



Interpreting Toolkit

PLAN YOUR PROJECT

Do you need an interpreter?

Where there is a language barrier, having an interpreter will allow you to express yourself in your native language and assist you in understanding cultural differences you may be facing. It can also help you manage risk, fulfil legal obligations and duty of care in court proceedings, business negotiations or community, medical or clinical settings.

The services of a professional interpreter are appropriate not only when communication is impossible but also whenever a party may be disadvantaged without it. This includes circumstances when people have difficulty expressing themselves in English, situations where understanding complex information is required and during stressful or emotional times.

DID YOU KNOW?

Your interpreter:

- Listens to you speak
- Understands what you say
- Stores the information within their memory
- Finds the corresponding language in correct context
- Verbalises that language
- Repeats the process over and over

TOP TIPS

- 1 Develop professional partnership with your interpreter
- 2 Use plain English, avoid technical words, check understanding
- 3 Remain flexible, stay in control, stop if it isn't working

LANGUAGE & DIALECT

CULTURAL BACKGROUND

GENDER

ACCREDITATION

AVAILABILITY

BOOK IN ADVANCE

CONFIRM DETAILS

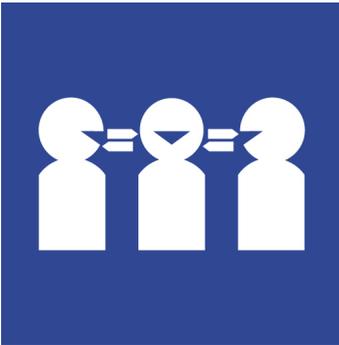


Check

Prepare

YOU MIGHT NEED AN INTERPRETER

- When essential information needs to be communicated and understood
- When a party is required to make informed decisions or give consent
- For risk assessment, reviews and referrals
- At the initial point of engagement or entry into a service
- For feedback and complaints



TOP TIPS

- All good interpreters are booked ahead of time so finding an interpreter at short notice can be difficult, especially in less common languages. It's best to give as much notice as possible. Making a booking at least 5 days in advance is recommended.
- Developing a strong professional partnership with your interpreter will make a world of difference to you and your client. A good interpreter will work with you to achieve accurate, complete and transparent communication. Where possible, consider using the same interpreter to maintain continuity.
- Make sure you provide your interpreter with reference materials, presentations and background information before your session. This will provide the interpreter with the context and terminology required to provide better service.

BRIEF
INTERPRETER
INTRODUCE
EVERYONE

EXPLAIN
PURPOSE

ARRANGE
SEATING

STRESS
CONFIDENTIALITY

DE-BRIEF
INTERPRETER

PROVIDE
FEEDBACK

Manage

Evaluate

INTERPRETING SKILLS AND ACCREDITATION

Interpreting requires meticulous attention to detail and the highest level of competency. Interpreting is a complex process that requires a high level of linguistic, cognitive and technical skills; it requires physical endurance, the ability to handle challenging situations, portray the emotions of participants, remain impartial, and adhere to confidentiality. Interpreters in Australia are awarded an accreditation level from the National Accreditation Authority for Translators and Interpreters (NAATI) according to their degree of competence. NAATI accreditation is available at Paraprofessional, Professional, Conference and Senior Conference levels.

MODES OF INTERPRETING

Whispered interpreting – also called chuchotage - mainly performed during court proceedings, in group settings or business meetings. The interpreter sits next to the listener and whispers the words into his or her ear.

Consecutive interpreting – also called dialogue interpreting - the interpreter listens to one speaker deliver part of a speech and then translates it into another language. The second speaker then has a chance to reply, and his or hers words are then translated into the first speaker’s language.

Simultaneous interpreting – used at conferences and in courts. It involves orally translating a speech as it is delivered, in real time. The interpreter is usually 3-5 seconds behind the speaker.

SEATING ARRANGEMENTS

Appropriate seating arrangements and privacy during interpreting sessions are key ingredients to getting the communication right.



QUICK GLOSSARY

AALC - professional association for language companies in Australia.

AUSIT - professional association for translators in Australia.

NAATI - accreditation body for translators and interpreters in Australia.

Interpreting - oral translation of a conversation or presentation into another language.

Interpreter - professionally qualified person who takes information from an oral or sign language and converts it accurately and objectively into another

language orally.

On-site interpreting – also called face-to-face interpreting – a service where the interpreter is personally present during a meeting, interview or a conference.

Telephone interpreting – a service that connects interpreters via telephone to individuals who wish to speak to each other but do not share a common language.

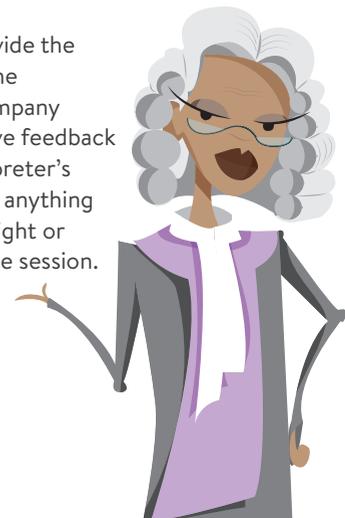
Video interpreting - a video telecommunication service that uses devices such as web cameras or videophones to provide interpreting services.

DO

- Allow adequate time – the session is likely to take twice as long as usual. Prepare a list of structured questions and topics you'd like to cover. Brief the interpreter beforehand.
- Explain the purpose of the interview and everyone's role. Others may have not have worked with interpreters before.
- Speak clearly, slowly and simply, looking at and addressing the client directly. Pause after a few sentences to allow time for the information to be interpreted.
- Look at the client. Emotions like feeling vulnerable, angry, upset, intimidated or frightened are often easily read if you take the time.
- Assure the client that complete confidentiality will be observed by everyone.
- Clarify any cultural aspects directly with your client through the interpreter.
- Stop the session if you are concerned about the quality of the interpreting, confidentiality or anything else.

DON'T

- Create risk by using bi-lingual workers, unqualified staff, children, family members or machine translation instead of professional interpreters.
- Ask the interpreter to complete forms, explain procedures or escort patients without your presence.
- Have private discussions with the interpreter in front of the client during the session, or ask the interpreter not to interpret what's being said.
- Hesitate to provide the interpreter or the interpreting company with constructive feedback about the interpreter's performance or anything else that went right or wrong during the session.



AUSTRALIA'S DIVERSITY

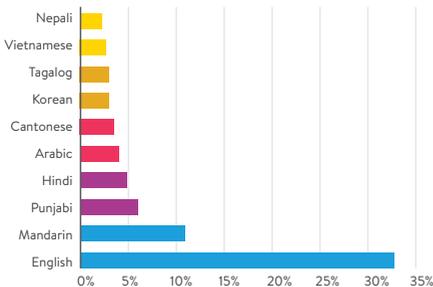
In 2011, the Australian Census revealed that over 26% of Australia's population (6.0 million) was born overseas and a further 20% had at least one overseas-born parent. Australians come from more than 200 countries, speak over 300 languages at home, belong to more than 100 different religious groups, and work in more than 1,000 different occupations.

The countries representing the highest overseas-born populations are the United Kingdom (19.6%), New Zealand (9.4%), the People's Republic of China (6.5%), India (5.7%) and Vietnam (3.5%). The proportion of overseas born residents from European countries of birth is declining, while the proportion of migrants coming from Asia and Africa is increasing.

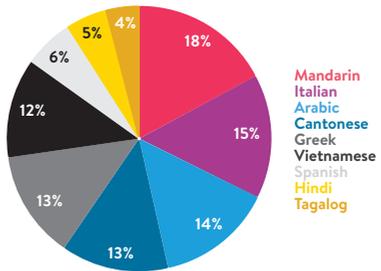
TOP TIP

Consider French, Arabic, Hindi, Chinese, Russian and Spanish if you want to maximise your reach. They are often spoken as a second or third language.

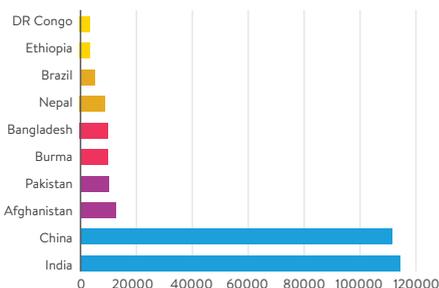
LANGUAGES SPOKEN BY RECENT ARRIVALS



TOP LANGUAGES SPOKEN OTHER THAN ENGLISH



ARRIVALS TO AUSTRALIA - 2006-2011



AUSTRALIA'S FASTEST GROWING LANGUAGES



WHAT TO EXPECT FROM A GOOD INTERPRETER

When engaging the services of a professional interpreter, you should expect the following:

- Your interpreter should be professional and efficient, and come prepared, on time and with a clear understanding of their role. They should have good English language skills and sound knowledge of terminology and subject matter of the assignment.
- Your interpreter should interpret everything that is being said fully and accurately, and not engage in side conversations in the other language. Roughly speaking, the interpreting should take as long as your English utterances, although sometimes they may take longer if complex concepts need to be explained.
- Your interpreter should take notes and ask questions if there is anything they don't understand. They should know what to do if parties speak too fast or there are other distractions in the room.
- Your interpreter must declare any conflict of interest or prior connections to the client, although they are not required to say in what circumstances they've met.
- Your interpreter should not offer advice, express opinion, act as an advocate or a community representative, or be a cultural broker.

HOW TO CHOOSE A GOOD INTERPRETING COMPANY

Ask your colleagues for recommendations.

- Check their website: who is behind the company?
- Do their phones get answered?
- Can they provide you with references or interpreters' CVs?
- Can they advise you of their interpreters' credentials and experience?
- Do they have an office you can visit?
- Do they have clear terms & conditions and privacy policy?
- Do they communicate clearly?
- Check if they provide professional development and support programs for their interpreters.
- Can they provide you with a fast response and a professional service, every time?



“As an interpreter, I try to make a difference at each and every assignment I go to, whether it’s assisting in a meeting with a social worker, multi-million dollar business negotiations or in court. I’ve been called upon to interpret in situations that could be serious, emotional, light or funny and I just never know which is to be until I get there.”

Caroline, Spanish Interpreter

“There are times when the presence of a professional interpreter is essential for your peace of mind or legal reasons. I work in many settings where confidentiality and sensitivity are very important, including hospitals, legal firms and medical practices. I take care to maintain confidentiality and objectivity. I’ve learned a long time ago not to judge the people I work with. Everyone’s journey’s different and it’s important to respect people, their culture and language. It’s good to know that thanks to my interpreting, people feel more informed and in control of their health or legal outcomes.”

Nguyen, Vietnamese Interpreter

“Advances in globalisation mean that the need for professional interpreting is no longer reserved for big, multinational organisations. A growing number of companies compete for business on an international scale. An incorrect term or expression can expose businesses to unacceptable risk and assisting them with getting their message across is what I do best. Yes, it can be stressful and demanding but the fast-paced environment of conferences and business delegations is definitely my cup of tea!”

Yvonne, French Interpreter