

# brobawai

newsletter of the kimberley interpreting service

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*Brobawai is a Kriol word meaning the correct way to speak, do or say something, spoken by a person authorised to speak on the subject.*

## Kimberley interpreters scoop the pool at the AUSIT awards

**The Outstanding Contribution to Indigenous Interpreting Award was won by the Kimberly Interpreting Service (KIS) for the development and implementation of a multi-faceted professional development plan and the interpreters' handbook at the 2009 AUSIT Excellence Awards.**

The Excellence Awards recognise initiatives and activities by individuals and organisations operating in all sectors of the translating and interpreting industry. They encourage best practice, professionalism, dedication to quality, innovation and outstanding contributions to the industry.

Sam Berner, AUSIT National President, said: *"Translators and interpreters provide Australian businesses, government and community at large with very specialised services. They play a major role in facilitating our communication with the outside world, as well as within our Australian, multicultural, multilingual society. Most of their lives, they remain the unsung heroes.*

Dee Lightfoot from KIS, said after Glennis received the award: *"The Excellence Awards are an inspiration to all interpreters and we are proud to have been honoured by our peers. This award is a real achievement for us, given the difficulties of working in remote areas, and the large number of languages that need to be catered for."*



*Above: Glennis Galbat Newry accepts the trophy for KIS*

*Below: All the trophy winners*





*Valma Banks with her Most Outstanding Achiever in the VET Sector awarded by Batchelor College*

## Valma's victory

**Diploma of Interpreting's best student Valma Banks with her award from Department of Employment, Education & Training for being the most Outstanding VET Student.**

Valma is one of KIS's outstanding interpreters. She completed her Diploma of Interpreting with Batchelor College (NT) and is a valued KIS Reference Group member.

Valma interprets Kriol and Jaru across the Kimberley within the Justice system and the Health system and provides on-ground support and mentoring for other interpreters.

Being a big influence in her family, Valma has encouraged them all to enrol in the Diploma of Interpreting course and to take on interpreting roles.

Interpreters work on written translations for the Canning Stock Route project

**The Canning Stock Route Project explores the history of the stock route through Aboriginal art and oral history.**

Return-to-country trips were documented by Aboriginal filmmakers. At camps along the way, some of Western Australia's most celebrated Aboriginal artists participated in painting on country. Project team members recorded oral histories and made short films along the length of the route, building up a rich chorus of the many voices missing from Australia's history books. KIS interpreters, Gracie and Martina played a big role, translating their countrymen's stories into the written word.



*Gracie Mulligan and Martina Badal translated oral histories for inclusion in the Canning Stock Route Exhibition*

Their work can be seen at the Exhibition created from this project. This runs from July 30, 2010 to January 26, 2011 at the National Museum in Canberra. It is called Yiwarra Kuju: The Canning Stock Route. The exhibition includes works by over 80 artists from nine community art centres, a film program, 'One Road' interactive multimedia installation, public workshops and a national K-12 education program.

## KIS 'Gets Connected' in Brisbane

**Ronnie Jimbidie, Edwin Lee Mulligan, Annette Chunuma, Valma Banks, Keeley Palmer and Dee Lightfoot from KIS flew to Brisbane to attend the 2008 AUSIT Biennial Conference 'Get Connected' at Queensland University.**

The group spent a week mixing with over 200 interpreters, academics and business and industry stakeholders from all over the world and presented a paper on indigenous language interpreting in the Kimberley entitled *Kimberley Interpreting Service - Challenges and Prospects*. A copy of the paper is included with this newsletter.

The conference featured workshops dedicated to training Indigenous interpreters in remote locations, skills training and issues in Indigenous language translation and Interpreting.

As Jaru language expert Valma Banks says *"This is a major step towards acknowledgement of Aboriginal interpreters in a world-wide industry and I feel very honoured [to] participate as a Jaru interpreter and KIS representative at this event."*

It was a great opportunity to meet other Aboriginal and migrant language interpreters from Australia



*Keeley Palmer, Valma Banks, Annette Chunuma, Dee Lightfoot, Ronnie Jimbidie and Edwin Lee Mulligan at Brisbane University*

and hear international presenters sharing information and experiences from within the Industry.

Many of the conference sessions were interpreted simultaneously into sign-language, German and Japanese. Henry Dotterer flew in from New York to deliver his inspiring keynote speech *"Change in the Translation Industry — and what it means to you"*. He talked about machine translation and free human translations and how interpreters can benefit from the changes. The Jill Blewett Memorial lecture was delivered by Adolfo Gentile on the important issue of *"Interpreters & Translators and Human Rights"*.

*Ina Scales explains interpreter training methods in the APY lands to the conference*



*Right: Heather Glass (Japanese) and Khin Myo Myint (Burmese) from WAITI. Heather is a Japanese interpreter for the Australian Government and other large commercial organisations. Khin is the trainer at Central TAFE for the Diploma and also trains people how to work with interpreters.*





# KIS visits the Maori mob at their camp in cold country Aotearoa (New Zealand)



**After seeing KIS present their paper at the Brisbane AUSIT Conference (see previous page), Christine Goodman from New Zealand Society of Translators and Interpreters (NZSTI) sent an official invitation to visit the organisation in Aotearoa (New Zealand).**

Valma Banks, David Newry, Edwin Lee Mulligan and Dee Lightfoot travelled to a freezing cold Wellington in July 2009. Before they left, the KIS delegation had to do some study about local Maori protocols so they didn't offend anyone when they got there. KIS visited the interpreting centre in Wellington where information was shared. The group also visited Parliament

House where they saw Maori interpreters in action. Christine and the NZSTI people took KIS to a formal Powhiri — a traditional welcome performed by members of the Kuratini Marae. The ceremony was filmed for NZ television. A koha gift was made to the Kuratini mob outside the Wharekai. Inside the Wharekai the two groups introduced

themselves in language and the Kuratini sang a welcome song for the KIS delegation. KIS and the Kuratini Marae mob exchanged gifts. KIS gave them some artefacts and carvings and received a beautiful greenstone pendant in return. Ho Hepa took KIS to the Maori Language Commission where everything is in the Maori language — too deadly!



*KIS delegates on their way to a traditional Maori welcome with NZSTI people who looked after them and kept them warm! They also took KIS on a tour of the city's language services and to the Maori Language Commission where Ho Hepa (insert) introduced them to the staff and interpreted for KIS. The Commission has a strict rule of Maori language only...that includes speaking, computer work, everything — impressive!*

# Kimberley interpreters at work

*Annette Chunama interpreting at Waringarri Radio in Kununurra*



*Button Jones welcoming Brendan Grylls with David Newry interpreting*

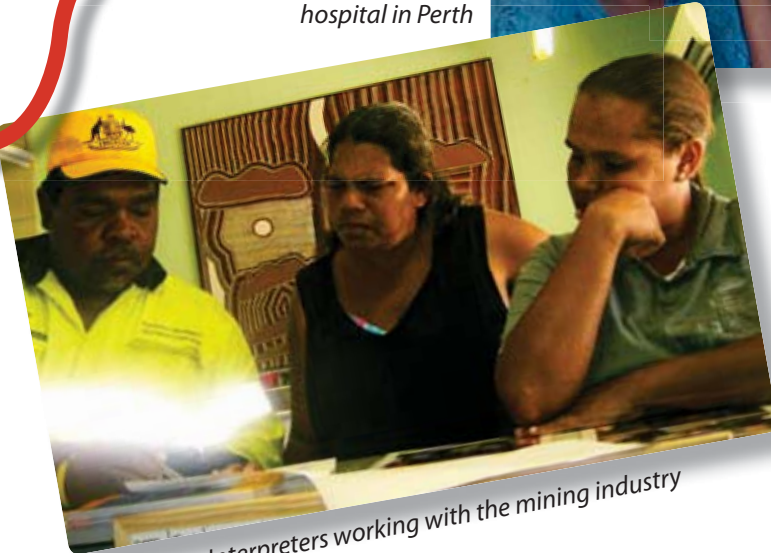


*David Newry interpreting as Button Jones talks with Troy Buswell*



*Valma Banks interpreting over the telephone for countrymen in hospital in Perth*

*Jaru translation for radio — KIS interpreter working with CAAMA for ITEC employment promotion*



*Interpreters working with the mining industry*



*Annette Kogolo interpreting for the High Court*



## Keeping language strong—Native Americans share their knowledge with KIS

**Crystal Richardson and L Frank Manriquez, two native American women, travelled from California to train Mirima people in a program they developed for teaching language and keeping it strong, known as the Master-Apprentice Program.**

The program sees language speakers (Masters) take on an ‘apprentice’. Using a total language immersion approach, the Masters teach the apprentices to become fluent in their language.

The Master-Apprentice program was developed in California so that young adults—teachers and young parents, who are so crucial to language transmission—could become proficient in their language.

It features a one-on-one learning relationship between a “master” (elder, speaker) and an “apprentice” (language learner), who work together intensively for twenty to forty hours per week, speaking only a traditional language.

The program is based on the idea that people learn a language best by being immersed in it without translation to English. The master and apprentice go about their daily lives in their traditional



*L Frank Manriquez and Crystal Richardson from California at Mirima to introduce the Master-Apprentice program of language learning*

language—working together at home, around the community or wherever they want, carrying out everyday activities together.



*Mantha— traditional water welcome to country for the visitors*

*Language workers Agnes Armstrong, Julie and Glennis Galbat Newry engaging in the Master and Apprentice program*



### Good-bye to Keeley and Vina

Mirima and KIS’s long-term bookkeeper Vina Goulden has taken her long service leave and retired from Mirima.

Keeley Palmer, linguist and KIS Project Officer has also decided to retire from KIS. Keeley planned to visit her family in England spend more time with family and on her farm. We wish them well and thank them for the better part of ten years work.

# Completing the Diploma of Interpreting through Batchelor College 2008



*NT and Kimberley students with lecturer Sean Ryan and linguist Eugenie Collyer on a fact finding visit to the courts in Darwin as part of their course*



*Kimberley students visiting the central Police Station in Broome as part of their course*

*KIS Coordinator, Dee Lightfoot and Cissy Nugget at the Diploma course. Cissy is now a fully qualified interpreter in Gooniyandi and Kriol*

**KIS students joined Northern Territory interpreting students to study for their Diploma of Interpreting at Batchelor College.**

The course was delivered in Batchelor, Broome and Katherine. Both Annette Kogolo and Dee Lightfoot attended to support Kimberley students during their training.

Lecturers included Sean Ryan and Barry McDonald from Batchelor.





## Equal Opportunity Commission launches scoping paper *Indigenous Interpreting Service—Is there a need?*

**NAIDOC week 2010 at the Equal Opportunity Commission (EOC) brought the launch of the report, *Indigenous Interpreting Service: Is there a need?*, the launch of EOC's Reconciliation Action Plan (RAP) and a successful stall at the Derbarl Yerrigan Family Day in Ashfield.**

The week's activities started off at Ashfield Reserve for the annual Derbarl Yerrigan Family Day where the EOC stall received lots of visitors and its posters proved popular with Family Day participants.

On Friday 9 July the EOC hosted a morning tea to launch its report, *Indigenous Interpreting Service: Is there a need?*, which was the result of extensive research into the need for trained interpreters for Indigenous people throughout Western Australia.



*Author of the scoping paper,  
Dr Leela de Mel*

The launch was attended by about 40 external stakeholders from government and non-government organisations and EOC staff.

At the launch Equal Opportunity Commissioner Yvonne Henderson acknowledged the hard work of former Director of the Office of Multicultural Interests Dr Leela de Mel who was contracted by EOC to conduct the research for the report.

"In this paper Leela has documented numerous examples of where the lack of interpreters has meant that Aboriginal people have been denied access to justice, they have often not understood police interviews, court proceedings and have been denied the opportunity to understand evidence brought against them," Ms Henderson said.

She also spoke of the research Dr de Mel conducted in the area of Health.

"Aboriginal people often do not fully understand medical procedures they undergo, they have difficulty talking to doctors and other health workers and often do not understand the purpose of, or how

often medication should be taken, which can have fatal consequences," she said.

Aboriginal Legal Service representative, Wendy Young also spoke at the launch, as did EOC Substantive Equality Unit Manager Cathy Groves who read out examples provided by the Kimberley Interpreting Service about the tragic outcomes of Indigenous people not having access to interpreters.

Following the launch of the report, EOC brought NAIDOC week to a close with the launch of its RAP and an acknowledgment of the hard work of its Indigenous staff as well as staff working on Indigenous reconciliation issues.



*Equal Opportunity Commissioner Yvonne Henderson with  
Dr Noel Nannup who welcomed people to country at the  
launch of the scoping paper during NAIDOC Week*

## Students attend bilingual training at Kimberley TAFE in Broome 2009

**Dagmar Dixon from TAFE visited Kimberley TAFE in Broome to deliver a train the trainer program to a group of Kimberley Interpreters.**

Much of the content was developed in conjunction with KIS. Areas such as developing an understanding of the role of interpreters, translators and bilingual workers, working with interpreters in interviews and group presentations, awareness of when to hand over to an interpreter, interpreting ethics and the interpreter's code of conduct were covered over a week.

KIS recommends this course for all Aboriginal Liaison Officers throughout the Kimberley.



*Bilingual course attendees:*

*From L to R: Edwin Lee Mulligan, William Shaw, Irene Jimbidie, Mel Smith, Valma Banks, Glennis Galbat Newry*

## Wunan Foundation fund interpreter training

**Wunan is an Aboriginal development organisation in the East Kimberley who provide real opportunities for Aboriginal people by investing in their abilities and encouraging and rewarding their achievements.**

One of their investments is in Robert Nanala and his endeavour to achieve formal qualifications in Interpreting. Robert interprets for the Magistrate at Halls Creek and sometimes on circuit at Balgo. He also does some video and telephone interpreting and is currently enrolled in the Diploma of Interpreting.

Robert started interpreting for the Police in Halls Creek. He discovered that he was very good at it and that it helped countrymen. Realising that if he had a professional qualification, he could make a living out of his unique language skills and gain a lot of respect in the community by helping others, Robert enrolled in the Diploma with financial support from Wunan.





## FaHCSIA invests in Interpreters



Above: 2010 students May Melpi, Rita Boombi, Monica Bernard, Glenis Newry, Agnes Armstrong.

Right: Gracie Mulligan and Sandra Nugget role playing with lecturer Sean Ryan

in the government's remote service delivery locations. KIS has arranged for Central TAFE to deliver the Diploma of Interpreting course in Broome in 10 sessions of one week each. All trainees stay at Notre Dame University residences. Lecturers employed by TAFE teach the Diploma course to them. This is the first time the Diploma has been taught in the Kimberley in over ten years. KIS hopes it will become an annual event.

In addition to the \$150,000, FaHCSIA will ask KIS to interpret at community meetings to explain remote service delivery initiatives to countrymen. These activities will be paid for separately.

KIS was unsuccessful in receiving support for training through the Royalties for Regions grants scheme

**To support the Federal Government's program called the Remote Service Delivery National Partnership, FaHCSIA provided KIS with \$150,000 in 2009/10.**

The money is to help KIS to provide a better interpreting service to people who live in Halls Creek and surrounding communities, Fitzroy Crossing and surrounding communities and the Dampier Peninsula, focussing on Beagle Bay and One Arm Point. KIS will do this by providing interpreters who can talk to local families in language they understand about government services and what the government expects from them in return.

This money will enable KIS to make sure there are trained, qualified interpreters



even though their application was supported by Kimberley Magistrates, State and national interpreting bodies, FATSIL, the Aboriginal Legal Service and Aged Care.

Kimberley Development Commission's Kelvin Barr said the Board decided against supporting interpreter training and suggested costs should be met by the proponents or the Department of Education and Training. He advised KIS to work with the Department of Training to secure future funding, despite KIS having negotiated unsuccessfully with TAFE for over 5 years on this matter.



*Diploma of Interpreting students hard at work*

24 interpreters enrolled for the Diploma, with 6 withdrawing before the start.

The first block, delivered by Sean Ryan from Batchelor College in the Northern Territory and his Language Assistant, Annette Kogolo (Walmajarri and Kriol) from Bayulu Community, covered *Interpreting Practice, Ethics and Techniques and Social Welfare*. Visits to Centrelink and Homes West were part of the course. These venues are where interpreting often takes place. It is important for interpreters to become familiar with these offices and the information they will be called on to interpret.

Paul Marshall from Australian Conservation Foundation spoke to the students about a travelling roadshow on Uranium mining coming up in the Kimberley. The roadshow needs interpreters. However Interpreting will be quite difficult because there are many technical terms and concepts to explain to countrymen.

The second block, entitled *Mining Workshop* was held in June with Sean Ryan as Lecturer and Wendy Rogers as Language Assistant. There were 15 students in attendance.

During the second block, Deborah Wall from the University of Western Sydney's Centre for Cultural Research talked about the Price's Point mining venture from both sides. Firstly, arguing for the mine to go ahead based on the arguments of the mining company and then, from the viewpoint of the TOs opposing the mine. Many technical mining words were deconstructed on the whiteboard.

Bruce Gorrington from Notre Dame Nulungu Centre for Indigenous Studies talked to the students about

issues to do with country in the Kimberley. He talked about interpreting at meetings about mining, caring for country, compensation and Noonkenbah.

Joe Edgar, also from Nulungu Centre came in to encourage students in their studies and recommend they do further studies at Nulungu Indigenous Study centre in Broome.

KLC anthropologist Cecilia Tucker addressed the students. She spoke of the Mimbi land clearances in the Fitzroy valley. Cecilia showed maps to students telling them how she works with TOs to protect sacred sites in the lead up to signing Heritage Protection Agreements.

Most students were confident to join in class discussion of issues arising around these topics. This development of confidence is very important, especially for interpreters.

The use of the three visiting speakers on a mining theme worked very well and KIS wishes to thank them for their participation.

Also, Kate Kane's help at the Notre Dame University Library was much appreciated especially developing general study skills for this group of adult students.

Right: *Students engaged in some private study*





## Meet the interpreters — Olive Knight



**My name is Olive Knight and I am an Interpreter in Walmajarri and Kriol.**

My Aboriginal name is Kankawa, my skin is Nagarra. I am 64 years of age, and I live at Wangkatjunga Community, about 120 kms south east of Fitzroy Crossing.

My Interpreting journey began when I heard about a new course being run at Batchelor College — this was introduced to me by my friends Joyce Hudson and Eirlys Richards sometime in the 80s. I learnt all about the difficulties of Interpreting, to always be neutral and not to take sides. I was exposed to quite a range of Interpreting examples in

Darwin during my time with Batchelor College.

My first introduction to real life Interpreting was in the Supreme court, for a woman charged with attempted manslaughter... I interpreted for two different court cases like this, and both were found innocent. I was quite elated about both, because both would have been imprisoned for the wrong reasons due to lack of communication without my assistance.

I did a little bit of Interpreting at the Noonkenbah protest. I felt very proud doing that work — I care

about helping people and I'm compassionate about that sort of work because helps people gain a true understanding.

I also interpreted at quite an emotional case in hospital. A lot of the patients, even now misunderstand medical procedures because Interpreters aren't booked. Our people can be quite scared and intimidated by hospitals. The patient was very frightened about an upcoming operation. I was able to go through the procedure step by step in Walmajarri. This calmed the patient and she was able to give consent for the operation.

There is still a lot of work to be done out there, especially in the justice system — these are two different worlds with many different languages — they really collide. People are still imprisoned due to poor communication.

I encourage up and coming Interpreters in this very vital practice to help our people understand and be understood.

I hope to see interpreting in Aboriginal Languages as an every day occurrence, as it is with other languages.

***I'm very proud of being an Interpreter. Together we must stand strong and be properly recognized in this profession.***



## Reference group members

**The Reference Group is a critical element in day to day operations and forward planning at KIS.**

KIS is in regular contact with reference group members by telephone and to save costs, is exploring alternate ways of communicating, perhaps via the computer. KIS is also lobbying for extra funds which will enable regular face to face meetings with the Reference Group.

Elections for seats on the Reference Group are held in

April each year.

The current reference group consists of eight nominated interpreters representing all language families in the Kimberley.

Valuable assistance is also provided by Heather Glass at WAITI, Jeanie Bell at Batchelor College, Sean Ryan,

Barry McDonald, Colleen Rosas — Coordinator of Aboriginal Interpreting Service in Darwin and Peter Mathie, Management capacity builder.



*Colleen Rosas,  
Coordinator of AIS*

## Cross-cultural training team report

**It has been a busy year for the cross cultural training team with several courses delivered in Broome, Derby and Kununurra.**

The courses are a great opportunity for newcomers to the region as well as experienced residents to learn about local Aboriginal culture and meet local Aboriginal people who love to share their experiences and ideas.

As well as raising awareness about language, the course looks at many aspects of Aboriginal culture and how it impacts on people's day to day activities.

Training interpreters from Fitzroy, Balgo and Kununurra to deliver the Cultural Awareness package

to lawyers and magistrates has taken place all over the Kimberley. This training helps people who work in the justice system to understand how interpreters work, along with explaining some aspect of Aboriginal culture.

Medical students from Notre Dame University also attend KIS Cross Cultural training as part of their studies in the Kimberley.

Participants learn how to work with interpreters and broaden their community networks. An experienced group of Indigenous



*Annette Kogolo, interpreter — member of the reference group and cross-cultural team*

presenters, along with well-known linguist, Joyce Hudson make up the training team. Ring the KIS office for more information.

## KIS reference group report

**Earlier this year members of the KIS reference group met in Broome to plan for the future.**

Many important ideas and suggestions were discussed over a busy two days, and two of them in particular will lead to improved interpreting services across the Kimberley.

KIS decided to align its interpreting pay scales with the Northern Territory award wages for interpreters. This award sets out three pay levels for interpreters. All interpreter wages are based on qualifications, skills and experience. The amount charged to clients booking an interpreter will increase, making it the same rate as they charge in the Northern Territory.

To support new and inexperienced interpreters, KIS has introduced a formal mentoring program. Experienced interpreters go along with new interpreters to help them and give them support during their first few interpreting jobs. This helps new interpreters cope with situations they may not have learned about in their formal training.

These initiatives will lead to better, more professional interpreting service. KIS Coordinator, Dee Lightfoot and the members of the reference group, hope these changes will encourage more language speakers to take up interpreting.



## KIS input to interpreting workshop at WA Police Academy in Perth



**Khin Myo Myint from the Central Institute of Technology invited KIS to participate in a working with interpreters workshop at the WA Police Academy earlier this year.**

KIS Coordinator, Deanne Lightfoot, addressed the new recruits at the workshop, advising them how to engage interpreters for Kimberley languages.

KIS was awarded the contract to provide Indigenous interpreting services for the Western Australian Police in 2010. So far, there have not been any requests for interpreter assistance in the Kimberley. Maggie Plumb, Senior Research Officer for Community Diversity within the Police service has held meetings with KIS. She will be encouraging the Police to work with KIS to ensure communications

are accurate and the service complies with substantive equality policies being rolled out by the Equal Opportunity Commission.

KIS is also developing a workshop on how to work with interpreters in the Kimberley. This workshop will run conjunctionally with the cultural awareness course already on offer. Government Departments must now comply with their obligations under the Western Australian Language Services policy where all staff must know how to, when to and why to engage an interpreter.



## KIS visitors



*Kalumburu secondary students meet with KIS and Mirima, hearing about the language programs and about the role of an interpreter*



*Nyangumarta and Yulparija language workers  
Martina and Juju*

## KIS attends national interpreter register meeting in Darwin



Rear L to R: *Kate Plichta, Eugenie Collyer, Karan Hayward, Colleen Rosas, Cerise King, Ruth Joshua Jeannie Bell, Annette Kogolo, Paul Herbert, Jerry Ashley Donovan Jenkins, Dee Lightfoot*  
Front L to R: *Simon Walford sitting in the front with Annette Chunama, Button Jones and David Newry*

**This important meeting was coordinated by Northern Territory Aboriginal Interpreter Services in Darwin. Attendees included the Kimberley Interpreting Services, Papak Language Centre from Tennant Creek, Batchelor College, Katherine Regional Language Centre and FATSIL.**

FATSIL CEO at the time Paul Herbert was keen to progress his idea of an interpreter and translator register for Australia.

Both AIS, KIS and also Batchelor College were concerned at this idea and requested he first consult with key training and service providers.

The meeting identified that stronger lines of communication were required by FATSIL and the attendees in future.

All groups agreed that a register must be set up using a phased approach. The first phase required interpreting centres to be listed with correct contact details and languages they deliver the service for, not individual interpreters.

The meeting also suggested an interactive map may be helpful to assist people when booking interpreters.'

The attendees and FATSIL agreed to work together to seek funding to hold a Northern Territory workshop in the future.

The meeting ended with a firm commitment to work together and support each other, and strengthen the lines of communication between FATSIL and the participants..





Office of Multicultural Interests launches 'I need an interpreter' card and information brochure for the Kimberley



Participants in the launch of the 'I need an interpreter card' L to R: KIS founder David Newry, with support Adriel Burley, KIS Booking Officer Frantessa Cox, Denise Smith Ali - FATSILC Corporation-WA Delegate, Barbara McGillivray FATSILC Chairperson, Murrinh-patha visitors and Steven Tjurlin James

**After discussions between KIS and the Office of Multicultural Interests, OMI produced a card for language speakers to carry in case they find themselves in a situation where they are not understood or they cannot understand.**

The cards are available from most resource agencies, libraries and language centres throughout the Kimberley. People whose first language is not standard Australian English are encouraged to carry the cards, and to use them especially when dealing with the police, the health system and other Government agencies.

The cards are designed to promote good communications and to stop misunderstandings because of the language barrier.



Master of ceremonies Steven Tjurlin James awards local lawyers their certificates for completing KIS's cultural awareness course



Marie Osman from OMI spoke about the crucial need to engage interpreters and for government to adhere to the language service policy



Mervyn Mallardy with the Yatangal Performers at the launch which was held in the Pictada Gardens, Broome

## New qualifications for interpreters and translators by Heather Glass

**On June 30 new qualifications for interpreters and translators were submitted for endorsement to the National Quality Council.**

The NQC is the federal body responsible for national consistency and quality assurance in occupational training. The NQC's approval is the last step in a process that began in Western Australia in 2003 and that has involved interpreters and translators in all languages all around Australia.

In 2008 I was hired by Government Skills Australia to tell practitioners about the new qualifications and to ask them how they do their jobs and what training they need. In July I met with interpreters in Darwin, Katherine and Alice Springs, then in November I met with interpreters from the Kimberley and the APY Lands.

Occupational training in Australia today in most industries is 'skills based'. That means that to get a qualification a candidate needs to be able to demonstrate competence: they need to show what they can do. A big challenge in the job of developing skills-based qualifications for interpreters was that interpreting is largely a cognitive process: the skills interpreters have are mostly in their heads. To most people, all interpreters seem to do is listen and talk. Many people, particularly academics, therefore thought that the work of interpreters could not be described well enough in skills-based terms to make it possible to develop better training and assessment.

I did a lot of research and then met and talked to practitioners all over Australia. The big breakthrough came talking to indigenous interpreters, who explained to me that if they can physically stop or slow down a speaker, they do not have to remember as much, they have time to clarify what is said, and they have time to paraphrase if necessary.

Controlling the speakers in this way is called 'discourse management', where 'discourse' is people speaking. I realised that the less an interpreter is able to manage a discourse, the better their language and transfer skills must be. It was this difference that became the key for the structure of the new interpreting qualifications for all languages: indigenous, migrant, commercial and deaf.

I was able to confirm the question of culture is important in all cultures no matter in which

language we work. All interpreters must work not only with the language but with the culture of the language that they interpret for.

One thing that the indigenous language interpreter have that the rest of the interpreters envy is the comprehensive support KIS and AIS provide to their interpreter in terms of briefing/debriefing/feedback, training assistance and mentoring.

The new Diploma, therefore, is a qualification for an interpreter who sits next to two people who are talking to each other, so close that the interpreter may even be able to put a hand on an arm and say 'stop please'. An important skill for these interpreters is to teach others to understand that effective cross-cultural communication is a shared responsibility: others must cooperate with the interpreter to get a good outcome.

The new Advanced Diploma is a qualification for an interpreter who may have to interpret for a group of people, or in a setting where it is difficult to manage the discourse, such as a courtroom. The interpreter must be very well prepared, and may even need to be able to switch from consecutive to simultaneous interpreting to make sure that everyone is hearing everything that is being said.

Consultations with indigenous interpreters were crucial to designing the new qualifications for everyone. The work I did for this project made it clear that all of us who are interpreters face the same challenges and apply the same set of skills, no matter where we live, what languages we work in, or what work we do.



*Heather Glass who is an interpreter between Japanese and English*



*Heather talking to some interpreters about the new qualifications*



## Booking Officer at KIS—Puparri Frantessa Cox



*Frantessa and her boys Kevaron (10) and Emileo (6) in Broome. Frantessa also has a daughter Brooklyn (3)*



*Frantessa near Streeter's Jetty in Broome*

**My name is Puparri, Frantessa Cox. My skin is Nyanygili. I'm Walmajarri and Yawuru, and my family extends right back to the Great Sandy Desert .**

For about eight months I've been working with KIS. My role is to arrange bookings which includes briefings and support for Interpreters. When people need an Interpreter they call me and then I locate the most culturally and linguistically appropriate Interpreter for the job.

I also provide information and awareness to community members in the COAG sites about the right to have an Interpreter when they are having trouble understanding the kartiya word.

Interpreting plays a crucial role with making sure our people are kept involved with what is going on today.

Government department workers and community agency workers mostly talk in English and sometimes high English, so many of our people are not understanding the message properly when Interpreters aren't used. Kriol and Aboriginal English are strong languages and used every day throughout the Kimberley. It concerns me that people assume when they hear Aboriginal people speak with some English words that they understand what is being said. They don't understand those English words are being spoken with a completely different concept and world view. That's dangerous.

I think working with Interpreters is the most important way to keep our people engaged in processes, ensure people are truly represented in court, truly understood and understand treatment procedures etc in health, and much more.

That is why I am also training to be an Interpreter. We learn the rules and the code of ethics to work by. I really like meeting up with the other training Interpreters from across the Kimberley too. We swap and share our ideas and keep each other proud and strong in the profession we are joining. We hope to inspire more Interpreters from across the Kimberley.

