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MONASH FORUM:
 victims have a
 right to understand
 and be understood

**RISKS IN
 TRANSLATION:**
 how to manage
 them

**McGILVRAY
 RECOGNISED**
 for services to the
 profession and the
 community

In Touch

Autumn 2016
Volume 24 number 1

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Cover image

A poster for the 1977 film of Vincenzo Cerami's 1976 novel, *A very normal man* (see pp 10-11)

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2016 AUSIT national mini-conference

The AUSIT national mini-conference is a forum where professionals from various fields, industry practitioners, linguists, academics, agency owners and project managers, trainers and others discuss issues pertinent to translation and interpreting, and the various specialisations, approaches, tools, and technologies involved in such activities.

The 2016 meeting to be held in Melbourne coincides with AUSIT's awareness-raising year, which aims to raise public awareness of the translating and interpreting profession. The theme of this mini-conference is practice, research and publics. It will give participants the opportunity to interact on issues related to practice, research, and translation and interpreting in the public space.

This conference, like its predecessors, is a comprehensive and exciting event where new ideas are generated, disciplinary boundaries are crossed, and knowledge about research and practice in translating and interpreting is shared. AUSIT is proud to host an industry event where delegates and sponsors can meet new people, broaden their horizons and, above all, show their support for the work of T&I professionals, who are indispensable to crossing cultural and linguistic hurdles on a daily basis and at every level of life in our global village!

Date and venue

The conference will be held on Friday 18 and Saturday 19 November 2016 at Monash University Caulfield campus. Friday's program will be packed full of insightful presentations relating to the conference theme. The annual Jill Blewett memorial lecture and national AGM will be held on the Saturday. We look forward to seeing you in Melbourne.

Call for papers

The AUSIT 2016 mini-conference organising committee will be now inviting translation and interpreting scholars as well as practising translators and interpreters to submit proposals for this national and international gathering of people interested in interpreting and translating.

Proposals for individual papers should be submitted as abstracts of 250 words. Presentations on all aspects of translation and interpreting are welcome. However, priority will be given to papers that address the following topics on the new developments in translation and interpreting:

- [T&I practice and the public sphere](#)

Interactions between T&I practitioners/researchers and their publics (including dissemination of (mis)information, feedback mechanisms, knowledge and know-how transfer, partnerships between practitioners and academics).

- [Politics and ethics of T&I studies](#)

- [T&I studies and migration](#)

- [Transcreation, new media and the 'medial turn' in T&I studies](#)

Demands in the workplace and alternative T&I practices (such as translation into a second language, relay and/or collaborative translation, intralingual translation, nonstandard career pathways).

- [Problems and prospects in T&I education and training](#)

- [T&I technologies](#)

To submit proposals, please visit the conference website at www.ausit.org/AUSIT/Events/National_Miniconference_2016.aspx, or <https://easychair.org/conferences/?conf=2016anmc>. If you have any queries, please email natminiconf@ausit.org

Submission of abstracts closes on 15 July 2016.

McGilvray recognised for contribution to the T&I community

Annamaria Arnall offers her congratulations to Barbara McGilvray, who was awarded a Medal of the Order of Australia on 26 January 2016 for services to the community, particularly as an interpreter and translator.

“Barbara has demonstrated exceptional personal qualities in her commitment to the T&I profession and to AUSIT for over 30 years,” said Arnall. “She is a humble and gentle person, always seeking to assist wherever she can; she has no desire to be lauded for her efforts yet continues to strive to better the lives of others and the opportunities to which they have access.”

Australia’s history of immigration and multiculturalism has made it a country of diverse backgrounds and languages. T&I services are vital to ensuring adequate communication between ethnic communities and relevant service providers in our community, and to achieving the objective of equal access to services for all Australians.

McGilvray’s award placed particular emphasis on her contribution over 30 years as a practitioner, educator and volunteer, in addition to supporting the federal and state governments through the National Accreditation Authority for Translators and Interpreters (NAATI). The nomination praised her behind the scenes work to help meet AUSIT’s goals, often at the expense of her own career as a literary translator.



Barbara McGilvray

McGilvray was recognised for five areas of achievement:

Contribution to government language services

In 1973 the federal government set up the Translation and Interpreting Service (TIS, originally the Emergency Translation and Interpreting Service) to provide 24-hour interpreting for all Australian residents. In the early 1990s, she volunteered her time to run induction courses and work as a consultant to TIS. She also promoted professionalism and competence in T&I by participating in interpreter selection committees at the former NSW Ethnic Affairs Commission. She has always been an advocate for employment of qualified practitioners, rather than

people who may be bilingual but have neither knowledge of T&I techniques nor an in-depth understanding not only of the two languages but also of the two cultures involved.

McGilvray played a key role in the lead-up to the Sydney Olympics in 2000, working with the Sydney Organising Committee for the Olympic Games. From 1998 to 2001 she was a member of the consultancy group set up by Language Australia at her suggestion, providing advice and information to SOCOG in planning and organising language services for the Sydney Olympics (which included promoting NAATI accreditation and accredited practitioners).

Contribution to T&I accreditation and testing

In the early days of NAATI, McGilvray was one of a group of translators and interpreters who contributed advice about setting up testing and accreditation. She has been a longstanding member of the NAATI state advisory panel (now regional advisory committee) and a member of two of its language panels for two decades. Most recently she has represented AUSIT on NAATI’s professional reference group. She is currently chair of the Italian panel for accreditation tests, a position held for the past decade, and has been a member of the English panel since 2003. McGilvray has also acted as a facilitator for NAATI examiner training sessions.

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McGilvray recognised (continued)

Contribution to the T&I profession nationally and internationally

McGilvray was a founding member of AUSIT when it was established in 1987. She has represented AUSIT in liaison with relevant outside organisations including NAATI, the National Languages and Literacy Institute of Australia, tertiary training institutions and language service providers.

McGilvray is a translator and has specialised in literary translation; she has a love for writing and is a skilled writer. She has written countless articles for AUSIT's quarterly newsletter *In Touch*, and authored *AUSIT kicks up its heels*, a history of AUSIT's first 25 years, published in 2012. She has contributed her proofreading and editing skills to newsletters, policy documents, surveys, submissions, the revised AUSIT code of ethics, and promotional and educational materials. McGilvray was the first AUSIT member to be made an AUSIT fellow. AUSIT places great importance on professional development in T&I, and to this end McGilvray has been a member of the NSW professional development committee, which promotes best practice and develops new and innovative training opportunities such as seminars, panel discussions and workshops.

In addition to her national influence in T&I, McGilvray has worked with colleagues to raise international awareness of Australia's T&I activities by encouraging AUSIT representation at the 1993 International Federation of Translators (FIT) international congress and in support of AUSIT's successful bid to host the FIT congress in Melbourne in 1996.

Contribution to higher education in T&I

McGilvray's quest to promote the T&I profession as well as quality in training courses has shaped the development of the industry and university-level courses in Australia. McGilvray has conducted preparation courses and seminars for NAATI accreditation for many years at UNSW and Macquarie University, where she also dedicated her own time to writing course materials. She taught translation at UWS from 1992 to 1996, and has supported Monash University's T&I courses and events. In addition to her teaching, she has also been invited as an external consultant for reviews of the NSW TAFE interpreter courses. Her 1992 Sydney University master's thesis on NAATI and accreditation in Italian earned a distinction, and she was nominated for a NAATI accolade in 2007 for her outstanding contribution to the T&I profession.

Contribution to culture and the arts

McGilvray has been an assessor for Italian with the Literature Board of the Australia Council, as a long-time member of AALITRA (Australian Literary Translators Association), and as a founding member of Sydney PEN's translation committee.

Through her literary work McGilvray has greatly increased cultural understanding between Australia and Italy in particular.

Some of McGilvray's published translation work, such as cookbooks and a classic text on economic theory, has received favourable reviews, and there has been praise for many translations both in Australia and abroad (Italy, UK, US), including film script translations and articles in academic journals.

Her essay translations for the catalogue of a Morandi exhibition at the AGNSW in 1997 were subsequently used for an exhibition at the Tate Modern in London. Raff Wilson at the Sydney Symphony wrote of McGilvray's translation of program notes by Michele Campanella for his Sydney recital in 2006: "Barbara, I think this is a fantastic translation of a very dense text. Thank you for making it ... Michele's level of discourse is extremely high! But I feel that what he says opens some important doors, and am very happy with what this article will bring to the [Australian concert] experience."

This well-deserved award comes after McGilvray was nominated in 2014 at the initiative of Annamaria Arnall. Arnall sought to see McGilvray recognised for her pioneering role in supporting the establishment of translation and interpreting (T&I) services in Australia.

Current AUSIT president Sandra Hale said of McGilvray's pro bono contribution: "She has inspired others with her integrity, determination, diplomacy and persistence in pursuing AUSIT's interests. Her energy, commitment and active involvement in promoting AUSIT professional development events for its members for T&I across all sectors is outstanding.

She has worked both in an unofficial capacity and as an elected office-bearer on state and national level committees, drawing on her negotiating, troubleshooting and liaison skills during AUSIT's growth."

***Annamaria Arnall**, who initiated the nomination of McGilvray, is the immediate past president of AUSIT. She also thanks other longstanding AUSIT members Adolfo Gentile, Moreno Giovannoni, Terry Chesher, Felicity Mueller and executive officer Daniel Muller for their assistance in providing input to the nomination, and to Nicola Savage for preparing the submission.*

Past T&I award recipients

Barbara McGilvray is the most recent of several recipients of national honours for their work in translating and interpreting. These include:

Translators

Josef KOLMAJER, Medal of the Order of Australia, 1987, for service to the community, particularly as an interpreter and translator

Philipp SCHERER, Medal of the Order of Australia, 2000, for service to the Lutheran Church in Australia, and to the indigenous people of Central Australia as a linguist and translator

Paul ECKERT, Medal of the Order of Australia, 2001, for service to the Pitjantjatjara people as a linguist, translator and literacy specialist and through the development of vernacular materials for bilingual education

Iris LOVETT-GARDINER, Member of the Order of Australia, 2003, for service to the indigenous community as founder of the Aboriginal Community Elders Service Hostel in Melbourne, and through translating and documenting the generational stories and history of the Kerrup-J-Marra clan from the Lake Condah Mission

Interpreters

Kabua GAIRO, British Empire Medal (Civil), 1963, interpreter of the PNG Supreme Court

Kora KABUA, British Empire Medal (Civil), 1971, for service as court interpreter at Port Moresby, PNG

Sunai UKIOK, Order of the British Empire – Member (Civil), 1974, government Interpreter in Papua New Guinea

Beibe MOHA, Order of the British Empire – Member (Civil), 1975, government Interpreter in Papua New Guinea

Pam SPICER, Australian Sports Medal, 2000, volunteer interpreter who accompanied Australian team to DWG, Christchurch 1989 and Sofia 1993

William EDWARDS, Member of the Order of Australia, 2009, for service to the Indigenous community as an interpreter and through the recording of the languages and culture of the Anangu people of central Australia, to education, and to the Uniting Church in Australia

Related

Maximilian BRÄNDLE, Medal of the Order of Australia, 2000, for service to education, particularly as director of the Institute of Modern Languages, to the community through NAATI, and to multiculturalism

Carla ANDERSON, Member of the Order of Australia, 2015, for significant service to people who are deafblind, through advocacy, support and service delivery roles, and to interpreter training

For a full list, including many others with awards related to languages, see www.itsanhonour.gov.au/index.cfm

Spain looks to Australia and Canada

Jim Hlavac and Denise Formica talk to Professor Maribel del Pozo Triviño from the University of Vigo in Spain during last year's Monash University forum on domestic violence and interpreting.

Tell us a little about yourself. How did you come to be a translator and interpreter?

MPT: I always liked languages and travelling, so when I finished secondary school I went to Ireland to improve my English, where I also took Italian and French as part of my university degree.

After graduation from Ireland, I returned to Spain where I began to work as an English teacher. Many of my students were doctors, lawyers, business people ... and many times they asked me to translate different types of documents. On many occasions they also asked me to interpret during business meetings and visits. I also translated documents and did interpretations for retired Spanish immigrants who requested a hand with understanding and complying with the bureaucracies. I loved helping people and I found that helping them to communicate was most rewarding.

So I was already working as a translator and interpreter before having any formal training. One day I read that the University of Vigo was starting a degree program in translation and interpreting and I decided to sit the entrance exam. I passed and then completed my second university degree. It was fascinating!

At the same time, my translation and interpreting clients were increasing and I set up a translation and interpretation agency that is still running today.



Maribel del Pozo Triviño

You're based in Spain. Spanish is a major world language. Spain has a tradition of cultural and linguistic contact with the rest of Western Europe, and translation and interpreting services from and into French, Portuguese, English, Italian and German have a long history. At the same time, Spain has become, in recent years, a country to which people from Latin America, Eastern Europe, North Africa, the Middle East and South Asia migrate. Tell us a bit about translation and interpreting services in contemporary Spain?

MPT: Translation and interpreting needs have changed a lot in Spain over the past two decades. On the one hand, there is a constant need for translation and interpreting for the world of business related to the different fields with international dimension such as tourism, the automobile industry, fisheries and shipbuilding. In these fields the main demand is into English

but there are also translation and interpreting needs into other languages like French, German, Portuguese or Italian.

On the other hand, there are the translation and interpreting needs brought about by the influx of immigrants into Spain since around the year 2000. The linguistic map of Spain today includes languages such as Arabic (especially from Morocco), Romanian, Bulgarian, Polish, Chinese, Wolof, Urdu and Hindi, among others.

Since Spain does not have a very coherent migratory policy and things are left to improvisation, we are faced with lots of problems, including the lack of quality translation and interpreting services in these languages in the public services.

Australia pioneered the establishment of a system that advocates the right of NESB immigrants and citizens to interpreter services. Your Australian visit has allowed you a personal perspective on this country's efforts in the field of interpreting. What features of this system would you like to see implemented in Spain and the EU?

MPT: I have always considered Australia and Canada as good examples of countries with solid integrating migratory policies which include the consideration of linguistic rights as essential to make other rights effective, such as the right to information and the right to a fair trial.

My visit to Australia has helped me to see that this is a reality, not only a good intention contemplated in the legislation. In Australia, translation and interpreting are provided to those who need it in all public services. This would currently be a dream in Spain, where the right to free translation and interpreting is only considered in police and legal settings, and even in these fields the activity is not regulated and on too many occasions the work is done by unprofessional and unqualified interpreters.

At the recent domestic violence and interpreting forum organised by Monash University, there were expert opinions presented by professionals from the police, the legal and medical fields who deal directly with victims of domestic violence. The information revealed there are things we need to improve on in the current Australian system. How do you think the EU and/or Spain might plan to avoid the problems encountered by professionals in Australia (including interpreters) working in the legal, health and social welfare sectors with victims of domestic violence?

MPT: I think the only way to improve communication between experts, such as police, doctors, psychologists, lawyers and the victims of gender-based violence, is through training. And the same principle applies to interpreters; they too need training in order to be able to assist the victims of this atrocious crime in the best possible way. We must understand that service providers and interpreters form a team, and a team cannot work efficiently unless all members receive specialised training in communication with gender violence victims.

The lack of expertise and training of a person assisting a victim of

‘I have always considered Australia and Canada as good examples of countries with solid integrating migratory policies which include the consideration of linguistic rights.’

gender violence can have devastating consequences on the victim. They end up losing all faith in the system when faced with unprofessional behaviour.

Through the extensive research carried out by SOS-VICS we have identified many areas that require specific training when assisting victims of gender violence. These areas include, among others, law, psychology and social work. These are vast areas where interpreters not only have to be familiar with the protocols and understand the terminology but also be very aware of the aim of each interaction with each expert, because that will many a time determine the way in which the interpreter should act.

The SOS-VICS project undertaken by you and your research partners surveyed the opinions of interpreters regarding specific aspects of formal training programs for gender violence workers. Do you have a personal opinion on training/strategic priorities and have they been influenced by your Australian visit?

With respect to strategies for training, we have created a manual and website for interpreters with a lot of resources for self-learning, and we have also organised three workshops so far.

We are aware that one of the best strategies for training is working with professional interpreters, something that is not very easy to organise for various reasons such as confidentiality, or introducing a fourth person in the interaction.

My visit to Australia has helped me to confirm that many interpreters who have been assisting victims of gender violence are quite aware of their need for specialised training. They have been thrown into the deep end and they are not sure whether they are always swimming in the right direction.

I would like to finish this interview by congratulating Monash University, and especially Jim Hlavac, for organising this very necessary and relevant event on domestic violence and interpreting. I also want to thank them for inviting me to participate in such a wonderful event which gave me an opportunity to learn so much about all the wonderful work you are doing in Australia to make community or public service interpreting truly professional.

Victims have a right to understand and be understood

Monash University recently held a two-day interdisciplinary forum to bring professionals, stakeholders and policy analysts in the field of domestic violence together with interpreters so all groups can learn about each other's perspectives, reports **Jim Hlavac**.

The forum, held at Monash University's city campus on 24-25 September, addressed an issue that is commanding greater attention in the media, in government policy decisions, and in the volume and type of work that many interpreters engage in.

The two-day event, *Domestic violence and interpreting: a national forum*, was organised by Monash's Translation and Interpreting Studies (TIS) program. It brought to Australia a leading T&I researcher, trainer and practitioner who led a large-scale and world-first study on domestic violence and interpreting; and brought professionals, stakeholders and policy analysts together with interpreters so all groups can learn about each other's perspectives.



Increased awareness

Recent events have heightened awareness of the incidence and consequences of domestic violence: the death of Luke Batty and the naming of Rosie Batty as 2015 Australian of the Year; the Federal Government's national plan to reduce violence against women and their children with funding of \$119.5 million for 2014-2018; the appointment of Australia's first ever Minister for the Prevention of Family Violence in Victoria, Fiona Richardson, late in 2014; and the first appointment by any police force of an assistant commissioner for family violence command by the Victorian Police in March 2015.

There are now higher rates of reporting the incidence of domestic violence and a greater demand for services for the victims, their families and for the perpetrators of domestic violence. There are greater numbers of intervention orders, higher demand for social services such as emergency accommodation and welfare provision, and an increased rate of referrals for counselling for victims of domestic violence, for other family members, and for the perpetrators of domestic violence through anger-management therapy.

Domestic violence intersects with the three sectors in which Australia-based interpreters work the most: general healthcare and mental health; the judiciary and the police; and social welfare. While these sectors are represented in T&I university courses and PD courses offered in this country, domestic violence is an issue that both intersects with and remains distinct from these other sectors. There are physical, emotional, legal, welfare and procedural aspects about domestic violence that determine the specific interactions that interpreters work in and the specific forms of discourse that interpreters need to work with.

High profile presenters

Senator Concetta Fierravanti-Wells, then Assistant Minister for Multicultural Affairs and Parliamentary Secretary to the Minister for Social Services, opened the forum. It was also addressed by Matthew Ryan, operations superintendent of the Victoria police family violence command; Frans Moens from the Victorian Interpreting and Translating Service (VITS); and Rita Wilson, head of Monash University's school of languages, literatures, cultures and linguistics and founder of Monash's translation and interpreting studies program.

Fierravanti-Wells spoke about the vital role that interpreters perform in a variety of domestic violence interactions and the need for interpreters to observe impartiality, confidentiality and professional conduct, and referred to the principles of the AUSIT code of ethics. She also noted that "culturally and linguistically diverse [CALD] women are less likely to report violence, can experience more barriers in accessing support services, and are less likely to leave a family violence situation than other Australian women". Some CALD victims were critical of aspects of the interpreter service, including

'Domestic violence intersects with the three sectors in which Australia-based interpreters work the most: general healthcare and mental health; the judiciary and the police; and social welfare'

interpreter availability, cost, a perceived lack of female interpreters, and issues of confidentiality, impartiality and cultural insensitivity, she said. Ryan acknowledged the role that interpreters perform and commended the work of many interpreters with whom he had worked in domestic violence-related interactions, remarking that "I don't envy the job that interpreters have to perform in many of the situations I've been in, involving domestic violence".

Keynote speaker Professor Maribel del Pozo Triviño

The keynote speaker for the first day of the conference was Professor Maribel del Pozo Triviño from the Faculty of Philology and Translation, University of Vigo in Spain (see companion interview, pp 4-5). She headed a two-year research project that surveyed nearly 600 health and legal professionals who work with victims of domestic violence through interpreters, as well as 27 interpreters working in this field and 12 victims who were able to report domestic violence only through the provision of interpreting services. Her first presentation, "The right of gender violence victims and survivors to understand and be understood", featured a European and cross-national overview of legislation, government policies and provision of interpreting services.

Her second presentation was based on a collaborative project, "Speak Out for Support (SOS-VICS) – improving communication between service providers and victims and survivors of gender violence through interpreters". This presentation focused specifically on the research project that was supported by EU funds and the cooperation of nine Spanish universities. The project elicited information on legal and healthcare service providers regarding interactions with victims of domestic violence (language background, type of service needed, indicators of communication problems, victim's residential status) and relating to interactions with interpreters (protocols to request an interpreter, accreditation level, briefing, role-clarification of interpreter, communication settings, debriefing, relevance of specialist training).

Responses from interpreters show that, aside from accuracy and proficiency in interlingual transfer, interpreters identify various socio-psychological interactions as important. These include handling stress and emotions; interpersonal communication; basic knowledge of therapy procedure for gender violence victims; and gaining the victim's confidence. From the legal and police aspect, the following were important: victims' rights; trials of gender violence victims; legislation relevant to minors; restraining orders; police protocols and techniques of interviewing victims; and rights of the alleged aggressor in police custody.

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Victims have a right to understand and be understood *continued*

From the institutional and social support aspect, knowledge of the structure and functions of the institutional and social support channels at regional and state levels, and knowledge of social resources available to victims and their families, were important.

Perspective as magistrate

Magistrate Anne Goldsbrough, a leader in the area of family violence and family law since 1996, has been instrumental in the development and implementation of a range of specialist family violence initiatives and practice improvements in the Magistrates' Court of Victoria. Since 2011 she has held the multicultural and diversity portfolio for the Magistrates' Court and has taken on the role of increasing engagement with multicultural and linguistically diverse emerging communities. She provided a direct and eye-opening account from her perspective as magistrate, maintaining that a briefing, including access to documents, is a right that interpreters should insist on, and that interpreters must ask for clarification and repetition where they are unclear on what they have heard. She recounted good and bad practices displayed by interpreters with whom she has worked, and expanded on her own preference for speech in English to be simultaneously interpreted, and speech in LOTE to be consecutively interpreted.

Mental health aspects for victims

Professor Jayashri Kulkarni, director of the Monash Alfred Psychiatric Research Centre and herself a practising psychiatrist, spoke on "Mental health aspects for victims of family violence" and the effects that trauma caused by domestic violence has on the discourse of women, including disengagement, emotional numbness, intrusive thoughts, prolonged distress, high irritability, poor concentration, persistent negative beliefs, self-blame, rage and anger.

These effects have a commensurate influence on the manner in which victims may verbally communicate and on the content of their speech. Both present challenges to interpreters working with psychiatrists. "We psychiatrists want to know what the client is saying, but we listen also for the cadence of their speech," she said.

A breadth of inputs

The forum featured presentations from the viewpoints of criminology, women's studies, social work and social welfare. The perspective of service providers for victims of domestic violence was provided by Maya Avdibegović, CEO of InTouch Multicultural Centre Against Family Violence. A PhD student and practising interpreter, Olga Garcia-Caro, reported on her own research and preliminary findings from surveying over 180 Australia-based interpreters who have worked in interactions involving domestic violence.

Eva Hussain, CEO of T&I agency Polaron and a highly experienced spoken-language interpreter, gave a lively presentation on the allocation of funding for interpreter services in the recently announced increase in federal government funding for services for victims of domestic violence. The term "interpreter" was found nowhere in these announcements, and the term "cultural liaison" just once.

Finally, Melissa Lowrie, manager of Deaf Victoria, and Mark Quinn and Maxine Buxton, both Auslan-English interpreters and ASLIA members, provided a joint presentation on the "Stop the violence project" from 2012 to 2013, which found that "violence intensified in frequency, extent and nature when gender and disability intersect". Lowrie reported on situations where an abusing hearing partner can also sever the communication and social contacts that a deaf person may have, with consequences beyond physical and mental abuse. There are specific forms of behaviour such as intimidation through gestures, exaggerated signs and sound amplification that constitute abuse in deaf culture but which may not be recognised as such by hearing people. As yet, training for Auslan interpreters does not include specific information on domestic violence scenarios and protocols.

The forum was attended by over 150 practising interpreters and senior staff from T&I agencies. There were also many specialists from domestic violence referral centres, Victoria Police, healthcare, Salvation Army, ECCV, Women's Legal Service Victoria, migrant resource centres and the Multicultural Centre for Women's Health.

The two-day forum was organised by Dr Jim Hlavac of Monash University's School of Languages, Literatures, Cultures and Linguistics. Go to <http://artsonline.monash.edu.au/translation-interpreting/domestic-violence-interpreting-a-national-forum/> for more information, including links and presentations. Dr Hlavac would like to acknowledge and thank VITS for sponsorship of the first day of the forum.

Daring escape from USSR leads to distinguished translation career

Images from left: Pyotr Patrushev (centre) aged about 10 with his mother and stepfather in Siberia. (His biological father was killed in World War II shortly after he was born.) The other two images show him after he migrated to Australia in 1964.



Pyotr Patrushev, who died in his 70s last month on the NSW south coast, was one of the most gifted conference interpreters in Australia. He was called upon to interpret for Australian prime ministers John Howard and Kevin Rudd in their meetings with Russian officials including Vladimir Putin, as well as at a range of high-level technical functions. But these achievements were only made possible as a result of a hair-raising escape from the Soviet Union in 1962.

Patrushev was a conscript in the Red Army who successfully feigned mental illness to escape brutalisation at the hands of non-commissioned officers. He then managed to slip away and swim to Turkey across the Black Sea (he was a champion swimmer in the making), where he was detained as a suspected Soviet spy and held in solitary confinement for long periods. He was sentenced to death for treason in absentia by the Soviet government for his escape.

On his release he became a broadcaster, journalist, conference interpreter and translator in the West, working for the BBC in London and later for Radio Liberty in Munich and San Francisco, as well as writing for Australian newspapers, radio and television. He also worked as a senior consultant with non-government organisations dedicated to conflict resolution, and wrote four books.

He arrived in Australia in 1964, and was an accredited NAATI level 5 translator and interpreter. He was also recognised by the Geneva-based International Association of Conference Interpreters (AIIC).

Patrushev's English was elegant and near flawless – hear for yourself at www.abc.net.au/local/stories/2016/04/05/4437244.htm

A story told in visual and cinematic style

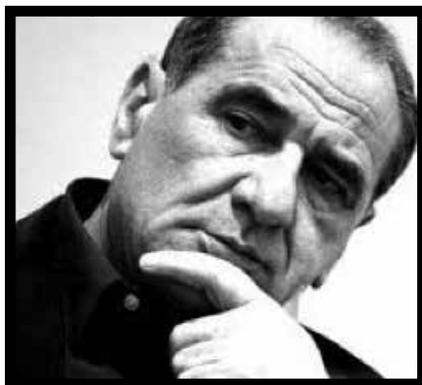
Patrizia Burley-Lombardi reviews Isobel Grave's 2015 translation of *A very normal man* (*Un borghese piccolo piccolo*) by Vincenzo Cerami (1976).

At times the day starts with some kind of plan in mind, but fortunately fate has other ideas. This is what happened to me when I first came across this novel of only 117 pages. I went to the launch because I am a translator and this was the launch of the translation of Cerami's Italian novel *Un borghese piccolo piccolo*. I was mainly interested in analysing the translation hot off the press.

It is unusual, although not unheard of, for the translation of an Italian novel to be published in Australia. It is also unusual to translate a novel nearly 40 years after its original publication, unless it is a work of love.

Here I found a model of a translated text where the original Italian maintains its voice and colour faultlessly.

The mark of a good translation is not realising it is a translation, but Isobel Grave has taken this text to a higher plane, where we can feel we are reading an Italian work of literature, written by a very clever author with a unique voice. We are touched by how the passion, the tongue-in-cheek dark humour and the beating heart of unfolding evil are never lost to the English reader. All this in 117 pages written in an unforgettable style.



Vincenzo Cerami

This translation of Cerami's first published novel, 39 years after its first publication, is an unexpected treat. It brings to the non-Italian reader the enjoyment of the original Italian narrative quality and flawless style, introducing them to a classic work of Italian literature. I wish more literary works were translated so well. Unfortunately, translations are usually noticed or discussed when there is something not to be liked about them. Translation is not just a skill and a craft but also an art form.

The Italian translator Franca Cavagnoli says "to read a lot helps one to meet the challenge of a typical aspect of a literary text – its ambiguity". She continues: "linguistic difficulties are actually only one aspect of the cultural difficulties one has to confront when a literary text is poured from one language into another".

So was the challenge of ambiguity met here? Did the literary text fare well from the source to the target language? These are very important points in translator terms, along with the issue of whether the images described by the author transition smoothly into the target language and are received equally well by the readers.

"A translation must be faithful to the original text. It must transfer and preserve its meaning and its aesthetic integrity. Some translators opt for adaptation, that is, for rewriting the original text and adapting it to the target language and culture," says Alda Marini. "As much as possible, I try to avoid this ...The translator, however, deals not only with words, but with what lies behind the words. In a text to be translated, as in any work of art, *what cannot be seen is just as important as what can be seen.*"

As a reader, I felt the translator surpassed the author without distorting meaning. I was able somehow to see the images in translation even better than in the source text.

But then again, the role of the translator is to also open up new worlds to which one would have no access but by reading literature in translation. A good translation is one that helps the reader achieve a better critical understanding of the literary work.

It is the little things that are the mark of a well-grounded translation; examples abound but, for lack of space, let me just mention one small observation: the

family, which is central to the story, is the Vivaldis. When describing them in their home, the translator chose to leave the Italian definition “casa Vivaldi”, thus drawing us, the readers, into a truly Italian household without the mediation of the translated English.

One other aspect of translation which needs to be understood is the *dominant*. Again quoting Cavagnoli:

“... When beginning a translation, one must clearly know for whom the translation is meant, that is, who the reader of the novel or short story will be. But it is equally important to know what the function of that translation is. One must focus on the *dominant*, that is, the component which is the focus of the text ... What the author tells is important; however, the way the author tells it is not less important... To isolate the *dominant* of a text in its contents, or in the style in which the story is told, can influence choices.... It is even more important when the stylistic choices are peculiar ... and the chosen words heavy with meaning”.

Grave understands the above and *A very normal man* as a translated text ticks all the boxes. I recommend it for its merit as a very accomplished translation and a good read, but also a very useful text for those who study or teach translation skills and techniques.

A very normal man is a celebrated work of modern Italian literature, written in 1976 and set in the so called “years of lead” (1969-1981), when bombs would explode in crowded places or guns would be levelled at innocent people, murdering them in the name of a new order.

Cerami was a well-respected writer of film scripts. Even if we were not aware of this, we would notice that the *dominant* here is manifold: to tell the story in a visual and cinematic style,

‘I recommend it for its merit as a very accomplished translation and a good read, but also a very useful text for those who study or teach translation skills and techniques.’

creating scenes for the reader to see through the eyes of imagination, in the most immediate way possible. It also tells a major piece of history, as it completely overturns the quiet and well-planned lives of a little bourgeois family in Rome in the 1970s, using the language spoken then by average Roman citizens living average Roman lives. The work describes the metamorphosis of Giovanni Vivaldi, a fastidious and respected employee in a Rome ministry office, a good man, into a chilling monster, and his descent into his own private hell.

At the centre of the novel is a tragedy: the accidental killing of Mario, the dutiful son of Giovanni. This occurs while he is accompanying his son to take an entry examination which will gain him employment in a government department.

Giovanni’s all-encompassing ambition has already been introduced in the opening page, when father and son are out fishing:

“Farai strada, quant’è vero Iddio ... Comincerai proprio da dove sono arrivato io, dopo trent’anni di servizio ... e tu hai soltanto vent’anni ...” (“You’ll go a long way, swear to God you will. You’re only twenty and you’re going to start out from the very spot I got to after working for thirty years ...”

As the tragedy unfolds, this is Cerami’s masterful and potent description of the absurdity of the young man’s death:

“Il sangue usciva dai calzoni del ragazzo come da rubinetti lasciati aperti. A ucciderlo furono alcuni colpi di arma da fuoco [...] Cosa successe?”

Una rapina al Monte di Pietà, alla luce del giorno ... (“Blood gushed from the boy’s trousers as if taps had been left running ... He’d been killed by gunfire [...] What had happened? A daylight robbery at the central Monte di Pietà pawnshop.”)

Of the many novels set in this period, this is the one which conveys all the above with efficacy and immediacy. It concisely, succinctly and yet beautifully captures a great many of the nuances.

It is no wonder that the novel was later made into a successful film directed by Mario Monicelli, starring Alberto Sordi in the lead role.

Seeing the film, we are not short-changed (as is common of film adaptations); however, the novel is narrated in the style of a film script, where the images jump off the page and come alive, so in this case the film doesn’t add to or detract from the written text, both in the original Italian and, commendably so, in Isobel Grave’s masterful translation.

Patrizia Burley-Lombardi is an interpreting and translating lecturer, a freelance translator and interpreter, and an author. Email her at patriziaborley@gmail.com for references.

Good news for book translators?

Amazon's translation imprint, AmazonCrossing, has been applauded by some translators for creating more work for them, and criticised by others for undermining their pay and conditions.

Less than 3 per cent of books in English are fiction in translation from other languages, according to Alison Flood writing in *The Guardian* on 10 December 2015. It's a sorry figure – described by the director of the Edinburgh book festival, Nick Barley, as “something of an embarrassment” – which Amazon is investing US\$10 million to address.

Its venture, AmazonCrossing, has since its launch in 2010 published 200 titles (in print, digital and audio formats) by authors from 29 countries writing in 19 languages. Almost 14 per cent of the fiction on its own list is translated works – much higher in both absolute and percentage times than its nearest rival, Dalkey Archive.

Translations may have recently spiked in the US: 549 translated works of fiction and poetry in 2015, down from 600 the year before. Chad Post, who runs the University of Rochester's *Three Per Cent* blog, hopes this is just a fluctuation rather than a trend, with some of the newer presses experiencing “growing pains”. Post praises AmazonCrossing for its focus on “genre fiction” rather than “the very literary”. AmazonCrossing, he says, “is going after books the common reader wants to read, and they know how to reach these people. In the end, this might help expand the overall audience for international fiction.” The imprint has a website asking readers to propose new translations in popular genres including sci-fi, fantasy and romance, and employs significant numbers of translators in languages including Scandinavian, Spanish, Polish, German, French and Italian. Post says he's “heard a lot of good things about working with them”.

Others are not so sure. “The rates of pay you are offering (five to 12 US cents per word, based on source text) are unacceptable in this day and age – the lower end of your scale is one third the average rate currently practised in France,” said the Association des Traducteurs Littéraires de France in a May 2014 open letter. The letter is also critical of contract, copyright and confidentiality issues.

Nicky Harman, whom AmazonCrossing has contracted to translate Jia Pingwa's *Happy* (“a runaway best-seller in China”), is also equivocal. “They have a bidding system that all translators hate – although it's not specified, you can't help thinking that if what they're looking for is to know your rates, not for a sample translation. Then they will probably give the contract to the lowest bidder,” she says, although she herself negotiated “a fair deal” with them. The UK Society of Authors' Translators Association, of which she is co-chair, is “keeping an eye on them, as there have been complaints and grumbles”.

AmazonCrossing publisher Sarah Jane Gunter denies that they select translators “based on the price of their proposals”. “We're focused on finding the best match in a broad variety of parameters,” she says. These include “previous experience, kinds of books translated, the genre the translator wants to work in [and] the timeline in which the translator is able to work”. “With this commitment [the \$10m investment], we hope we're going to bring more international writers to new audiences, and just be able to expand the library of books in translation available to readers.”

Go to theguardian.com/books/2015/dec/09/amazon-publishing-translated-fiction-amazoncrossing-sales, and ceatl.eu/open-letter-from-association-of-literary-translators-in-france-to-amazoncrossing

Ben Xuan Xu has his job cut out rendering a machine translation of Chinese documents into understandable English.

A Chinese glass manufacturing company was invited by its Australian counterpart to help install a glass production line. To save time and money, the relevant documents were translated by a machine.

Although every technical term was exactly transferred into English, the immigration agent complained that the texts were barely understandable, so they asked me to improve them. The following are some of what I think was wrong with the original translation, and why and how I corrected them.

On this evidence,, there seems a long way to go before human translators are totally replaced by machine ones.

***Ben Xuan Xu** was a professor of English in China, and is now a freelance translator and teacher of English at Overseas Oriental College in Sydney.*

| Idiomatic expression | Machine translation | BXX's improvement | Comment |
|--|--|---|---|
| ni (you) hao (good)! | ni(you) hao (good)! | How are you? | |
| te (specially) ci (this) zheng ming (certify)! | Thereby certify that ... | This is to certify that ... | The Chinese usually repeat these words at the end of a document. |
| wang zhu | King Master | Wang Zhu | Chinese names should not be translated freely; otherwise, who knows who's who. |
| hu li mei | Huli Mei | Hu Limei/Limei Hu | The machine mistook the Chinese last name "hu" for part of a given name. |
| chuguo (overseas) gongzuo (work) zhengming (proof) | Expatriate working proof | Certificate for expatriate work | The Chinese word "zhengming" can be either "certificate" or "proof". The machine was unable to tell one from the other. |
| Chule (except) anzhuang (installation), chuguo (expatriate) ren yuan (worker) buneng (should not) chongshi (undertake) qita (other) gongzuo (jobs) | In addition to installation work, the expatriates should not undertake any other jobs. | Except installation work, the expatriates should not undertake any other jobs. | The Chinese word "chule" can be either "in addition to" or "except" in English. The machine was unable to tell one from the other. |
| Wo (my) gongsi (company) yaoqing (invite) zhongguo (Chinese) anzhuang (install) boli (glass) shengzhanxian (production line) jisju (technical) ren yuan (staff) qianzheng (visa) shenqing (apply) | Beg you help us invited Chinese installation of technical staff to apply for visa no.400. | Beg you to help us to apply for visa no. 400 to invite Chinese technical staff for installation. | Chinese usually put many verbs together understood by context without connections; English should choose which is the main verb. |
| gongsi (company) 2015 nian (year) yue (month) 10 ri (day) zai (in) xini (Sydney) he (with) aodaliya (Australia) boli (glass) gongsi (company) qianding (sign) goumai (buy) shengc han (production) xian (line) tigong (provide) anzhuang (install) yingyun (operation) hetong (contract) | Fuqing Glass Company on 10 Feb. 2014 in Sydney, with Australian (1 2 3 4) Star Glass Pty Ltd signed a glass production line provides (5 6 7) installation and operation supply contract (8 9) | Fuqing Glass Company signed a supply contract with Australian Star Pty Ltd on 10 Feb. 2014, in Sydney, for providing installation and operation of a glass production line. | Chinese word order is often incomprehensible in English. The word order should be changed into 1,5,9,4,2,3,7,8,6 with prepositions. |

Federal Court says alleged mistranslation ‘did not involve jurisdictional error’

In the latest rebuff to lawyers who claim mistranslation as jurisdictional error, the Federal Court of Australia (FCA) has found that “no practical injustice” occurred when the translator in an earlier appeal against the Minister for Immigration’s refusal of an application for a protection visa translated the applicant’s reference to “the police” as “the authorities”.

The applicant, identified only as “SZRGA”, is a Turkish adherent of Alevism who claimed he and his family feared persecution on the basis of their religious beliefs. The minister’s delegate found in December 2013 that SZRGA’s “claims regarding lack of freedom to practise his religion were vague and lacked detail, and did not amount to ‘serious harm’ for the purposes of [the Migration Act]”.

SZRGA’s initial application was lodged on 25 February 2011; a further submission was lodged on 9 April 2011. The then Refugee Review Tribunal (now the AAT) upheld the delegate’s initial rejection of the application in part because the second (April) submission included “key elements” not provided in the initial application, reasoning that if these “elements” had indeed occurred, “they would have been raised earlier”. The delegate and subsequently the Federal

‘The appeal judge said that he did ‘not consider that the primary judge denied the applicant procedural fairness’.

Circuit Court (FCCA) judge also noted the absence of Australian government “country information to suggest police ill treatment of persons such as the applicant”.

The additional material in the April submission asserted that SZRGA “had experienced physical harm at the hands of the police in his hometown” on two occasions, in 2008 and 2009. This harm included being detained and physically assaulted, and having a gun placed in his mouth. The RRT asked why he had not raised these matters in his initial application; he replied that “he was fearful of speaking out against the authorities as he has family in Turkey”. But he was subsequently reassured on this point by his lawyer, Richard Killalea, and agreed to put the additional material before the delegate.

Timing entered into the appeal process on a second occasion, when the FCCA judge told Killalea that he should not press matters “in reply” that he’d already raised during “evidence in chief”. Killalea had been seeking in reply to address the new material in the second (April) submission. SZRGA in his appeal to the FCA claimed that the FCCA judge had in her ruling on this point prevented Killalea from “properly developing” his argument.

The FCA judge said that he did “not consider that the FCCA denied [SZRGA and his family] procedural fairness”.

The procedural fairness matter revolved around differences between two transcripts of SZRGA’s testimony. The official transcript, as translated by the interpreter at the hearing, has SZRGA saying “I was told [by my wife] that you should not be disclosing what happened to any authorities, as they would be informed first”. The second transcript, by another translator appearing for the appellant and based on the audiotape of the hearing, has SZRGA saying “because police told me this: there is no need to inform any court; if you do we will know it first, and this may result [in] much worse results for you”.

The FCA found that “no practical injustice” on the part of the FCCA had been demonstrated, including that the alleged mistranslation of the “*police*” as “*the authorities*” and “*they*” did not deny SZRGA “a reasonable opportunity to present [his] arguments”, an opportunity that, according to the FCA, he took on at least one occasion in his evidence in chief.

The appeal was dismissed in November 2015.

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Risk in translation



Nicola Thayil examines the various sorts of risks translators have to deal with, and how to manage them.

To get from one language to another, or from source text (ST) to target text (TT), requires a translator to go through a process.

First, this involves the translator making choices about how to interpret the ST. Second, it requires the translator to use resources and to apply technical skills in order to, third, re-express the message in the TT. From this description, we can conclude therefore that translation is a decision-making process.

Any kind of process has inherent risk. The *Business Dictionary* defines inherent risk as “the probability of loss arising out of circumstances or existing in an environment, in the absence of any action to control or modify the circumstances”.

In translation, we could say that risk equates to the possibility of not fulfilling the translation’s purpose as proposed by translation theorist Anthony Pym in his 2010 paper, *Text and risk in translation*. I think that this is only a partial view of what we could consider as risk in translation.

Three sets of risks

Within the decision-making process of translation, I see three sets of risks to be managed and minimised: text, technology and trade risks.

Text-related risks are those that Pym refers to – the possibility of not fulfilling the translation’s purpose. This could have disastrous results for the client as many of the marketing and brand name

translation fails show us. One particular favourite of mine is when KFC made Chinese consumers a bit apprehensive when “finger licking good” was translated as “eat your fingers off”.

Technology-related risks are those faced by the translator in using software and hardware to produce and send translations. If your computer crashes and you don’t have a back-up, or your email client is unreliable, then there are definitely serious elements of potential risk to the translator, the translation and the client.

Trade-related risks are the risks of doing business as a translator – making sure that your business structure is in order, you budget for your expenses and do your homework on companies and agencies to ensure you get paid. Corinne McKay’s article on payment practices is a helpful resource on this topic.

So how can we mitigate these three risks

A key element is relationship-building. If you take the time to build and develop good rapport with your clients, they are more likely to see you as an integral part of their business. This will often result in clients providing you with more information in the pre-translation phase so that you can get the purpose right and add value to the client’s business. The same goes for trade risks. When you create a trusted relationship with clients by delivering on-time, accurate translations every time, they will ensure your working conditions are correct and that you are paid on time. Admittedly some agencies and companies have long

payment terms. If this doesn’t suit you, then don’t work with them!

Technology risks are slightly different and it is the translator who assumes these risks. They must invest in the tools of their trade and take steps to protect their work and run their business efficiently. Sometimes it may seem like a time-consuming chore, but technology and data management are a key part of a modern translator’s life, so we have to invest in them.

Some translators may groan and whinge and say that clients don’t provide them with enough information. If that is the case, then take the opportunity to educate your clients. They need to know that you are there to add value to their business and to do so you require sufficient information that will both ensure that the translation fulfils its purpose and that any inherent risk is mitigated.

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Nicola Thayil (nee Savage) is a qualified French-English translator who specialises in business and legal translation.

Looking for Christian

Yveline Piller laments the untimely death of a friend and colleague.

In June last year I learned that Christian Houlemare, a Sydney colleague and French translator, had died. He was just 53.

I got to know Christian when we happened to join AUSIT in the same year and we both volunteered to work on the NSW committee for a time.

Christian, who originally came from Le Havre in France, had a partner, many friends, a life-long passion for music as a bass player and a job in the business side of the music world. When this job became full-time, Christian's keen interest in translation had to take a back step, although he would have liked to return to it at some stage.

I only saw Christian now and then but he'd leave me with food for thought on each occasion. Once he enthusiastically described a car share system he had recently joined, leading me to investigate the same system in my suburb. Another time, when discussing scuba diving, he drew my attention to the dugong, a rare creature which I have hoped to see on one of my dives ever since.



More importantly, shortly after we met, Christian had been approached by a new agency with little knowledge of T&I. Having noticed they had access to a large amount of work, instead of criticising their blunders as is the usual attitude towards naïve and ignorant upstarts, Christian had cleverly decided to feed them information on the industry. This unusual attitude turned out to be beneficial for all parties, with translators acquiring a new and significant source of work and the agency becoming a major player over time.

When I learned of Christian's death I had to find out more, even though I had not seen him for three years at the time. I was quite shocked to discover that Christian had taken his own life. I would never have guessed that suicide might

at some stage be on his mind. He had visited his family in France just a few months before, but it seems that no one among his colleagues, local friends or family overseas had been aware of his state of mind.

If a relatively distant acquaintance like myself can still be troubled by this sad outcome months later and wonder if there was more I could have done, one can only imagine how those closer to him must be feeling.

Vale Christian

Perhaps after reading this, someone who might be feeling down for a long time or is even having suicidal thoughts, be these as a result of work-related stress, vicarious trauma (for example, through interpreting for abused victims) or any other cause, will turn to one of many qualified counsellors and organisations that can help. Do it for yourself and for those around you.

Contact Lifeline (lifeline.org.au) or Beyond Blue (beyondblue.org.au) if you need help in this regard.

Yveline Piller is a Sydney-based French-English conference interpreter and translator and an AUSIT fellow.

How important is good editing?

It's very difficult to achieve 100 per cent accuracy in writing, partly because people have different ideas of what is correct and what is not, which can make editing a challenge, says **Chris Williams**.



The phenomenon of self-publishing means that many manuscripts reach publication without ever having been through any form of editing. The eBooks that you can buy from Kindle and elsewhere may never have passed under anyone else's eyes except the author's.

Some might consider this a raw expression of art. But judging by Amazon's recent move – likely the result of increasingly disgruntled readers/customers – it looks as though the era of unedited content is coming to a close.

Amazon is taking a two-level approach. First, it has started tagging poorly edited works with a yellow warning.

Then, if human readers or Amazon's robots detect too many problems, whether typos, formatting problems or spelling errors, Amazon will suppress the work and remove it from its listings.

Spellcheckers can't do all the editing for you

Running a spellchecker is important but it won't do all the work for you. Typos that form other words, such as form/from or of/off, won't show up. It also won't show you grammatical typos, like leaving off the end of a word: the man sing (instead of the man sings), or pick up every misplaced apostrophe. Its and it's are both correct in different contexts, but it usually takes a human eye to spot when they're wrongly used.

We pride ourselves on the quality of text editing here at Sydney School of Arts and Humanities, offering a range of services from first draft editing to final proofing. Accuracy is something that authors need to take seriously if they're dedicated to their work and want a career in writing. Investing in thorough editing is a key to success.

Chris Williams is director of the Sydney School of Arts and Humanities. Go to ssoa.com.au/importance-good-editing



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- kitchen facilities

CONTACT: Chris Williams on 0432 289 311 or cvwilliams@ozemail.com.au



TRANSLATION AND INTERPRETING STUDIES



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The training in Conference Interpreting has recently been listed on the Schools Directory of AIIIC, the International Association of Conference Interpreters, which includes only interpreting programs that meet AIIIC's training criteria.

TRAINING AND EDUCATION

We offer a Master by Coursework in two streams, translation only, and translation and interpreting. Our two streams are taught by academics and T&I practitioners. The Master of Interpreting and Translation Studies (MITS) is one of the few courses in Australia approved at the Professional Interpreter, Professional Translator and Conference Interpreter levels by the National Accreditation Authority for Translators and Interpreters (NAATI). Monash is accredited by NAATI for Chinese (Mandarin), French, German, Indonesian, Italian, Japanese, Korean, Russian, and Spanish.

We run Double Master Degrees in collaboration with partner universities in France, Italy, Japan and China. This provides our students with the possibility to study overseas for a full academic year and to obtain two postgraduate qualifications.

Our program also offers professional development short courses in a variety of fields (legal, health, technology, conference) which are run throughout the year and are targeted at newcomers to the profession or experienced practitioners who wish to upgrade their skills and knowledge.

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For those interested in pursuing research in Translation and Interpreting Studies we offer a Master by research, as well as two PhD programs: a PhD by thesis and a practice-based PhD, consisting of a translated body of work and a critical exegesis.

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The program has established strong collaboration with a range of industry bodies, international organisations, associations and government agencies. These, along with cross-faculty partnerships, allow our students to undertake professional internships in a range of areas. T&I students have the opportunity to work with students from other faculties within the university setting, then build on that experience in professional workplaces with industry partners.

For more information, please visit <http://artsonline.monash.edu.au/translation-interpreting> or contact Arts-LLCL-Enquiries@monash.edu