue

- **From the AUSIT
National President**
 - **AUSIT 1800 Number**
 - **Resolutions by the
National Council**
 - **Very Special Thank You
to Judie Novak**
 - *Unique Medical
Interpreting Experience
– a web site newsletter
exclusive*
 - **Indigenous Interpreter
Services**
 - **Ground Breaking
Course**
 - **News From AUSIT WA
Branch**
 - **News From David
Connor**
 - **NetNews**
 - **FIT News**
 - **Translation Seminar**
 - **AUSIT National Yellow
Pages Advertisements**
 - **AUSIT Noticeboard**
-

Resolutions By The National Council

The members of the National Council decided to try and streamline their affairs by holding virtual meetings, rather than expensive monthly tele-conferences. Prior to resolutions, propositions are discussed via e-mail. This way, the Council members can read propositions by other Council members in their own time, and give their input after consideration. Here is a list of the electronic resolutions (eResolutions) made since the National Council was elected in November 2001.

Resolution No 1 (12.12.01)

Regarding the motion

That the date of the 2002 Annual General Meeting be set at 26 October 2002, at a place to be communicated by the National Council in the Notice of Meeting.

National Council Resolution No 1 (12.12.2001)

Votes in favour: 7 Votes against: Nil Abstained: 4

Resolution No 2 (24.12.01)

Regarding the motion

That Jian (Henry) Yu be and is hereby admitted as an ordinary member of AUSIT, effective 20.12.2001.

National Council Resolution No 2 (24.12.2001)

Votes in favour: 5 Votes against: Nil Abstained: 6

(Background Information: There had been a query from a resident of Beijing who was anxious to join AUSIT and present evidence of his membership to help his visa application. He had sent his application to join AUSIT and the accompanying documents, and the Vic/Tas Branch Committee ratified his application. Usually, the national ratification of applicants/new members is done only after the monthly Branch Committee Meetings, so the Vic/Tas Branch had ratified the application via e-mail to speed up the process for the applicant.)

Resolution No 3 (14.01.02)

Regarding the motion

- That, with the installation of a website-based system of membership fee renewals, the administrative procedure be initiated by the issue of Renewal Notice one month before the Due Date, Due Date being the next anniversary of the first day of the month following the month in which the Membership Application was received;
- That a Reminder Notice be issued to defaulting members one month after the Due Date with appropriate warning of the consequences of non-payment;
- That a Suspension Notice be issued to members still in default one month after the issue of the Reminder Notice, with a last chance option for payment within seven days;
- That, if the member still remains in default after the last chance option expiry, such member be de-listed as a member, losing all membership privileges;
- That the Notices referred to herein be to the effect approved from time to time by the Officers of the National Council

National Council Resolution No 3 (14.01.2002)

Votes in favour: 6 Votes against: Nil Abstained: 5

Resolution No 4 (24.01.02)

Regarding the motion

That new members for NSW Branch to be ratified/approved as follows:

October 2001

Mr G Case - Prof I Thai <> ways, Prof T Thai > Eng and Paraprof T Eng > Thai.

November 2001

Itxiar Patricia Soto - Prof T Spanish <> ways

December 2001

Ms R Krowarsch - Prof T German > Eng

Mr A Petrovic - Prof T Bosnian <> ways

Dr J Napier - Prof I in AUSLAN <> ways

January 2002

Mr Yoon-Soo An - Prof T Korean <> ways

National Council Resolution No 4 (21.01.02)

Votes in favour: 7 Votes against: Nil Abstained: 4

Resolution No 5 (04.02.02)

Regarding the motion

That the quotation as submitted by Dreamfusion be and is hereby accepted.

National Council Resolution No 5 (04.02.02)

Votes in favour: 7 Votes against: Nil Abstained: 4

(Background Information: Dreamfusion [AUSIT Website designers] are working with a group of AUSIT members on the further development and maintenance of the AUSIT Website.)

Ilke Brueckner-Klein
National Council Secretary

A Very Special Thank You

Judie Novak, AUSIT's National Officer, is moving on. Judie Novak, the AUSIT National Officer for the past five years, is moving to Queensland in a couple of months. Judie has agreed to continue servicing AUSIT's needs until she leaves Sydney or until a replacement is found, and AUSIT is very grateful for this. She did a sterling job on the reconstruction of the AUSIT national database, despite having little or no experience in this field, and she and David Connor have been a fine team on many other national projects.

She worked in an administrative capacity for the NSW branch both before and during her years as National Officer, attending branch meetings and national teleconferences from time to time even though she was juggling the job with the needs of a young family, and often provided support to our association way beyond the call of duty. Judie was at the AUSIT front line, fielding calls and emails from members and the public. In one of her last major official duties she travelled to Melbourne for the National AGM last November, taking the minutes and cooperating willingly, as always, with cheerful good humour. We wish Judie and her family the very best in their new life up North and hope that they will keep in touch with the many friends they have made in AUSIT.

Moreno Giovannoni
National President
AUSIT

The following paper, prepared by Nadia Arrage and Rosie Lazzari, was presented by Nadia Arrage at **Diversity in Health, Sharing Global Perspectives** Conference, Darling Harbour, May 2001. An extract of the paper was published in the hardcopy edition of this newsletter. The full paper reproduced below is a web site exclusive.

Diversity in Health
Sharing Global Perspectives
A Unique Medical
Interpreting Experience at
the Village Polyclinic of the
Sydney 2000 Games

Sydney, May 2001

Nadia Arrage

Rosy Lazzari

The aim of this paper is to present a report about the experience of Medical Interpreters at the Village's Polyclinic of the Athletes Village at the Sydney 2000 Games, and to discuss some of the contributing factors that made it rewarding and successful. It is simple! The experience demonstrates the power of Communication, along with quality personnel. A prominent interpreter Danica Seleskovitch once said; *"Interpreters are intelligent generalists who can organize the information originated by specialists in a rational manner"*.

In order to set the scene for this presentation, I will present a brief background in the form of snapshots of the history of the profession of interpreting, on the global international level and then on the Australian one. The focus will be on Health Care Interpreting, and the stimuli for creating this language service as part of the public health care system, and to complete the profile of the interpreter, I will also outline modes of interpreting.

Global History of Interpreting

As the written word takes primacy over the spoken one, writings on interpreting are not in abundance compared to writings on translation. However, as early as 3000 BC the Egyptians had a hieroglyphic signifying 'interpreter', and interpreters are referred to in literature in many places such as; in negotiations between the Greeks and Persians, in Latin and medieval Arabic literature and in the

campaign of the Crusades. In fact, there is ample testimony to illustrate that interpreters have helped to shape history.

Interpreters have played various roles throughout history in the service of the State, religion, in expeditions of discovery and conquest and in military or diplomatic services. The Jewish faith relied on interpreters for centuries. Starting from 5th century BC interpreters were working in Palestine and Babylonia, in courts as well as Talmudic schools and academies. Christian missionaries of all denominations used interpreters to spread the Gospel to the many parts of the world. Interpreters played a key role in the Islamisation of Africa. Arabic the language of the Koran acquired importance and interpreters translated orally the preacher's speech into the local languages in the 7th and 8th centuries.

References to interpreters are found concerning Alexander the Great's campaign in Asia, Napoleon's expeditions to the Middle East, and Spanish and Portuguese colonisation of Central and South America.

Although armies, traders, explorers or missionaries tried to learn the language as a medium of communication, as soon as they went beyond the confines of their culture, interpreters were needed.

In the 20th century, we are told that interpreters were needed for communication amongst the Allies before and at the Paris peace treaty following WWI. Those early practitioners who were high ranking officers formed the nucleus of a small but highly skilled corps of interpreters serving the League of Nations and other international meetings.

Whatever their sphere of activity the interpreters of the past have served not only as witnesses but also as participants in the shaping of history.

Modes of Interpreting

Perhaps one of the best ways to differentiate between interpreting and translation is by saying that 'interpreting is translating orally and translation is interpreting in writing'. Interpreting is undertaken in a number of forms depending on the setting and the availability of technical resources.

Consecutive interpreting for instance is used where the interpreter is physically present amongst the participants of a gathering. It involves taking notes and then after a speech has been delivered, the interpreter converts the utterance from language 'A' into the target language.

During the 19th century the industrial revolution gave rise to the need for conference interpreters to cater for international conferences. Thus, interpreting which had been practiced in the consecutive mode, developed into simultaneous conference interpreting assisted by advanced technology and the use of headphones.

A sample of simultaneous interpreting through headphones was demonstrated at the Nuremberg war trials 1945-1948. Thus, interpreters became more conspicuous and the occupation was indirectly emphasised.

In the **simultaneous mode** the interpreter speaks almost parallel with the speaker. It may be through headphones in a booth and a microphone away from the speakers, or by whispering next to the ear of a participant. The whispering mode is called sometimes by those of us who favour sophistication "*chuchotage*" from the French work "*chuchoter*", 'to whisper something in somebody's ear'.

Dialogue interpreting is a form of consecutive interpreting. As the name indicates, every participant in an interlocution including the interpreter takes turns to speak and the interpreter switches from language 'A' to language 'B' and visa versa. This form is commonly used in community based interpreting.

Each of these modes requires a different set of skills. While consecutive may rely on note taking, simultaneous relies on knowledge of the subject matter and both rely on extensive practical training, dialogue interpreting in a public health setting involves customer service skills, emotional stress and coping mechanisms to deal with the unpredictability of the situation. In most cases the interpreter deals with persons when they are in their most vulnerable state.

History of Interpreting in Australia

No doubt interpreting had been practiced in Australia for a very long time amongst indigenous aborigines and perhaps between aborigines and white settlers. However, a current history of interpreting, as we know it today in Australia can be talked about only in terms of post-war settlements.

Australian policies of the post-war II years continued to press for assimilation. A few interpreters in those times were well-educated intellectuals who for lack of recognition of their qualifications opted for roles in interpreting. However, the majority of interpreters or individuals who interpreted were people who happened to be at hand and who spoke a relevant language or languages.

With large Non-English Speaking migrant intakes in the late 1940s and 1950s, needs for interpreters arose at some major, critical institutions: Immigration centres, hospital and medical centres, police and social services.

Thus, dialogue interpreting (Community based interpreters) evolved as a mode in its own right, similar to other groups as mentioned above who had invented interpreting in other parts of the world. While interpreters in the former contexts were regarded as indispensable to international communication, being granted status and rewarded accordingly, community based interpreters in Australia are often identified with the migrant disadvantaged groups.

The Australian interpreting field differed markedly, both in terms of technique and social context, from the international arena. In terms of technique, rather than simultaneous interpreting that increasingly became standard practice in international conferences, Australian interpreters were engaged in community based interpreting, most commonly in triads where interpreters conveyed messages while being physically present with the two parties and conveying messages in both directions. Any bilingual person, who knew some English and the relevant language other than English (LOTE), would be called to assist if needed. Family members and friends were used. In fact, a practice of bring-your-own-interpreter (BYO) has long continued.

Nonetheless, the occupation of the interpreter was being invented with few clear guidelines as to what the role of the interpreter should be. There were variations in the expectations of many clients, and in the performance of interpreters themselves. Powerful institutional forces, the relative powerlessness of interpreters and migrant clients, and a changing ideology of assimilation and integration were the determinants of interpreter practices.

By the mid 1960s however, concerns for structural discrimination and migrant disadvantage began to be expressed, and it was becoming clearer that language was a barrier in the way of overcoming those issues.

Change started to slowly occur. Twice in the 1960s the representative of the NSW Association of Mental Health, raised the issue of inadequate interpreting services at the Citizen Convention. Yet, it was not until the 1970s that other bodies began to focus on interpreting needs, most notable the Department of Immigration and the Australian Council of Social Services. This assisted in planning the Department's Emergency Telephone Interpreter Service in 1973. This service aimed at providing interpreting emergency situations, critical police or medical issues, accidents and life threatening cases on 24-hour basis. It was an innovative service. It started with 8 languages in Sydney and Melbourne and soon expanded to include a much broader spectrum of languages. The name of this service later changed in 1974 to Telephone Interpreter Service (TIS) as it was dealing with other situations other than emergency. The unique place of TIS in interpreting services has been maintained to the present

time. When other language services were set up TIS continued to provide essential back up. It is now known as Translation and Interpreting Services. It provided an innovative breakthrough in providing interpreter services.

In the 1970s progress was made on a number of fronts in Australia, particularly in terms of establishing language services. In NSW, the impetus came with hospital interpreters, organised in 1977 as the hospital Interpreter Program, providing a mobile force of 27 interpreters to serve 17 Sydney hospitals to replace previous largely ad hoc provision.

Furthermore, the landmark Galbally Report In 1978, the first comprehensive report on post-arrival services to migrants, detailed the shortages of interpreter services and recommended the establishment of specialist services in the areas of health and law.

The report was a part of the broader changes in Australian society and institutions towards the migrant population, as government discourse reflected an ideological shift from assimilation and integration to multiculturalism. The Hospital Interpreter Program steadily expanded, changing its name to the Health Care Interpreter Service (HCIS).

If community based and national telephone interpreting were a bold experiment in establishing interpreting networks, equally bold was the attempt to create a national standard and accreditation for interpreters. In order to overcome previous difficulties in lack of recognition of overseas qualifications the Committee of Overseas Professional Qualifications (COPQ) was established in 1968. This body was given the task of interpreter and translator qualifications and requisites for accreditation levels for professional language providers were set.

The grading established by COPQ took into consideration the spectrum of bilingual work, and it was decided that level 3 is a level distinguishing those who would carry out professional Interpreter/Translator (I/T) tasks on a full time basis. COPQ foresaw that with accreditation tests established, a profession could develop that would in time become capable of monitoring its own accreditation and standards, in line with other professional bodies.

Indeed, the National Accreditation Authority for Translators and Interpreters (NAATI) was established in 1977. NAATI's terms of reference covered the setting of standards, developing and implementing accreditation procedures and accrediting courses in I/T. Three modes by which practitioners could be accredited were set by NAATI: by overseas qualifications, by passing a specially designed NAATI test, or by completing a NAATI accredited course. Full testing started in 1980. Issues relating to tests and accredited are dealt with in NAATI reviews past and present as well as academic institutions and boards of study strategies and priorities.

We now turn our attention solely to Health Care interpreting. The advocacy embarked on by the NSW Health Commission, the multiculturalism discourse, and the Ethnic Affairs Policy of access and equity to government services in the 1970s were the catalyst for a professional HCIS as mentioned above. Similar to other new professions, practitioners initially employed their intuition, and eventually Ethics of the profession were set. By 1980 quite comprehensive orientation courses were designed and conducted. Those included workshops and lectures on topics such as; medical terminology, communication, bereavement issues, and health care systems just to mention a few. Staff development courses were also conducted on regular basis, and self-development became a tenet of the job description.

A professional association the Australian Institute of Interpreters and Translators (AUSIT) was formed in 1987. AUSIT brought together existing local associations and specialist groups and set up branches in each state and territory.

In 1987 the NSW Department of Health issued a set of policy guidelines called Standard Procedures For Improved Access to Area and Other Public Health Services by People of Non-English Speaking Background, NESB (87/163). As concerns regarding access to Services by NESB were further

expressed, some of these guidelines were reviewed and replaced by Circular 1994/10, Standard Procedures For The Use of Health Care Interpreters outlining the responsibilities of health providers when interpreters are needed and the responsibilities of Interpreters. Nowadays the HCIS covers both urban and rural areas of NSW, congruent to the Area Health Services. It boasts a workforce of permanent and contract interpreters covering over 100 languages. A Professional Development Committee responds to staff development needs, and Professional Competency Standards for Health Care Interpreters have recently been finalised. It is hoped that these will enhance the standards of practice and raise the profile of HCIs.

The special skills and qualifications that HCIs possess combined by specific and relevant training resulted in a group of a highly professional team. From this team of professionals the NSW Department of Health recruited a group to cover the five languages required for the Olympic Medical Program and a large number of contract interpreters to cover the less needed languages. The preparation and setting up of this service were covered in Marjolein's paper (as we have just heard).

The Olympic Experience

The cultural Olympiad in Sydney began in 1997 to depict a global face of not only the city but of the whole country. The ideology of multiculturalism played a pivotal role in winning the bid for Sydney. Australia presented its best and newest interpretation of the spirit of Australia and its evolving multicultural society. Cultural diversity was shown as the essential condition for growth and harmony. Just as this cultural program was unique to Sydney Olympics, one of its components, the Medical Interpreting Program was also unique.

For the first time in Olympic history specialist medical interpreting was provided the Sydney 200 Games.

In 1998 Health Care Interpreters were asked to complete expression of interest forms and the hopefuls complied not daring to dream that we would be placed right within the Athletes Village. Consequently, training became more serious on different levels. It ranged from self-funded overseas trips by some to gain oral language updates and resource material, or the completion of specific university courses, to informal relevant self-development.

In the first quarter of 2000 while the program coordinator was endeavouring to set the ground work we were asked to complete new application forms and compile resumes. Interviews followed, then more forms were completed and photos taken to fulfil the requirements for accreditations. While we stood in long queues to obtain the accreditations, the excitement was mounting up. Then came the day of venue and specific training in August 2000. On that same day we were introduced to the Polyclinic, the future school of Newington. The place, which became the home of Medical Interpreters for 2 months. This place provided some of the most cherished memories. Each interpreter collected many memorable and great stories.

The geographical location of our office, the buoyant mood of the medical interpreting team, and our easily accessible cultural and linguistic resources made our site an interesting meeting place. Our microcosm was a sample of the general cultural theme, of the Olympic spirit in general and Sydney's in particular, which intended to give expression to humanity's hopes for a better world and for lasting peace and international friendship.

It was just as easy for health providers to come in person to request an interpreter as making a phone call. Athletes stopped by to display their medals and share their experience in the glory of Olympic competition. No day was like another.

Officials came to visit or interview us or ask us questions on local topics such as Australian policies and human right issues, and we featured twice in the Village Newspaper. Once during the Olympics, and then another during the Paralympics. Initially we were disappointed by the absence of colorful uniforms. However, civil clothes proved to be fun. We were often mistaken for officials and treated

with reverence. While these were treasured and valued moments, they did not interfere with the professionalism and ethics that our interpreters exhibited at all times on the job.

In no time at all several required translations were completed by staff. Such as; occupational sport medical terminology, medical history questions for dental services, or instructions for withdrawing blood at pathology. The translations immensely facilitated access to those services. Our booking clerks adapted with ease and devised workable systems, which made it easy for the Service Coordinators to organise tasks and enter data.

From the linguistic point, the experience and adaptability of the Medical Interpreting team came to the fore. In the case of Arabic, the spoken dialects in the pan Arab world differ greatly in some cases due to exogenous influences or internal ideologies. However classical Arabic is the global one written language. Therefore, this was the form, which was used in most cases. The Olympic and Paralympic Games brought teams from North African Arab countries for instance that Arabic interpreters in Australia had not had much contact with previously. The educational, cultural and social background of the Arab teams members somewhat differed from that of the Arab population in Sydney. These factors and challenges were taken into consideration and dealt with in the most appropriate manner thanks to the educational and training diversity and skills of our interpreting team. The same can be said of the other teams and our relevant interpreters.

Our Spanish interpreters were able to switch lexemes from Spain's Spanish variety into Spanish used by other Spanish speaking countries. They report that some terms are completely different according to the country. For example, the terms; *gafas*, *anteojos*, *lentes*, and *espejuelos* all mean glasses. Cuban Spanish for instance is reported to vary from others. In that, due to the political ideologies in that country, the language is not influenced by English terminology as much as other Spanish speaking countries.

Similarly, French and Russian speaking Olympians came from a number of countries with a variety of colloquialism and cultures. Our Medical Interpreters met the demand of varied registers and lexicography.

The demand for our Chinese-speaking interpreters was somewhat less than other language interpreters. Possibly, because the teams of Chinese Athletes were more self-sufficient. Our Chinese interpreters however, automatically became our support staff in their spare time and assisted in other tasks such as the undertaking of administrative duties.

It is noteworthy that our interpreters worked under extreme workload pressures. Each interpreter would hurry from one clinic into another and on the way drop in at our office to hand in data collection forms so that data may be entered by the Service Coordinator and faxed on daily basis to the Department. Missing meal breaks was hardly an important issue. It was recompensed by the team spirit and the sharing of whatever snacks any team member was able to provide. We were there to do the job. In many ways the Polyclinic and the work there became our world and life for two months.

We worked within a roster of 2 shifts between 7:30 am – 10:30 pm with an overlap of 2 hours. The 2 hours were a welcome time for the interpreting teams to meet and debrief or exchange experience.

The general mood of the Medical Interpreting team reflected that of the country's, the city's and the Village's mood. During the Sydney 2000 Games we heard that the government might have added something to Sydney water to create euphoria. I am not sure of any evidence to that, but euphoria was certainly evident at the Village's polyclinic.

This general atmosphere of promoting peace and friendship had minor implications on the code of ethics of the medical interpreter. Mainly the diplomacy factor, informing athletes or officials about the services offered at the polyclinic or introducing teams from developing countries to volunteer and pastoral care services.

The past experience of the program Coordinator, the Service Coordinators, Interpreters and Booking Clerks through Health Care Interpreting in NSW and the specific training for the Games were noticed

and appreciated by Australian health providers as well as international team doctors who had been to other Olympic games. As interpreters used the right medical terminology they were often asked if they were health providers themselves in addition to language specialist.

The comments made by medical directors of the polyclinic illustrate the qualities of the Medical Interpreting team. Here are some examples:

“The service was at all times professional and extremely efficient. The staff conducted themselves in a manner that they should be extremely proud of”.

(L.Cloughessy, Director of Nursing)

“ The pleasant manner of all of the interpreters that I met was striking. It was my opinion that compared to Atlanta it was the Medical Interpreting Service that made the Polyclinic function as efficiently as it did. The amenability of the Interpreting Staff towards those working within the different Units and the fact that they normally took time to explain to us the small cultural and social differences within different nationalities, allowed our Unit staff to function better”.

(N.Murray, Director of Eye Services)

“It was a pleasure for us at ‘The Games’ to have such talented, consciences and accessible interpreter service available to us. It would have been impossible for us to manage without the help of your (interpreting) team”.

(G. Pritchard, Director of Pharmacy)

Most importantly, Medical Interpreters were considered as trusted indispensable partners of the health provider team. This, added to the high professional calibre mentioned above and the positive spirit of the Olympics compounded to enhance our performance management.

The lessons we learned in that brief period are immeasurable. They relate to culture, geography, history and politics. Every time we heard of a new country, we would consult our books and learn more about this country, its languages and its location. It was ascertained that dormant languages emerge depending on changing geographical boundaries and the formation of new nations.

The greatest lesson we have learned as Australian participants is that this island called “G’DAY” is a country of abundant human and natural resources. It has the potential to emulate and exceed the performance of any other country in the world, that similar to the environment protection program in Sydney’s Green Games, the unique Medical Interpreting Program can be a blue print for other nations to adopt, and that our profession can excel with recognition and acknowledgment.

The challenge, as has been mentioned by proponents of the profession in the past, is for the Department of Health to mobilise a vehicle for registration of the Health Care Interpreter, to perceive Health Care Interpreting not as a migrant service but as an Australian one, and to consider further research in the area of community based interpreting including quality improvement projects.

Needless to say, when a service is seen from the perspective of the dominant stakeholder, it implies accountability and hence, gains sustainability and validity, keeping in mind that effective communication is the key to efficiency.

Lastly, the challenge is for the Australian government to develop the field of interpreting in Australian educational institutions as an area of comprehensive economic and cultural development. This includes specialised areas in health, law, international trade, and tourism.

Reference

Delisle, J. Woodsworth (ed) Translators Through History, UNESCO Publishing, 1995.

Gentile, A. Ozolins, U. Vasilakakos, M. Liaison Interpreting, Melbourne University Press, 1996.

Kakakios, M. Language for Health, paper presentation at FIT Conference, Melbourne, 1996.

Ozolins, U. Report to the Language and Society Centre, National Language Institute of Australia: "Interpreting, translating, and Language Policy", Melbourne, 1991.

We wish to thank our colleagues and the Olympic Medical Interpreter Team for their contributions to this paper and especially Nancy Tung and Marlis Walther.

Health Study Supports Development Of Indigenous Interpreter Services

A study published recently in the Medical Journal of Australia has confirmed the need for the further development of indigenous language interpreter services. The study, conducted by Dr Joan Cunningham of the Menzies School of Health Research, compared rates of therapeutic and diagnostic procedures among indigenous and non-indigenous hospital patients, and found that despite the relatively high mortality rate of indigenous Australians, they were less likely than non-indigenous patients to have any procedure carried out (45% against 69%).

The disparity between patients identified as indigenous and other patients is real, claims Dr Cunningham. Informed decision-making by patients requires adequate understanding of available options, and for some indigenous patients this may be limited by communication difficulties. Further cause for concern is the evidence that patients identified as indigenous are much more likely than other patients to leave hospital against medical advice. Inadequate communication can lead to potentially useful procedures not being performed, as well as to procedures being performed on patients who did not fully consent, said Dr Cunningham.

Kimberley Interpreting Service (KIS) has been providing accredited indigenous language interpreters in the region since November 2000. Despite receiving regular bookings from the courts and legal services, there has been little interest from the health sector. KIS Project Officer, Tea Dietterich, says the Menzies report will hopefully help to show medical professionals that they can improve the service they deliver to Indigenous people if they use interpreters. KIS is making a big push this year to ensure indigenous language interpreters are used fully in the health sector. It is not acceptable that peoples health should suffer because of a lack of understanding of medical terminology, when the solution is right there: use an interpreter.

KIS is hoping to produce posters showing the importance of using interpreters and display them in all Kimberley hospitals and clinics. KIS is also lobbying at the state and federal level for funding to ensure the service continues into the future.

Using interpreters is one way we can reduce unfair treatment, ensure equitable care and improve outcomes for the most disadvantaged Australians.

KIS media contact
Tea Dietterich (08) 9169 3161
Email: <kis@wn.com.au>

*Kimberley Interpreting Service is an initiative of
Mirima Dawang Woortlab-gerring, Language and Culture Centre and
Kimberley Language Resource Centre*

Ground-Breaking Course For Translators & Interpreters AUSIT

AUSTRALIAN INSTITUTE OF INTERPRETERS AND TRANSLATORS INC.

Website: www.ausit.org Email: victas@ausit.org

PO Box 1070, Blackburn North VIC 3130

ABN 64 855 620 166

Affiliated with the International Federation of Translators (FIT)

Professional Development has been acknowledged as one of AUSIT's top priorities. Being a professional association, AUSIT makes a commitment to quality interpreting and translating services through provision of cost-effective, flexible and relevant professional development programs. The aim of such tailor-made courses is to ensure a progressive approach to enhancing our practitioners' professional and business skills.

With that in mind, AUSIT has held discussions with Holmesglen Institute of TAFE (in Victoria) to design a ground-breaking course aimed at developing the business skills of interpreters and translators. The practitioners who would benefit from such a course are those who are interested in building an awareness of themselves as self-employed professionals.

This landmark course would be short, focussed, targeted, and relevant to the practitioners' needs. It would consist of two full-day workshops of 6 hours per day and would cover three modules of the Certificate IV in Small Business Management.

Proposed areas of study are:

Day one:

Planning for Success: Cost, Profit and Breakeven

Day two:

Marketing Professional Services

Twenty nominal hours are scheduled for each of the components of the course, but as the total training to be covered in class is 12 hours, participants would be expected to do some reading and home study in their own time, and, to satisfy assessment criteria, to prepare their assignments in their own time.

Cost of training as a component of an accredited course is subsidised by the Victorian Government. The total cost per student for the whole course (including text books) is \$143 for AUSIT members (plus \$?? registration fee for non-members). Naturally, this cost is totally tax-deductible.

Other details:

We require a minimum of 16 and a maximum of 20 participants for the group.

There will be two half-hour breaks and a one-hour lunch break and each day will finish at 5 pm.

The proposed start date is Saturday, 20 April 2002.

Location is: Holmesglen Oakleigh Centre,

160 Drummond Street, Oakleigh.

Lunch may be provided at extra cost or the one-hour lunch break will allow participants to eat at local restaurants or cafes.

Expressions of interest must reach: **Eva Hussain, Course Project Manager:**

Email: ehussain@ihug.com.au or David Connor, AUSIT Southern Region Office

Manager Email: victas@ausit.org Telephone: (03) 9877 4369 By 10 March 2002.

News From AUSIT WA Branch

2002 NATIONAL ANNUAL GENERAL MEETING & CONFERENCE

Go West AUSITeers!

October in Perth surrounded by the Swan Valley wineries, pristine beaches and the beauty of the South West Forests is a great backdrop for the AUSIT AGM, Conference and networking activities. The WA Branch is planning to put the AGM proposal to the National Council with the over-riding theme:

"For Practitioners, By Practitioners".

It will be held on Friday 25 to Sunday 27 October 2002. AUSIT members will be connected in person or via videoconference to Practitioner Issues.

We are hoping to create lasting friendships across the nation and reduce costs of those coming to Perth by welcoming fellow members into our homes. We already have a commitment from QANTAS that fares will be reduced by 40% on the economy price so it should prove to be affordable.

This brief insert is intended to seek any suggestions that you may have. Please contact either:

- Harry Blackmore: <habla@inet.net.au
- Mary Gurgone: <gurgone@inet.net.au
- Heather Glass: <heather.glass [jaws@inet.net.au]>

with any comments you may wish to make. Specifically, your suggestions on the following matters would help preparations greatly:

The touring program or workshop topics for one morning's activities

Plenaries: eg practitioners in the private sector; practitioners in diverse community situations in WA (including deaf sign and indigenous interpreting)

Working group sessions in which participants 'think tank' specific areas of interest to practitioners

Concluding plenary, to consolidate and establish directions forward, or would you prefer something completely different?

Mary Gurgone
AUSIT (WA) Branch Chairperson

WA Branch Activities

Translators and Interpreters in Western Australia are in the awkward situation of having two professional T&I associations co-existing - WA Institute of Translators and Interpreters (WAITI) is the long-established State body and AUSIT WA Branch is the State representative of the National body. Despite several overtures in the past years, WAITI has not favoured merging with AUSIT, preferring to maintain its independence. Naturally, this situation is confusing to outsiders. We have attempted to have joint committee meetings in the past and had representatives from the two bodies attend each other's meetings, but the division still remains. (A number of T&Is are members of both associations).

In the past couple of years AUSIT and WAITI have at least shared workshops and seminars for professional development of T&Is, and this has worked well and to mutual satisfaction. For example, in 2001, there were several joint sessions including Saturday workshops on:

"Working with Patients with Terminal Illness"
- facilitated by Palliative Care specialists

"Using the Internet for Translators and Interpreters"
- facilitated by experienced Internet website browsers

"Understanding and Managing Stress" for T&Is
- facilitated by a consultant psychiatrist

These were all well attended by members of both bodies, and certificates of attendance issued.

Often, Central TAFE has been good enough to allow us to hold such meetings in its facilities. The last one (3.) was held at the Swan Yacht Club and followed by a lunch on 1 December as an end-of-year session.

AUSIT and WAITI will again be planning similar PD workshops for 2002. In addition to workshops conducted by AUSIT / WAITI, there are regular annual courses and workshops conducted for T&Is by other organisations; for example:

The School of Languages and Communication Studies of Central TAFE conducts advanced special courses, seminars and workshops for T&Is in legal and health services.

The WA Deaf Society retains a Register of Sign Language (Auslan) interpreters (some of whom are AUSIT members) and conducts special PD workshops throughout the year to hone their professional skills.

The Multicultural Access Unit of the WA Health Department conducts courses and workshops in General Health translating and interpreting as well as Mental Health interpreting in association with the WA Mental Health Service.

AUSIT members may participate in and lead discussions in all these courses designed for personal professional development.

Perhaps it might be useful to ask AUSIT members to record and report to us their attendances at all the PD programs they attend if only for an idea of how effectively members are making use of such opportunities. Sadly, some members are never seen at the AUSIT / WAITI workshops, despite much encouragement to do so. We should do more to highlight the personal advantages of active participation by every member in such activities.

Recently, WA Branch committee members mailed out invitations to all the WA non-member T&Is listed in the current NAATI Directory, inviting them to apply for membership of AUSIT - outlining all the benefits membership bestows. We await the outcome of this exercise with interest!

These are some AUSIT activities happening in the remote West!

Harry Blackmore
Hon Secretary/Treasurer
AUSIT WA Branch

News From David Connor

Discussion Forum

If you still have not tried AUSIT's on-line discussion forum, why not join 218 of your fellow members and subscribe today. Just send a blank email message to:

AUSIT-eBulletin-subscribe@yahoogroups.com

If you find the flow of messages is more than you can cope with, its also available in a daily summarised format. Once youve subscribed and have decided that you want the daily digest, just send a blank message to:

AUSIT-eBulletin-digest@yahoogroups.com

Language Group Discussion

Members of AUSIT now have an opportunity to talk directly to their colleagues in their own language group by subscribing to a specific language T/I forum. Subscribe by sending a blank message to:

AUSIT-Japanese-eForum-subscribe@yahoogroups.com

if that is your language.

There are now also groups for the Balkan, Chinese, French, German, Italian, Indonesian, Russian and Spanish languages. Just replace the word Japanese above with the appropriate language word and youll be applying to join the group you want.

Check Your Website Entry

Members are encouraged to check the accuracy of their website entry. You will be able to change many things yourself with your ID number and password, but not your accreditations and some other items such as your name. The administrator is now responsible for managing national membership data, even the data of members who do not appear on the public database, usually because they are not accredited. The administrator is also responsible for administering the ODE (on-line directory extras or enhancements) system. If you want hyperlinks to your email address and website, and a personalised entry in a notes field, please contact the administrator. It costs \$30 a year, but payment will be made pro rata so that it fits in with your next membership payment. The administrator will be able to advise you on this.

Inquiries to:

David Connor AUSIT Administrator [National Office]

Email address: <national@ausit.org>

Telephone: 1800 284 181

Address: PO Box 1070, Blackburn North VIC 3130

News From SA

Whats Happening in Adelaide?

As far as Interpreting and Translating courses, there is a lot of activity at Adelaide TAFE. In 2001 Adelaide TAFE submitted, and was successful in gaining, NAATI accreditation for the Advanced Diploma of Translating. We are now the first educational institution in Australia to offer a stand alone Translating course. The rationale behind this was that there are many people who are interested in either translation or interpreting and not necessarily in both. The Advanced Diploma of Translating can be achieved in either one or both directions although students study both directions. It is a one year course, and since we are well aware of just how short this is, we have imposed rather strict entry requirements, language level, educational background etc. Last year we had our first enrolment in Vietnamese translating and have had very good results. This year we have Chinese and Japanese.

This year we are also offering, for the first time, the Advanced Diploma of Interpreting (Also NAATI Accredited). This is quite exciting as we are, at last, able to provide the much needed training for people working at the interpreter level. We have a group of Vietnamese students doing this course and no doubt well have a steep but rewarding learning curve ahead of us.

<http://www.tafe.sa.edu.au/institutes/adelaide/ilc/>

Magdalena Rowan
Interpreting and Translating Coordinator

Translation Journal

The January 2002 issue of the Translation Journal is now available at:

<http://accurapid.com/journal>

The new issue features contributors from 8 different countries, dealing with issues of interest to professional translators. The full-text articles of all 18 previous issues can be accessed from the same URL.

Visit the Translation Journal and forward this email to your friends and colleagues.

Gabe

Translators Discussion Group

I just found these very useful listings of translators discussion groups covering quite a range of languages.

<http://www.linguabase.com/mlists.html>

<http://www.onurb.ch/maillinglists-en.html>

David

Email: europatrans@optushome.com.au

Glossaries

Google has quite a few sites you could check for glossaries. Try these two for starters:

<<http://www.instron.com/apps/rapport6/english/Adidas.asp>>

<http://www.shoeworld.com/directory/Footwear_Sites/Mens/>

Adriana

Looking for work?

I strongly urge members to visit this site:

<<http://www.trellian.com/employ.htm>>

See what kinds of jobs are available in the world - not just around the corner in Perth or in the Melbourne CBD. Translators need to start reaching out for the work available everywhere. I know translators in Italy who will be applying for the jobs at this web site business based in Beaumaris, Victoria. The competition (and the plot) thickens. Tomorrow is already here.

Moreno

Translator Jobs

Three 50% translator/reviser posts (English, French and German) are currently vacant at WHO/EURO in Copenhagen - the deadline for receipt of applications is early March. For further details see:

<<http://www.who.int/per/vacancies/ftindex.htm>>

Vadim Doubine

Email: <v.doubine@bigpond.com>

Translator Conference - Prague

Translation conference in Prague
19 - 21 September 2002
The 10th International Conference on
Translation and Interpreting
Institute of Translation Studies
Charles University, Prague

Theme: Translation Targets

More Information:

<<http://utrl.ff.cuni.cz>>

Please be warned

I removed a member from the list for 7 days for consistently refusing to comply with the request that "Digest no. whatever" not be used in the subject line, despite having been warned more than once.

David Connor

Here is a model contract for literary translators.

You will also find a lot of other good advice on the website.

<<http://www.pen.org/translation/modelcon.html>>

Chrys Chrystello

International Translation Congress

On 4, 5 and 6 April 2002, an International Congress

"Translation Technology: Present and Future"

will be held in Barcelona at the World Trade Center.

Visit: < www.act.es/congreso/uk>

for more information.

Chrys Chrystello

Language Conferences

The language conference list at:

<<http://www.royfc.com/confer.html>>

now is being updated daily (including some weekends). The list contains conferences for linguists, translators, interpreters, and teachers of languages worldwide, through 2006.

Roy Cochrun

Email: <roy@royfc.com>

Free College Money

Click here to search for 600,000 scholarships!

<<http://us.click.yahoo.com/iZp8OC/4m7CAA/ySSFAA/kGEoIB/TM>>

Translators

I've just come across this website through a USA list I subscribe to. Members may be interested to follow up.

<<http://www.trans-email.com/index2.htm>>

Terry Chesher

Sydney

Website for Macarthur UWS

<<http://www.uws.edu.au/langling/>>

will get you to the UWS School of Languages and Linguistics site.

Barbara McGilvray

FIT Congress 2002

XVI World Congress of FIT

Vancouver, Canada

3-10 August 2002

"Translation: New ideas for a new century"

The first three days will be devoted to the Statutory Congress (open only to the official delegates of member associations).

Areas to be covered in the Open Congress (7-10 August) are:

- Ethics, Status and the Future of the Profession
- Literary Translation
- Localisation
- Multi-media
- Technology and Translation
- Terminology
- Specialties in the Translation Profession: scientific, technical, legal and commercial
- Specialties in the Interpreting Profession: conference, court, medical and community
- Translation Studies

AUSIT members Helen Slatyer and Terry Chesher will be presenting papers at the Congress, which will also mark the end of Adolfo Gentile's term as President of FIT. Adolfo's presence and activities on the international scene over the past three years as President of FIT, and for the previous three years as Vice President (following our hosting of the XIV Congress in Melbourne in 1996) have put AUSIT fairly and squarely on the world map in translation and interpreting. He has introduced a number of innovations during his term in office, and by the look of the Congress program he will be going out on a well-deserved high!

Program details and registration forms are available on the Congress website: <www.fit2002.org>

Barbara McGilvray

AUSIT nominates for FIT 2002 prizes

AUSIT is submitting entries for two of the prizes to be awarded during the FIT Triennial Congress in Canada in August.

Best Website.

A new prize, to be awarded for the first time, for the website "considered to best promote the professional image of the translator and/or interpreter in terms of quality, presentation and relevance".

AUSIT's website is looking better all the time thanks to the efforts of Silke Gebauer and her team, and will be even further developed by the time entries are due in May. If you haven't visited it recently, have a look - it's exciting!

Karel Capek Medal

This medal is for outstanding translation from a language of limited diffusion.

We are nominating Kevin Windle's translation of an important book in Polish by Andrzej Drawicz, "The Master and the Devil: A Study of Mikhail Bulgakov". Edwin Mellen Press, Lewiston, Queenston, Lampeter, 2001.

Dr Kevin Windle, a member of our ACT Branch, has a long and distinguished record as a translator -

not only from Polish but also from Russian, Ukrainian, Czech, Slovak, French, Portuguese and German. Currently he has completed the first draft translation of Bernhard Maier's great history of the Celts, and when a publisher can be found will start work on a joint project to translate "The Wandjina and the Icon", a recently completed comparative study of Australian Aboriginal bark painting and Russian icon painting by the Russian scholar of Aboriginal culture Vladimir Kabo.

Barbara McGilvray

FIT Grant for Community-Based Interpreting Survey

The Committee for Community-Based Interpreting was recently awarded a grant of U\$500 to enable it to employ a research assistant to assist further research based on the survey of interpreters working in community settings, which was initiated in 1999. A number of AUSIT members participated in the survey, and the findings of the survey have been presented at the FIT Congress in 1999 and at Critical Link in 2001.

Helen Slatyer and Terry Chesher have had a paper on this study accepted for presentation at the next FIT Congress in Vancouver in August this year, on ethical practices of community interpreters. Other Committee members are Vadim Doubine, Lia Jaric and Rosy Lazzari.

Terry Chesher

Translation Seminar

Guest lecturer Dr Candace Séguinot
"How we know what we know about
the processes of translating and interpreting"

Organising committee:

Terry Chesher, Barbara McGilvray, Uli Priester, Felicity Mueller and Helen Slatyer.

The first NSW seminar for 2002 was held on 1 February, 2002 and was presented by Professor Candace Séguinot, Director of the Programme in Technical and Professional Writing in the School of Translation, York University, Toronto, Canada who recently visited Australia.

The seminar was recorded by Michael Grunwald on digital camera and copied onto videos. Videos together with notes and copies of the transparencies and diagrams used in the presentation are being sent to Branches, which are being invited to help recoup costs. The video runs for 90 minutes, covering the lecture and questions from the audience.

The seminar venue unfortunately had to be changed twice, firstly due to the fire at the Community Relations Commission and next because of a power blackout on part of the University of NSW campus. Thanks to Ludmila Stern a third venue was found, and last-minute notices sent out, but some members were unable to attend. Of the 40 participants, nearly 30 completed evaluations. 15 were very satisfied, and 11 satisfied, many asking for similar events in future. Most of the AUSIT members heard of the seminar via the eBulletin; others were students and university staff, and some non-members.

I've tried to summarise below some of the points raised by Dr Séguinot but members will have the chance to view the entire seminar on video in their own state. Dr Séguinot spoke on expertise vs. professionalism, and about the relationship between how experienced translators translate and how new translators are trained. She discussed the relative merits of a number of existing definitions of what translation is, reflecting on the complexity of translation, and the lack of consensus among researchers

on what constitutes a 'good' translation. Also lacking is a universally accepted process for evaluation and testing of errors in translation. It seems that learners function differently from professionals, experience being a key factor. Teachers can only provide the scaffolding on which can be built semantic and procedural knowledge. Dr Séguinot suggested that teachers who are experienced translators will teach students procedures on how to translate, but may not necessarily follow the procedures themselves.

Writers say that their ideas are spurred by the process of writing, and it seems this is true for translators too. There is a rhythm that translators have as they translate, which works until their memory fails. Too much cognitive force can lead to overload. Students are advised always to start by reading the source language text to the end, but experienced translators may not in fact take this approach. They may read a text progressively, needing to understand one part before moving on to the next.

There are many reasons why errors can occur: if a translator doesn't know or apply a rule, or needs practice, or is human and has lapses of attention. There may be variations in performance depending on different contexts where the translator is working. Illustrating her talk with diagrams, Dr Séguinot suggested that translators adopt attending mechanisms, suppressing some associations as we draw on the vocabulary we have stored.

In her concluding remarks Dr Séguinot spoke of the importance of the role of professional associations in raising the profile and status of the T&I profession. They need to change the climate in the general public, constructing an understanding of translation in the wider society that goes beyond the uninformed concept that people who speak two languages can easily do translations. The profession's Code of Ethics should ensure quality control, and the goal should be to create a unified persona, the translator.

The final part of the seminar included questions from the audience.

Do You Want a Newsletter?

The AUSIT national newsletter will continue to be available in a hard copy, but it will also be posted on our website so that members can read it there. A new box has been added to your member's profile on the website <www.ausit.org> It says "newsletter" and consists of a ticked box. If you want to continue to receive the hard copy of the newsletter, do nothing. If you would like to save AUSIT the expense of sending you a hard copy newsletter, go into your profile and untick the box, this will result in no newsletter being sent to you. Please make sure your details are correct and up-to-date. If you have any inquiries, please contact:

David Connor: <victas@ausit.org>

AUSIT National Yellow Pages Ad Campaign To Go National Booking form below

Most practitioners regard the Yellow Pages as the foremost advertising medium to generate direct business. Effective but costly, so many cant afford an ad large enough to stand out. That changed last year when AUSIT members were able to join AUSIT cooperative advertisements in the 2002 editions of the Yellow Pages in Melbourne and Sydney. The result is a striking AUSIT advertising presence like that of other professional associations (the Melbourne AUSIT ad extends over three columns!), promoting AUSIT, the profession and the participants. The AUSIT cooperative ads consist of a Trade Mark Heading with AUSITs message and logo, followed by individual listings of T&I professionals under their language(s).

For 2003 AUSIT intends to extend the YP advertising campaign. Currently AUSIT does not advertise in some states at all, in others it only has a very small ad. With the right level of member participation, this is going to change in 2003. Once members and AUSIT pool their funds, just about anything is possible!

Why does cooperative advertising work?

The overall size of the ad becomes stronger the more members join up. At the same time the sum invested by each participant buys more, because the cost of the language headings and part of the trade heading are defrayed among a larger number of people. We have determined a cost based on an estimated number of participants. (For instance the actual cost of advertising in the Sydney YP is only slightly higher than in the Melbourne YP but due to the large number of participants, standard entries are considerably less in Melbourne, despite the much larger trade heading of the Melbourne ad). If more people participate, AUSIT uses the savings to enhance the ad (in the current Melbourne ad, we doubled the size of the trade heading thanks to higher than expected participation!).

How the ad is structured

The AUSIT header states that all T&Is who are advertising are NAATI accredited professionals and members of the foremost professional body. Each language has a bold heading under which the standard participant entries are sorted alphabetically by surname or company name. The languages are also listed in alphabetical order. Professionals who wish to be listed under more than one language get a lower rate for every additional entry they buy.

Whats included in a standard listing?

You can list the following:

First name and surname OR company name (Dr is the only academic title YP include without extra cost).

Street address and abbreviated suburb/city OR PO Box and spelt out suburb (both street/PO Box info is optional but a suburb/city is mandatory except with 1800 or 1300 numbers).

One telephone number (if the fax and phone numbers are the same, you can request it to be shown as Tel/Fax).

The area code of phone numbers for entries from other states will be shown, while local entries area codes are dropped.

Because these address listings are part of the trade headers, they are subject to the YP ruling that none of the above information can be substituted for other information. For instance, if you would rather show your email address than your street address, one cannot be exchanged for the other but you can buy an additional line for the email address. Standard listings are just that, no bolding or inclusion of logos, etc are possible in the cooperative ad.

Additional lines

If you wish to add information such as website and email addresses, mobile telephone numbers, fax

numbers, etc or if you wish to specify your NAATI accreditations beyond the generic statement made in the AUSIT heading (such as Advanced Interpreter, etc) or specify other languages than the one you're listed under, you can buy additional lines. (A YP line has 34 characters in total including the spaces between words.) Additional lines cannot be used to make unsubstantiated claims such as Best in town, etc.

Who can take part and where?

Anybody who has NAATI accreditation and is a current financial member of AUSIT can join. Regardless of which state you live in, you may opt to advertise in other states as well.

How do I know it works?

You could check with colleagues who joined the 2002 ads in Sydney and Melbourne. Factors influencing the success of your ad are the manner in which you answer your phone (answering machines are a big turnoff for clients), where you are located (a consideration even for translators because many clients still believe they have to visit personally) and of course the demand for your language. If you are considering advertising in another state, consider why clients would choose you over a local. It may work well if your language is not represented there or if you have higher qualifications than the local T&Is. If you advertise interstate, you may want to think about getting a 1800 or 1300 number.

National YP advertising options for 2003

The proposed AUSIT co-op advertisements below are subject to an adequate number of members joining in. Apart from the increased cost, it would also be counter-productive for AUSIT to run a co-op ad with only a couple of individual entries! In case you have sent payment for an ad which doesn't run, you will receive a full refund (and plenty of notice so you can book your own ad if you want to!). If you would like to advertise in a city/state which is not listed, please send us your expression of interest anyway (the Northern Territory YP including Darwin closes on April 12). The Sydney and Melbourne YP are distributed to households from mid November 2002.

Booking form YP AUSIT Cooperative Advertisement 2003

1) Yellow Page editions and costs

Yellow Pages in:	Sydney	Melbourne	Brisbane	Adelaide	Perth	Hobart
Current ad (2002 edition)	STMH* - small 15 participants 10 languages	CTMH* - large 75 participants 24 languages	Trade Name Listing	none	none	Boxed Trade Name Listing
Proposed for 2003 edition	STMH* - small 15 participants 10 languages	CTMH* - large 75 participants 24 languages	STMH* - small 15 participants 10 languages	STHM* - small 10 participants 5 languages	STMH* - small 10 participants 5 languages	Boxed Trade Name Listing
Cost estimate per standard entry (name, address, phone number)	\$ 665	\$ 392	\$ 330	\$ 288	\$ 266	n/a
Additional line (optional)	\$ 159	\$ 138.60	\$ 75.90	\$ 71.50	\$ 64.90	n/a
Tick YP edition you wish to advertise in						
Add up all cost items (e.g. standard entry + extra line)						
					Total advertising expenditure (PRICES INCLUSIVE OF GST)	
					\$	

*Refer to the YP advertising pages at the back of your L-Z Yellow Pages and look up 'Trade Items' where you will find the Custom Trade Mark Heading (CTMH) and the Standard Trade Mark Heading (STMH), which is about half the size of the CTM.

2) Your information as you wish it to be shown in your Yellow Pages entry:

Language:	
First name and surname OR company name:	
Street address and suburb OR PO Box	
Telephone (one only), you may indicate if tel/fax	
Text for additional line 1 (optional, cost as above)	
Text for additional line 2 (optional, cost as above)	
Text for additional line 3 (optional, cost as above)	

3) Details needed to communicate with you, and for background (Confidential):

Do you work as a translator or interpreter or both?	
What NAATI accreditations do you have? (Also state T&I languages other than the above)	
Your name and company name:	
Email:	
Telephone numbers	
Fax:	
If you have advertised in the 2002 Sydney or Melbourne AUSIT ad, how much business in approximate dollar terms do you attribute to your entry? (Please state time- frame in which this revenue was generated)	

Booking deadline (expressions of interest AND payment): Thursday 25 April 2003

It is very important that you send us your expression of interest as soon as you can so that we can gauge the level of interest. Full payment in advance is required for your entry. Any expressions of interest which haven't been backed up with payment by 25 April 2003 have to be disregarded.

Booking: Complete the above form, make out a cheque (or bank draft) payable to "AUSIT" and mail them to:

Mr John Crone - AUSIT National YP Coordinator, PO Box 16, Deepdene, Victoria 3103

If you have any queries, you can contact John Crone (who is also the Treasurer of AUSIT Vic/Tas) on tel. (03) 9836 2930 or by email cronej@dragonlink.com.au . Regular updates will be posted on the AUSIT e-bulletin and on www.ausit.org.

Telephone Interpreting

Dear Colleagues,

I was approached by a London-based company called Language Line regarding telephone interpreting. I met their Corporate Director at a Conference on Community Interpreting in Canada. They seem to be a reliable international company. They have written to me that they wish to go straight to the interpreter without going through a middleman.

They also wrote: We appreciate that there are some operational difficulties but we believe that they can be surmountable. The idea is to target people who already work for TIS or other Telephone Interpreting agencies. We believe that the time difference makes it ideal for telephone interpreters who want to be available to take calls from Language Line in your early evening which is our early morning and the busiest period for us.

Terms of business and briefing documents will be circulated to the successful candidates detailing the scenarios they expect to encounter, how to deal with them as well as instructions on how to make themselves available to take assignments from the UK and how they will be paid. The main conditions are that they are available to us for at least 3 hours between 9 am and 5 pm UK time. We pay by the minute and the average length of a call is about 15 minutes. At the end of each month we will send a statement detailing all activity along with payment (electronic transfer in Australian Dollars).

This will be in support of the interpreter base we have in the UK.

[attached is]the Briefing Manual firstly for your own information and secondly to distribute to all new joiners.

Here is a table of language requirements:

- Kurdish: 5 interpreters
- Arabic: 5 interpreters
- Czech: 5 interpreters
- Spanish: 3 interpreters
- Vietnamese: 5 interpreters
- Urdu: 2 interpreters
- Russian: 5 interpreters
- Punjabi: 2 interpreters
- Albanian: 5 interpreters
- Cantonese: 2 interpreters
- Turkish: 5 interpreters
- Mandarin: 2 interpreters
- Farsi: 5 interpreters
- Pushtu: 2 interpreters
- French: 5 interpreters
- Greek: 2 interpreters
- Somali: 5 interpreters
- Italian : 2 interpreters
- Portuguese: 5 interpreters
- German: 2 interpreters

Any number of interpreters up to the specified number above need to give us notice of availability, particularly from 5 pm to midnight your time. Of course availability outside these hours is welcome but calls are less frequent. If the interpreters are NAATI accredited and tested they need to send us copies of their accreditation and test results. If this is satisfactory they will not need to submit to any

further tests but their calls will be monitored for quality during the pilot period to make sure that everything is OK.

All interpreters will be paid 45p per minute if they are qualified to NAATI professional level, and 35p per minute at the para-professional [or if they have NAATI recognition].

I was asked to co-ordinate the project. If it goes ahead (everything depends on you of course) we will have a trial period of one month.

Any comments or suggestions are welcome. I have discussed the project with some AUSIT members already, and received several expressions of interest (thanks to the AUSIT eBulletin), but the input of every AUSIT member would be appreciated. Please share the information with your colleagues who might be interested as well.

Please reply to:

Vadim Doubine

Co-ordinator, Language Line in Australia
PO Box 1065E
Earlville QLD 4870
Email: <Oz.LL@bigpond.com>

Mobile: 0428 667 001

The Whole Woman

The Whole Woman by Germaine Greer, translated by Ouyang Yu, was just published in Chinese in mainland China. People interested in purchasing a copy could contact Ouyang for details.

Invitation

1st NETWORKING SESSION
(Vic/Tas Branch) 2002

Our first Networking Session in 2002 will be held on Friday 15 March from 7.30 pm to 9.30 pm at The International House (Junior Common Room), 241 Royal Parade, Parkville, Vic. Guest Speaker(s) and Topic(s) have not yet been confirmed, but we will keep you informed via the eBulletin. If you do not receive the eBulletin, or if you have questions in general, please contact Ilke.

Telephone: (03) 9521 1058.

Looking forward to seeing you there!

Ilke Brueckner-Klein
Networking Session Co-ordinator
AUSIT Committee, Vic/Tas Branch

More News From David eFlash

In addition to the eBulletin, AUSIT also offers the eFlash which is a regular email service notifying you of forthcoming events in all States and Territories. If you have just acquired an email address or changed it, write to David so that you can be sure of receiving the eFlash as well as the eBulletin.

David Connor

Layout & design work for the AUSIT Newsletter
is prepared by:

Gary Schulz, Consultant/Designer
Garys Art & Design Services
11 Courtesy Crescent, Tea Tree Gully SA 5091
Telephone & Facsimile: +61 8 8264 6299
Mobile: 0417 082 963
Email: garysads@picknowl.com.au

ADVERTISING IN THE AUSIT NATIONAL NEWSLETTER

The AUSIT Newsletter, published quarterly, reaches an Australia-wide network of interpreters and translators. You may know someone who would benefit from advertising in the AUSIT Newsletter or of an organisation which wishes to gain exposure to this large professional group.

Our rates are as follows:

- 1. Sponsorship: For a written sponsorship message at the bottom of each page for six newsletters with a readership of approximately one thousand, \$2000**
- 2. Advertisements: Costs of advertisements vary according to size.
Full page \$500, Half page \$250, Quarter page \$125.**
- 3. Line rates available.**
- 4. Special long term rates by negotiation.
Contact an editor for details.**
- 5. Minimum charge of \$40 per advertisement.**

Information relating to products or events that are designed to increase business or make a profits, are deemed to be advertising.

If you have doubts about your material, contact the editor.
