

National Newsletter

THE AUSTRALIAN INSTITUTE OF INTERPRETERS AND TRANSLATORS INC.

Volume 15, number 1 - February 2007



A member association of
**Professions
AUSTRALIA**
A national organisation of professional associations

**AUSIT members
celebrate the
end of 2006**



**The 'R' word - NAATI revalidation and you
AUSIT member feedback survey**

Dealing with 'rude' language

AUSIT's BoPC

Who will be there to interpret the costs of protecting your professionalism?

Aon has again managed to negotiate, with our Australian authorised insurer, highly competitive premiums.

Keeping that in mind we have now improved our professional indemnity and public liability insurance designed specifically for translators and interpreters.

Some of the significant benefits include:

- Individual policies so that your insurance cover and premiums are not based on the claims circumstances or history of others.
- Low excesses for general, legal and medical translation and interpretation activities.
- Cover limits now up to \$5,000,000.

- Cover for your contractors to give further comfort.
- No excess and no costs deducted from your insurance limit, for defending claims made against you if you are not found to be at fault.
- Increased optional public liability cover from \$1,000,000 to \$5,000,000.

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POSTGRADUATE PROGRAM IN TRANSLATING AND INTERPRETING

The Department of Linguistics at Macquarie University in Sydney offers a Postgraduate Diploma in Translating and Interpreting and a Master of Translating and Interpreting in Chinese, Korean, Japanese, French, Spanish, Thai and in Auslan interpreting. Both programs are NAATI approved at Translator and Interpreter level and provide professional development and postgraduate qualifications for translators and interpreters.

In addition Macquarie offers a Master of Advanced Translation, a Master of Conference Interpreting and a double degree - Master of Translating and Interpreting with Master of International Relations.

Overseas student exchanges are available for students at universities in Asia & Europe such as the École de traduction et interprétation at the University of Geneva.

For more information about the academic program, please see our website:
<http://www.ling.mq.edu.au/postgraduate/coursework/tip.htm>

or contact the Translation and Interpreting Office: tel: 02 9850 6782
or email: translate@ling.mq.edu.au

President's message

President Uli Priester keeps us informed about the National Council's areas of concern

Dear colleagues,

What has happened since the AGM?

Discussions with NAATI and ASLIA about continuing professional development (CPD)



On 16 January AUSIT and ASLIA representatives met with NAATI in Sydney to discuss the continuing professional development system that will be introduced in the course of the revalidation project.

AUSIT outlined its own CPD system, which is based on a wide variety of activities that translators and interpreters usually pursue in researching their work and maintaining their language skills. We stressed that CPD should not be a predominantly event-based activity. Nevertheless, a need for a well run nationwide online catalogue of CPD events was noted.

The AUSIT system, with its straightforward recording form, was acknowledged by ASLIA and NAATI as a system pretty close to perfection, requiring only minor tweaking to satisfy the requirements of sign language interpreters. NAATI suggested a more differentiated allocation of points across the core issues of ethics, LOTE maintenance and T&I skills to make sure that all three are covered.

As a result of the discussion, the AUSIT system (with some minor adjustments) shapes up as the basis for a mutually compatible system. For AUSIT members who want to get revalidation this is good news because they only have to comply with one unified CPD regime.

AUSIT Governance

I was once a volunteer local councillor in Germany. For each session of a subcommittee, agenda items were outlined, including pro and contra arguments, by paid council officers,

then debated and voted on. Resulting decisions were implemented, once again, by paid officers. Things do get achieved that way.

In AUSIT an issue comes up, and is examined by our volunteers, some with time on their hands (rarely) and/or a passionate view. Things get debated. Excellent (and ordinary) solutions are proposed. A vote is taken (if we're lucky). The result gets recorded (somewhere). Sometimes our practices change as a result (frequently not).

Effective governance is not possible this way and we have to find money to pay a small team to keep this organisation on track and put its policies into practice. This leads me to the next item.

Financial sponsorship and grants

I think this is inevitable: AUSIT branches have to start finding sponsors for their activities. The VIC/TAS branch has been the trailblazer in this regard. Chris Poole has written a straightforward sponsorship manual based on their experience. Please use this manual for guidance (but keep the manual confidential).

Why is this sponsorship manual so important for us? Other state PD and branch committee members can learn from the Victorian experience as to how to approach interested third parties for funds. The survival of AUSIT almost depends on it.

If we are not able to take some of the workload off our volunteer office bearers, the future does not look rosy. Members have their work to attend to, family, partners, other responsibilities. Many give their spare time freely but we cannot afford to tire them out. Neither can we afford a haphazard system of self-governance where important issues cannot be followed through, sometimes not even addressed because we have no paid workers for it.

We need sponsorship money. We need grants as well. Let's focus on the income side of AUSIT and lift our revenue across the board.

Lobbying

As with all other self-respecting professional organisations, lobbying should be an ongoing effort by AUSIT if we want to pursue our objectives with some prospect of success. Lobbying is a way of getting noticed, of disseminating information about our field. If we are not there, others will occupy the spot. A small Australia-wide lobbying group will be formed to put our case to the relevant movers and shakers. I promise it won't be an exercise in whingeing.

Sponsoring Members and Senior Practitioners

The Constitution requires that Member and Senior Practitioner applications be sponsored by Members. However, it is not spelled out what a sponsor is supposed to attest to. Some Members have in the past refused to sponsor applicants with the argument that they did not know their work or ethics in any detail.

We have to keep in mind that this is the rule rather than the exception: most colleagues would not know much about the work of their fellow T/Is. The nature of our work, business interests and confidentiality requirements see to that.

By sponsoring an applicant the AUSIT Member should not attest to anything other than that:

- to the best of his/her knowledge, the applicant has a track record in the Australian T&I industry, and
- to the best of his/her knowledge, the applicant is of good character.

Thank you for your goodwill and patience with the new National Council.

Kind regards
Uli Priester

Front cover photos (clockwise from top) — AUSIT President Uli Priester at the NSW Branch Xmas function; Kathy Fenner, Michele Dreyfus, Diana Rodriguez-Losada and others at the WA end-of-year 'laugh in'; Sue Massoudi, Yvonne Galan, Dean Jennings, Annamaria Arnall enjoy tapas afterwards.

Are members happy with AUSIT?

Vice-President and PD Coordinator **Annamaria Arnall** presents the results of the member feedback survey in the form of a hypothetical 'majority member'

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Thank you once again to all for your submissions. Special thanks as always to Barbara McGilvray for her amazing proofreading skills and to Yveline Piller for her suggestions. I would like to remind members that the deadline for the **April 2007** issue is **31 March 2007**.

Please send any letters, articles or images for forthcoming editions to:

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The editor reserves the right to edit or not to publish any item submitted for publication.

Opinions expressed are those of the authors and do not necessarily represent the opinions of the editor or those of AUSIT and its Executive.

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Last spring more than 10 percent of the AUSIT membership took the trouble to fill in and return the satisfaction questionnaire which was expertly designed by Sam Berner with input from Michael Grunwald and others. A heartfelt thank you to these colleagues.

National Council wished to learn about what our members expected from the Institute and from the council. We council members anticipated that the results would help us make better decisions since we would be able to refer to facts and figures in addition to our own observations and the anecdotal evidence that had been guiding us thus far. Well, if we hoped that our job would become easier because our decisions would be more popular, I must say this was not the case at all. The first and most important fact we now see is, that no matter what we decide, it will be met with disapproval from a sizeable segment of the membership.

The scale of diversity among us is truly enormous. Values, preferences and expectations reflect this heterogeneity. Very few questions in the feedback survey attracted a clear majority of responses; in most cases we received a third of responses for, a third against and the last third were neutral. The statement: 'I believe AUSIT could do more to market me as Translator/Interpreter' was answered with just as many 'Yes' as 'No' answers, with a majority of merely one vote for 'Yes'. If we do more to market our members, our actions will be praised by 49.9% and criticised by 50.1%. If we do not, the proportions reverse but the level of satisfaction in both cases remains very low.

Reading figures is a rather boring business, so instead of listing questions and answers by numbers and percentages, I decided to present the results in the form of a profile. In the outline presented below I compiled the preferences and responses given by most respondents to each question

and constructed a so-called majority member (MM).

MM is a translator, accredited at Level III, and translating constitutes his/her only work.

MM has been a member of AUSIT for the past 1-5 years. He/she is not involved with state or national committee work, nor does MM volunteer for various AUSIT activities; he/she does not mentor other AUSIT members, nor does Majority Member attend any AUSIT social events. MM does attend AUSIT PD events now and then, and mentions his/her AUSIT membership to clients sometimes. MM also does not attend the state/national AGMs and does not send a proxy.

MM visits the AUSIT website 2-10 times a year, finding the AUSIT website is relevant to his/her needs, yet he/she does not use any of the PD materials on the website. MM has an entry on the AUSIT website directory and finds eFlashes useful.

Majority Member believes clients can easily find him/her in the AUSIT directory.

MM believes the AUSIT PD system enhances his/her professional performance and agrees that he/she benefits professionally from attending AUSIT organised events, from materials available on the AUSIT website and from the discussions on the eBulletin.

MM is subscribed to the eBulletin and participates in the discussions, is also subscribed to other AUSIT fora of interest and participates in the discussions there. He/she believes that the eBulletin could be better used to discuss the running of AUSIT.

MM is not sure that AUSIT is as good as other similar professional bodies in other countries, but he/she agrees that AUSIT is playing an important role in representing T&I in Australia to both the private and public sectors.

MM says he/she does not have enough information to form an opinion on whether the AUSIT National Council

is achieving all its declared goals at present and believes AUSIT national and state committees should maintain more open lines of communication and accountability.

MM is not sure that AUSIT has transparent, democratic processes in place and feels that AUSIT decision-makers are imposing decisions on the membership without consulting the members.

MM is of the view that AUSIT promotes the general goals of T/Is in Australia to a small extent. He/she disagrees with the statement that AUSIT has grown too large, and that membership should be a privilege. In MM's opinion, AUSIT should be larger and there are many non-member practitioners who would qualify for membership, from which the Institute would gain strength.

MM disagrees with the statement that all AUSIT members are equal, and that there should be only one membership category. MM believes that members with greater experience and well-established T&I practices should be able to differentiate themselves from the beginners. MM also believes there should be two (or more) membership categories. AUSIT membership should have a meaning beyond implying that someone has NAATI accreditation. Accounting for measurable professional development activities (the PD points system) must be expected from all members, in MM's opinion.

MM's expectations, in order of importance, are that AUSIT:

1. work to increase general public awareness of the T&I profession;
2. work to make the market more discriminating with respect to T&I services;
3. work to make T&I practitioners more accountable for quality and ethical behaviour;
4. collate and provide accurate and up-to-date data on the state of the industry (e.g. current rates, market activity, profitability, trends etc);
5. actively lobby employers for better pay and conditions;

6. monitor the practical and ethical standards of T&I practitioners;
7. engage in the joint negotiation of benefits where there may be economies of scale (i.e. resulting in lower fees/costs to T/Is);
8. actively lobby government offices/employers for the exclusive use of NAATI accredited translators and interpreters;
9. provide support to T&I practitioners who fail to fulfill practical and ethical standards;
10. be empowered to de-accredit practitioners who fail to fulfill T&I standards (after support);
11. hold conferences annually (they are currently held every two years).

MM would be willing to pay more, if in return AUSIT's volunteer leadership would get assistance from a paid executive officer.

This last statement is giving strength to our current National Council, as we believe that establishing a strong infrastructure will allow us to better fulfill our members' expectations.

The feedback indicates that there is much to improve in respect of communication. The survey questionnaire has now been taken off the website, but I intend to place a 'suggestion box' in its place. Several respondents thanked us for ensuring their anonymity, and we wish to continue providing a safe and secure feedback avenue. Thank you to those who filled out the survey.

Annamaria Arnall
Vice President

AUSIT's majority member:

is accredited at the professional level and has been a member for the past 1-5 years

attends PD events sometimes, but does not attend the state or national AGMs

subscribes to the eBulletin and efora and participates in discussions there

believes AUSIT should be larger and that there are many non-members who would qualify for membership

thinks there should be more than one category of membership for AUSIT, believing more experienced members with well-established practices should be able to differentiate themselves from beginners

is in favour of a system where all members record measurable PD activities

feels that AUSIT decision-makers are imposing decisions on the membership without consulting members

finds the AUSIT website is relevant to his/her needs, believing that clients find him/her easily on the AUSIT directory

believes AUSIT membership should have a meaning beyond implying someone has NAATI accreditation

The 'R' word - NAATI revalidation and you

NAATI revalidation is a reality. From 1 January 2007 all new NAATI candidates who are granted accreditation are obliged to revalidate their credentials periodically. Longer-standing practitioners will have an option to 'opt into' the scheme or not.

AUSIT and ASLIA are at present working very diligently to make PD requirements easy to fulfil for any members seeking NAATI accreditation or revalidation and/or aiming to maintain their respective membership categories. In future, AUSIT and ASLIA members may not have to work with two or three different PD log sheets to demonstrate efforts in this area. A common log sheet to fulfil the requirements of AUSIT, ASLIA and NAATI is being prepared, based on the AUSIT log sheet specifically developed for the purpose.

NAATI's new revalidation scheme means that if you are successful in a NAATI test you sit after 1 January 2007, you will be awarded accreditation for three years only. At the end of this period you can choose to apply for revalidation of accreditation or allow your accreditation to lapse.

NAATI says that periodic accreditation and revalidation have been introduced to demonstrate that the T&I industry is 'ensuring practitioner standards are maintained and enhanced' and that revalidated NAATI practitioners 'have a commitment to ethical behaviour' (see below).

What will you have to do to revalidate your accreditation?

NAATI will strongly encourage practitioners who achieve accreditation after 1 January 2007 to apply for revalidation at the end of the three

year period, as they will be promoting this new accreditation as the preferred standard throughout the industry. The NAATI website states that in order to apply for revalidation, practitioners will need to:

- 'a) show evidence of a minimum amount of work in translation or interpreting in accordance with the accreditation (eg. if accredited as an English/Spanish interpreter, you will need to do an average of 40 assignments per year in this language combination)
- b) show evidence of a minimum amount of professional development activity
- c) keep records of (a) and (b) above
- d) make application for revalidation of accreditation at least one month prior to the expiry date of their accreditation.

If revalidation is awarded, it will mean that accreditation will be valid

for another three years, after which a practitioner will need to revalidate again.'

According to Robert Foote, NAATI's Accreditation Manager, the number of assignments required in order to apply for revalidation is based on the amount of T&I work NAATI believes is required for a practitioner to maintain their T&I and linguistic skills. If a practitioner is accredited in a language in which the amount of work is limited, there is a possibility that the practitioner may be able to make up the shortfall by doing assignments on a voluntary basis then having them checked by colleagues, or by completing more PD. These details are yet to be finalised.

Paraprofessionals

Under the new system, Paraprofessional Interpreters and Translators will be given a maximum of two periods of revalidation during which they must attempt to upgrade to the professional level.

If paraprofessionals do not upgrade after the second revalidation period and still wish to maintain a NAATI accreditation, they will have to apply for new paraprofessional accreditation by one of the current methods of accreditation (testing or completion of a NAATI-approved course in Australia).

'Opting in' for practitioners accredited before 1 January 2007

No individual accredited before 1 January 2007 will be forced by NAATI to revalidate their accreditation, since revalidation was not mentioned at the

'NAATI's new revalidation scheme means that if you are successful in a NAATI test you sit after 1 January 2007, you will be awarded accreditation for three years only. At the end of this period you can choose to apply for revalidation of accreditation or allow your accreditation to lapse.'

time they attained their accreditation.

However, NAATI will be strongly encouraging accredited practitioners to choose to 'opt in' to the new system. To do so, applicants will need to complete an application form and supply documents showing evidence of meeting the revalidation criteria and having paid a revalidation fee.

NAATI says there will be a number of benefits and incentives to submit documents within the first two years following the introduction of the new system. Details on these benefits and incentives are still to be finalised.

New applicants and those opting in must also now commit to 'ethical behaviour' commencing from the date of their application. This behavioural component was introduced as part of NAATI accreditation on 1 July 2006, meaning that all practitioners accredited after this date agree to conduct themselves in an ethical manner (as determined by NAATI). Contravention of these ethical standards may result in the loss of accreditation.

Whenever practitioners choose to opt in, they will have three years from the date of their application to produce their documentation for revalidation. According to the NAATI website, practitioners may submit their documentation at intervals of less than 1 year from the date of application, provided the work experience and professional development criteria have been met in the 12 month period immediately prior to application.

If at the end of the 3-year period practitioners are unable to meet the criteria for revalidation of accreditation, their accreditation will lapse unless they make a new application for accreditation by means of one of the methods available (e.g. testing, completion of a NAATI-approved course or overseas qualifications assessment).

Once practitioners opt in to the revalidation system by submitting an application, they will not be able to 'opt out'. If you submit an application for revalidation of accreditation and then do not follow through with the submission of documentation, the

accreditation will lapse three years from the date of application unless you make a new application for accreditation by means of one of the methods available (e.g. testing, completion of a NAATI-approved course or overseas qualifications assessment).

Revalidation of recognised practitioners

All of the above processes and conditions also apply to NAATI recognised practitioners who received their recognition prior to 1 January 2007.

Differences include:

- a) NAATI will introduce a translator stamp for recognised translators which will be valid for the revalidation period.
- b) If practitioners submit an application for revalidation of recognition and then fail to submit documentation within the specified time, the recognition will lapse at the end of the three year period unless accreditation testing is introduced for that language in the interim.

- c) For those who cannot fulfill the criteria for revalidation of recognition, recognition will lapse unless they make a new application for recognition.

Costs

The costs of revalidation are yet to be determined, but Foote says they will not be prohibitive and that where a practitioner is accredited in several languages a sliding scale of payments may be introduced. People are advised to consult with NAATI and keep records of the amount of work done in any languages other than their main one.

According to Foote, in the near future all accredited practitioners will be sent an information package with details of the new revalidation scheme.

AUSIT members are advised to check the NAATI website for details, keep an eye out for AUSIT eflash and eBulletin postings on the subject, and to consult with their branch committees regarding AUSIT's policies on continuing professional development.

For more information, please go to www.naati.com.au.

'Once practitioners opt in to the revalidation system by submitting an application, they will not be able to "opt out". If you submit an application for revalidation of accreditation and then do not follow through with the submission of documentation, the accreditation will lapse three years from the date of application unless you make a new application for accreditation by means of one of the methods available (e.g. testing, completion of a NAATI-approved course or overseas qualifications assessment).'

AUSIT's Board of Professional Conduct (BoPC)

The functions and powers of AUSIT's body for the resolution of disputes are available for all to see on the AUSIT website

The BoPC has been in development for a number of years. It is intended to provide rigorously considered, evidence-based written opinions on matters brought to it that involve disputes, grievances, breaches of the AUSIT Code of Ethics, or other instances of professional practice that in the opinion of the applicant require examination and comment.

The BoPC is still 'in development'. This means that currently the BoPC will receive applications and process them but without any guarantee of completion time, as these matters may also reveal where the procedures we have developed so far need refining, which then requires further work. When the procedures have reached a degree of reliability such that we can confidently predict time to complete a matter we will make a formal announcement to the membership and begin promoting the BoPC more vigorously to the general community of T&I stakeholders and end-users.

It is important to understand, before making an application, what the BoPC can and can't do. Other than the general ability of the Institute to expel

members, the BoPC has no power of enforcement. Its primary function is to provide opinions to both applicants and respondents that may enable the parties themselves to resolve a dispute that may exist, or to better understand the events that have led to the application being made. (A negative finding made by the BoPC in respect of the conduct of a practitioner however may influence that practitioner's eligibility for certain membership categories of AUSIT.)

It is important to note that in any event the BoPC, as a service offered by AUSIT, is primarily concerned with providing members with support and guidance, and would only consider punitive action in the very last resort.

A secondary function of the BoPC is to gather data on the nature of problems confronted or experienced by both practitioners and clients in the T&I industry. This data will then be made available to members in order to promote understanding and awareness of the pitfalls of professional practice, and the development of strategies that will minimise such problems.

So any person making an application to the BoPC must understand and

agree that their matter will have all identifying details removed and be published on the AUSIT website as a case study, provided it is possible to do so.

Before making an application it is also important to note that the BoPC will not deal with disputes for which there are established methods of resolution such as the courts. This would include matters involving allegations of defamation, or non-payment of invoices for example. The BoPC will only deal with matters that require expert knowledge of translation and interpreting, both theory and practice, to resolve.

Please read those matters that we have dealt with, and those applications that were rejected, before you decide to make an application to the BoPC. These and a more detailed explanation of how the BoPC operates are available via a link on the 'home' page of the AUSIT website.

If you would like to apply to the BoPC to have a matter dealt with, please fill out and send an application form, also available on the website, and contact us at: national@ausit.org.

BoPC Guidelines

1. PREAMBLE AND OBJECTIVES:

1.1 Communication is received by AUSIT from time to time expressing concerns, grievances and so on about the practical or ethical conduct of individual T&I practitioners, agencies or clients. This document proposes a method for AUSIT to respond to those issues.

1.2 Neither AUSIT, nor any Board or Panel that it may convene from time to time have, at the time of writing, any power of censure or restriction on the activities of any party to any Matter, other than the ability to suspend or expel a member from AUSIT as provided for under 5.7 of the Constitution. This measure would only be considered after successful execution of all other available measures, and where those measures were deemed insufficient.

1.3 The objectives of the Board are therefore:

1.3.1 To issue considered written opinions on all Matters brought before it, to all parties to a Matter, in a timely fashion.

1.3.2 To further make general comments on professional practice and ethics only insofar as they support the opinions expressed in relation to the specific Matters brought before the Board.

1.3.3 To offer advice and practical assistance to members who are parties to a Matter wherever possible and appropriate.

1.3.4 To compile the results of Matters dealt with by Panels, with identifying details removed, and in a form that is accessible and useful for the further education of all members, the development of training material and the improvement of standards.

2. STRUCTURE

2.1 The Board of Professional Conduct (BoPC) shall consist of at least three people and must include at least one Member of National Council. The Board shall elect a Chair.

2.2 The Board will receive Original Communication detailing complaints, concerns etc and determine whether or not they qualify as Matters.

2.3 Where an Original Communication qualifies as a Matter, the Board shall convene a Panel of at least three, and of an odd number of, people.

2.4 The Panel must include at least one Board member.

2.5 The Panel is empowered by the Board to deal with the Matter to completion.

2.6 The Panel must avoid, wherever possible, including anyone with an interest that is likely to be perceived as being in conflict with the interest of dealing with the Matter in an objective manner.

2.7 All Panel members must sign the BoPC Panel Member Confidentiality and Non-Disclosure Agreement.

3. QUALIFICATION OF MATTERS:

3.1 Where neither the complainant nor the respondent are members or affiliates of AUSIT, fees may be charged for this service. Original Communication must state membership status of parties where this is known.

3.2 Parties may be either natural or legal persons.

3.3 In order to qualify as a Matter all communication that seeks to initiate this process must:

3.3.1 be in writing and the author must be identified.

3.3.2 contain specific and verifiable allegations.

3.3.3 involve issues that require expert knowledge of the practical and ethical demands of translation and interpreting to resolve.

3.3.4 be likely to compel the attention and participation of all parties, and

3.3.5 not be issues more properly dealt with by other means (such as the Courts, ADR and so on)

4. REFERENCE DOCUMENTS:

4.1 Panels may refer from time to time to the AUSIT Code of Ethics and the eBulletin rules.

4.2 Panels may call on or engage experts in specific fields from time to time in order to deal with Matters. Funding of such services to be subject to BoPC approval.

5. GENERAL PRINCIPLES

5.1 All Matters are dealt with in full confidentiality.

5.2 The facts must be less than 12 months old.

5.3 All interested parties are to be given the opportunity to submit information in response to the original communication.

5.4 As BoPC opinions have no binding power they are considered final and further correspondence will not be entertained.

AUSIT National Council February 2007

PRESIDENT	Uli Priester
VICE-PRESIDENT	Annamaria Arnall
SECRETARY	Patricia Avila
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QLD	Ita Szymanska
SA/NT	Claudia Ait-Touati
VIC/TAS	Eva Hussian
WA	Yutaka Kawasaki

New Senior Practitioners

AUSIT National Council takes pleasure in announcing that the following members have successfully applied for and obtained admission to the category of AUSIT Senior Practitioner:

Claudia Ait-Touati (SA),
Pavlinka Georgiev (Vic),
Silke Gebauer (Vic),
Yveline Piller (NSW),
and Diana Rodriguez (WA).

Congratulations on being the inaugural members to be accepted in this prestigious category...! AUSIT hopes to welcome more Senior Practitioners in the near future. The application form

on the website www.ausit.org (click on 'News') contains all the necessary information.

For further details please contact your Administrator at: ausitsouth@ausit.org or ausitnorth@ausit.org

Since publication of the last newsletter the following people have been admitted to AUSIT as members or subscribers:

Jian Chen, Zoe Yun-Chuan Chuang, Marisa Cordella, Ilana Lea Cowan, Didier Giannesini, Loren Leong, Max Victor de Montaigne, Tien Dung Nguyen, Michela Scirru, Virlina Virlina, Rod Wahl

Congratulations and welcome!

T&I partners in crime investigation

NSW Professional Development event, 8 February 2007

Sarah Walls attended the recent PD workshop designed to help increase understanding and cooperation between T/Is and the police force

Few translators or interpreters expect to routinely defend the accuracy of their work in court, but for those who work for the Australian Crime Commission, it's an essential part of the job description. The work ranges from interpreting for interviews to summarising material from telephone intercepts and advising on social, linguistic and cultural issues relating to Australia's ethnic communities. This is of critical importance to the effectiveness of the Commission's investigations.

As the Commission's Translations Team Leader, Steve Elkanovich, told the audience at the NSW branch's February PD event, this work requires not only linguistic skills but also legal and analytical skills. The event, organised by Felicity Mueller for the NSW PD Committee, attracted nearly 50 people and focused on the use of translators and interpreters in law enforcement.

Often, said Elkanovich, material has to be summarised from intercepts so that it is available while it still has intelligence value. And it may need to be defended in court. 'From our perspective, the translation is worthless if the translator isn't prepared to defend it in court,' he said.

The Australian Crime Commission, he said, provides training in giving evidence and is considering also providing training in translation (possibly including translation theory) and basic intelligence and analytical skills. Last year the Commission spent more than \$1.5 million on T&I services. About 80% of the languages used in its work are Asian.

Translators and interpreters are required to have NAATI accreditation or recognition and are paid \$50 plus GST/hour at the professional level and \$40 plus GST/hour at paraprofessional/recognition level, with higher rates for rare languages.

And the demand for T/Is is growing: the Commission expects to soon advertise several positions and seek expressions of interest from translators and interpreters willing to provide their services. Asked what the ACC was doing to protect court witnesses from being put in danger, Elkanovich said that anyone concerned should contact the ACC's security advisor. He later added, 'If we can see the person is at risk and highly identifiable, then we take measures.'

The NSW and Federal Police teams both used role play in their presentations to indicate the type of challenges faced by interpreters working with their services. Judy Saba, senior psychologist and Diversity Workplace Trainer for the NSW Police, was convincing in her role as the victim of an ATM theft while Det. Sgt. Mark Parsons tried to find out what had happened with the help of Arabic interpreter Joseph Abdo.

The role-play triggered lively discussion concerning the seating arrangements, whether an interpreter should use first or third person when relaying what has been said, and the NSW Police instruction to interpreters to interpret what is said 'word for word'. Saba said that the key issues in police interpreting included speed and not talking on top of one another; the method of police interviews, which is based on an initial free narration of events, followed by exploration of particular points in greater depth; and trying to train police officers to avoid jargon by first providing an explanation for a term and only then introducing the specific term.

Veronica Millar and Dr Sandra Hale provided an hilarious example of what happens when the interviewee runs away with the interview and the interpreter falls into simultaneous instead of consecutive interpreting. This raised the issue of who is in control

of the interview. It was concluded that the police must set the pace but the interpreter can stop the interviewee if he or she is speaking too quickly.

In the evening's final presentation, the thespian talents of Miguel Andrade, Team Leader, Special Projects, for the Federal Police, provided considerable entertainment and posed some interesting dilemmas as he played a Chilean being interviewed on arrival at Sydney Airport. Having extracted permission from Federal Agent Angus McGilvray to call his wife in Peru, he promptly pulled out a mobile phone and began speaking in a Chilean dialect that was clearly unintelligible to the interpreter – at which point McGilvray reached across and snatched away the phone, all on AUSIT's training video! Andrade also objected to the first interpreter, obliging the police officer to provide another one. Maria Escribano and Elizabeth Friedman played the interpreters faced with this wily customer!

McGilvray emphasised how important it was to provide a proper interpretation of the legal caution that while there is no obligation to answer questions, anything said may later be used in evidence. 'Everything has to be done properly because it's all recorded for evidence in court,' he said. 'So it's very important that the person understands the caution because otherwise the evidence is inadmissible.'

The evening cast interesting light on the challenges facing interpreters and translators working in criminal investigations. Congratulations to Felicity and the rest of the PD team for a very successful event and the delicious food and drink that accompanied it.

Sarah Walls

Is technology helping translators?

Felicity Mueller took notes at the seminar translation technology by Dr Anthony Pym

Dr Anthony Pym, a professor at the Universitat Rovira i Virgili in Tarragona, Spain, spoke to AUSIT NSW members on 1 December 2006 in the San Francesco Room at CoAsIt, in Leichhardt. He spoke both as a translator who has used translation technologies extensively and as a humanist. It is sometimes difficult to reconcile the two.

Non-translation technologies useful to translators include electrical memories, spellcheckers, email (discussion lists are very helpful), Google, Skype (for talking to colleagues internationally) and Web tools.

Translation Technologies refer to machine translation, translation memories and localisation. While machine translation was the focus of interest in the 1970s and 1980s, translation memories became more prominent in the 1990s. The translation industry around the world is growing at the rate of 5-7.5% per year. Even though English is a dominant language and translation technologies are continuing to grow, translators have no need to fear.

Are translation technologies helping or hindering translators?

Translation competence is the ability to generate a series of viable target texts for a pertinent source text and the ability to select one from this series quickly and with justified confidence.

The tools help with the generation of alternatives. Do they also help with selection? Merely using a term because it is in there is not translation. There is therefore a fundamental asymmetry.

Most translations for which translation technologies are used are based on the idea of reuse, which is a different notion of translation. Texts for translation of a website, for example, the Dragon Naturally Speaking website, are actually compilations of chunks, with the same phrases combined in slightly different ways. They are non-linear texts which are not translated in a linear way.

The text reuse technology is influencing technical translation. There are no sources – most of the work involves translating small chunks of text which are updates. This is dehumanised work, as there is no narrative. As a humanist, Dr Pym expressed doubts as to where this was leading.

Suggestions for starting with translation technology.

1) Tools such as Trados, DVX, Déjà vu, Transit and SDLX are useful.

2) Demo versions can be downloaded free on Google.

How to approach this:

1) Choose a direction

2) Ask around

3) Use online resources (demo, tutorials)

- 4) Give the technology a reason
- 5) Exploit the legal voids
- 6) Use discussion groups for each tool
- 7) Persevere for three months

The ownership of memory.

Who owns the memories in the case where a translator has worked on a large project and has contributed to building up the memory? Some translation companies keep the memories on a server to which the translator has no access. This can lead to difficult situations; for example, in one case a translator was unable to correct historical errors in a video game about ancient Rome.

Localisation is regarded as donkey work. After some years, gifted translators move into other areas such as advertising, project management and desktop publishing. Translation in Europe is becoming a narrow field of activity.

Technology can be used to exploit translators or to help them. Dr Pym predicted that individual translators will still be required in 30 years time and that there will be a demand for localisation while multinational companies continue to sell. The dominance of English will continue, but Chinese will become the lingua franca in the region.

Anthony Pym's website contains information of interest to translators: <<http://www.tinet.org/~apym/welcome.html>>

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Don't be embarrassed, be prepared - in any language

Sue Jollow's teaching experience led her to compile her own translation glossary of 'colourful' language - something all T/Is encounter

'Rude' language encompasses a whole range of linguistic and communicative phenomena, from swearing, abuse, blasphemy and religious profanity, to body parts, excretory functions and sex. The degree of unacceptability and offence which might be taken differs through different situations, cultures and sub-cultures, and between individuals.

To state the blindingly obvious, interpreters are people, not machines. Interpreters work in a unique interface of the personal and the professional where other people's words and all the accompanying emotions, opinions and the like must publicly issue forth from the interpreters' own mouths or hands. When either party being interpreted for uses socially proscribed, abusive or simply embarrassing language, the interpreter can feel extremely uncomfortable on top of the difficulty in the lexical task of finding an equivalent expression in the other language. Nevertheless, it is essential and incumbent on interpreters to develop both the linguistic and psychological resources to handle such occasions. Although not 'on the spot' to the same

'...the passion of someone's utterance, the fact that for some reason they are breaking or ignoring social taboos and restrictions about word choices, is in itself an inextricable element of the original message we have no right to make unavailable to the other party.'

degree, translators also need these skills.

First and foremost, to accurately interpret or translate and to neither alter, embellish nor omit anything from the message communicated is a professional requirement firmly established in the AUSIT code of ethics. We are not involved in a personal communication; what is said belongs completely to the clients. And the passion of someone's utterance, the fact that for some reason they are breaking or ignoring social taboos and restrictions about word choices, is in itself an inextricable element of the original message we have no right to make unavailable to the other party.

You might think this will never concern you as you don't do court or police work, arenas in which we might well expect to hear more rough language or have to deal with sexual matters, but as we probably have all experienced, language can go in all kinds of unexpected directions in any arena.

Examples can include:

- * Education settings which include giving students advice against risk-taking sexual behaviours;
- * Immigration-related hearings or documents which may touch on the torture or abuse of an applicant or of someone in their former community, including rape and the use of excrement;
- * Some public health awareness campaigns; e.g. AIDS prevention, and prostate or bowel cancer awareness which entail discussion or publication of some very specific body and behaviour details;
- * Dementia is dramatically on the increase and can manifest in different ways; e.g. previously calm, reserved people can lose social inhibitions, perhaps becoming abusive or extremely sexually active or flirtatious. Glossing

over details of such behaviour or toning them down will not help a doctor familiar with a particular patient's history to appreciate their degree of deterioration;

* A common symptom of Tourette's syndrome is that sufferers involuntarily use foul language even though they would never do so otherwise;

* Incontinence is a common problem, the incidence of which increases with age, and sometimes occurs as a side effect of medications or cancer treatments. Hospitals and GPs frequently use terms such as 'plumbing' or 'waterworks' to refer to the excretory systems. I often hear these terms in radio health discussions; interpreters must recognise a whole range of such phrases, and feel absolutely confident about how to neutrally convey all the details the patient describes;

* Simple 'life rage' - the frustration or despair people sometimes express when they feel unfairly treated. It is not an interpreter's or translator's place to protect that client or facilitate the exchange between people by censoring either party, no matter how well-intentioned the T or I may be. We might personally consider it highly immoral to use some expressions, but toning down what clients have said is in a sense 'stealing' that person's words from them. Clients are independent people - we have no right to infantilise or patronise them.

About seven years ago I taught an English support subject to people doing the evening Diploma of Interpreting course leading to a paraprofessional interpreter qualification for successful candidates. One night a Vietnamese student asked me to provide the class with a list of words for bodily excreta and similar, as she had felt unable to tell her daughter an appropriate English expression for the dog droppings they had encountered in a

park. We all laughed sympathetically when someone else asked: 'Can we say "human droppings"?'

This was the genesis of a booklet I wrote entitled *Don't be embarrassed, be prepared!* designed to list a range of acceptable and unacceptable terms dealing with body parts and excretory functions across a range of registers and commonly met situations, including abusive ones, and it explained how I as a local native English speaker would decode them in various contexts. It was written in a down-home rather than scholarly style and definitely not comprehensive, but the approach reflected that 'a translated text is not merely a string of dictionary equivalents, and that the relationship between languages and cultures is far more complex than can be expressed by lexical equivalents.' I describe needing to define and explain words as 'part of the linguistic and cultural background in which they are embedded'.

'Sue's Rude Words Glossary', as my list was nicknamed, was generally much appreciated, and always initiated a lot of discussion. Many times students asked whether they had to actually use coarse language or swear if a client did so, whether they could simply report this, what should they say if one client abused the other, etc. I always strongly advised against reporting rather than reproducing what was said. As I understand it, reporting what a witness says in a court effectively makes their interpreted evidence anecdotal and therefore unacceptable under the strict requirements of our laws. And a judge or magistrate may insist on a direct 'word for word' [sic] interpretation.

My sympathetic advice is that old adage: 'Be prepared!'

Footnote: Marita Quaglio recently posted a pointer to a fascinating book by Ruth Wajnryb called *Language Most Foul*. It's a fascinating and entertaining study of the use of 'dirty' words and swearing.

Wordfast discounted group buying deal

Claudia Ait-Touati organised a discounted group purchase of licenses for this popular CAT tool

As a result of the very generous offer by Yves Champollion of Wordfast, AUSIT was able to offer the Wordfast CAT-tool to its members at the greatly reduced price of \$220. Over 30 members made took up this fantastic offer. Most of the buyers have now downloaded the software and are ready to go. It seems a bit daunting learning to cope with another new piece of software, but rest assured, once you learn the basics, you'll also learn to love the software. Not only does Wordfast save a tremendous amount of work and time, but the program also prevents a lot of typos and thus reduces proofreading time.

Nonetheless, there will be an increased need for Wordfast workshops and AUSIT hopes to provide these by

another new technology: the 'webinar', a fairly new concept which allows you to attend workshops from your own computer. Users will be sent more information on this as soon as we have everything organised. I will also try and visit some cities for 'live' workshops at the beginners level, but again this will depend on organisational issues and will be announced well in advance.

We hope to be able to have another great offer for you soon. Please check the AUSIT website regularly. I would also like to thank all people involved in organising this offer, particularly Yves Champollion, Georges Mayes and Bradley Dawson.

Other AUSIT state office bearers

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Chair	Malcolm Leader
Secretary	Ursula Hoffmann
Treasurer	Tarja Karjalainen
PD Coordinator	Malcolm Leader
NAATI RAC	Carole Aubury

NSW

Chair (acting)	Andrew Bean
Secretary	Stephen Houston
Treasurer	Hania Geras
M'ship Sec.	John Yang
PD Coordinator	Hania Geras
NAATI RAC	John Yang

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PD Coordinators	Sarina Phan Brad Paez
NAATI RAC	Chris Poole

WA

Chair	Yutaka Kawasaki
Secretary	Michele Dreyfus
Treasurer	Diana Rodriguez
Liaison with WAITI	Ella Davies
PD Coordinator	Annamaria Arnall
NAATI RAC	Michele Dreyfus

All these people's contact details are available from the AUSIT website.

Branch news

Victoria/Tasmania

As I sit here reflecting on my past two years as the Vic/Tas Chair, it is hard to separate out all the activities we've carried out and the things we've accomplished. One of the highlights of last year was the joint AUSIT/Monash University conference – a source of great learning, enjoyment and collegiality. The feedback we've collected has been very positive and, as with every event that we've run, we have learned a lot. It was very encouraging to see representatives of government, law-enforcement agencies, service users and interstate and overseas delegates attending this worthwhile event. Major private language service providers were notably absent from the conference. This, in my view, is yet another unfortunate show of a lack of commitment by agencies to the industry they base their businesses on. This issue was commented on by several participants, including government representatives.

Another high point of last year was the Jill Blewett Memorial Lecture, delivered by the charismatic and very funny author Arnold Zable. This glamorous event was attended by several dozen people who all sat and listened transfixed to Arnold quoting Yiddish curses and swear words.

Those that selflessly contribute to AUSIT seldom get the recognition they deserve, so it was with great pleasure that I presented an Honorary Award to our Treasurer, John Crone. Those who know John don't have to be convinced

he is a well-deserving recipient of this prestigious award. The AUSIT Excellence Awards are going national this year and a sub-committee has been busily working on the details. I am very excited at the prospect of the ceremony being held in Sydney and encourage everyone to consider submitting an entry. This event is very close to my heart as it grew from a humble idea, hatched in my very own lounge room, to a fantastic event that has lifted our morale and visibility. But the idea alone is not enough, and it was only thanks to people like Kate Ritchie, Silke Gebauer, John Crone and Sarina Phan that it came to fruition. I'm very pleased to see it being taken to another, national level.

AUSIT is a professional association and has an enthusiastic team at its helm, both at national and branch level. We are an organisation funded entirely by membership subscriptions. It is a considerable challenge to run an organisation such as this without proper funding but it helps us remain independent and autonomous. At the branch level, we recognise that not much can be done without money; there is only so much we can expect volunteers to do. Last year we sought funding from the Victorian Office of Multicultural Affairs and were generously given a grant to assist with our professional development activities. This, in turn, has enabled us to improve the quality of presenters, venues and catering. The state government seems to be very committed to improving

the provision of language services in Victoria and we have tried to reciprocate by serving on various advisory boards and committees through which we are able to channel information to the government from our members.

On another note, we are very pleased to have received and supported several Senior Member applications. I encourage others to apply, as it not only gives you access to the highest membership category available, it also forces you to take stock of where you may be heading as a professional interpreter or translator and how you stack up against the set of stringent criteria for the Senior Membership category.

The committee structure is strong, and each year we have worked on a set of defined and achievable priorities, as set out in our planning meeting, conducted at the beginning of each new committee's term.

This year's committee has directed its focus to issues that need immediate attention. In order to prevent our resources from being spread too thin, the committee has decided to be more effective by limiting the number of issues to work on. The issues that top our agenda in 2007 are as follows: promotion, raising AUSIT's profile and establishing partnerships with industry stakeholders.

Interested in getting involved? AUSIT Vic/Tas Branch offers opportunities to participate in professional development programs, as outlined in our PD calendar on the AUSIT website. The state branch committee meets on the second Tuesday of every month at 6.00 p.m. at RMIT in Melbourne. These meetings are open to all members and I invite you to attend as an observer. Feel free to e-mail us at victas@ausit.org to confirm meeting details or if you have new ideas or questions about upcoming events. Let us know what we can do to serve you better. Hope you can join us!

Eva Hussian
Vic/Tas Branch Chair

'Last year we sought funding from the Victorian Office of Multicultural Affairs and were generously given a grant to assist with our professional development activities. The state government seems to be very committed to improving the provision of language services in Victoria...'

Western Australia

WA Branch started the year with a greatly strengthened committee. A very warm welcome to our new members Andy Bell, Bradley Dawson, Patricia 'Trish' Will and Rod Wahl. Due to Annamaria's elevation to the post of national Vice President, Michèle becomes our sole Secretary and, subject to national adoption of the new membership admission policy, Trish will become the Branch Membership Secretary. Rod is our new associate member representative while Andy and Bradley, who live in Albany and Geraldton respectively, will provide us with regional perspectives. Contact

details are available on our website, so please feel free to contact any one of us if you have any queries or opinions.

We have also embarked on the new experiment of a paid PD coordinator. Dean Jennings is a member who contributed greatly in the preparation of November 2006 PD session. He is now planning the first PD session of the year, 'Using Your Voice' in March 2007.

'Legalese' is one of the most requested subjects in our PD needs surveys and we are very pleased that this year UWA Extension is offering a course (in conjunction with AUSIT") titled 'Legalese

For Translators'. This is an idea first proposed to UWAE by Annamaria more than six months ago. We anticipate a strong interest among our membership as well as larger professional sectors for this course.

As I said in the beginning, this year we have a refreshed, dynamic team willing to take us forward in 2007. So please get involved: contact any of your committee members with your thoughts, questions and suggestions.

All the best,

Yutaka Kawasaki
WA Branch Chair

Is the Packard an alternative patron saint? NSW member Paul Sinclair snapped at our Patron Saint's day in Sydney. The car is a 1954 Packard.



Invitation to attend the 2008 XVIII World Congress of FIT

Dear colleagues,

As the host of the XVIII World Congress of FIT, the Translators Association of China (TAC) warmly invites you to attend this grand educational and networking event for translators and interpreters around the world. The XVIII FIT World Congress will be held in Shanghai, China on 4-7 August 2008, right before the Beijing Olympics.

The Congress will be staged at the Shanghai International Convention Center, a modern five-star hotel just next to the Oriental Pearl TV Tower a Shanghai landmark on the bank of the beautiful Huangpu River. The theme of the Congress is 'Translation and cultural diversity'.

Founded in 1982, the Translators Association of China (TAC) is the only national association in the field of translation in China and comprises individual members from throughout China. TAC joined FIT in 1987 and a number of its representatives have been elected FIT Council Members.

If you are interested in attending the Congress or want to know more about it, please fill in the pre-registration form at the website address <www.fit2008.org> and send it to us by mail, e-mail or fax. We will then be able to provide you with more detailed information and send you updates about the Congress. With your help and support, we are confident that the

2008 Congress will be a worthy and memorable experience for all participants.

For more information about the Congress, please visit the website address mentioned above, where you will find the first announcement and call for presentations. Please note that the deadline for the submission of abstracts is 30 September 2007.

Thank you for your attention; we look forward to hearing from you!

Huang Youyi
Vice President, FIT
Vice President & Secretary General,
TAC



AUSIT WA's end of year 'laugh in'



ABOVE: Clockwise from left - Janni Goss, Rod Wahl, Kathy Fenner (obscured), Edward Chin, Mietka Gruszka, Michela Clavenzani-Wilkins (big smile at front).

LEFT: From left - Annamaria Arnall, Edward Chin, Mietka Gruszka, Mr. Gruszka, Janni Goss, Iby Marian.

BELOW: Letting it all out.

BOTTOM: From left - Michele Dreyfus, Annamaria Arnall, Yutaka Kawasaki, Diana Rodriguez-Losada

Diana Rodriguez-Losada and the WA branch laughed themselves healthy at the branch end of year event

After a year of working very hard and stressful assignments that left us with little time for socialising, on Sunday 10 December the AUSIT WA team, some members and partners took the opportunity to get together at the Tresillian Community Centre in Nedlands. This was a lovely venue with the right ambience to have a good laugh, catch up with friends and meet some unknown faces whilst indulging in some home-made tapas.

A good laughing fit, the anticipation of laughter, or even 'artificial' laughter are all equally immensely beneficial to a person's health, as the brain can't tell the difference between fake and real laughter. Researchers have found that the benefits of laughter are similar to exercise in having a positive effect on the cardiovascular system, blood pressure and lowering stress. In view of



all these wonderful bonuses, we asked Janni Goss, a laughter yoga expert, to come along and introduce us to this wonderful experience .

Janni took us on a trip to many imaginary destinations (such as riding a motor bike or doing the *haka*) to rediscover the joys of laughing together, no matter how silly it might appear to any outsider walking by. Just have a look at some of our photos....

