

Accreditation & Competence

An interpreter facilitates and ensures accurate communication between different language speakers. This includes providing cross-cultural information to assist communication.

Interpreters are bound by a professional Code of Ethics which requires them to

- Interpret accurately - omitting or adding nothing
- Maintain strict confidentiality
- Be impartial and objective
- Act in a professional manner at all times.

RATES

The rates vary according to complexity, duration and timing of work. All rates quoted include GST.

Please see insert for prices or phone: (08) 9192 3981 or visit our website: www.kimberleyinterpreting.org.au

Subsidised or Free Services

In exceptional cases subsidised or free services may be available to intending users who cannot afford these fees. The ability to offer free relief depends on funding.

Please provide the following information when you are booking the interpreter

- Name & Skin Name of your client
- Approximate Age
- Community of Origin
- Topic of the interview
- Language

This information assists interpreters to decide whether they are able to undertake the assignment. Prior to the interview, take the time to "brief" the interpreter about the purpose of the interview. At the start of the interview, ask the interpreter to explain their role to your client. Many Aboriginal people have not been provided with an interpreter before.

For Bookings & Enquiries

Please contact

Kimberley Interpreting Service

Kununurra: Tel: 08 9169 3161 Fax: 08 9168 2639

Broome: Tel: 08 9192 3981 Fax: 08 9192 3982

kis@wn.com.au

or book online at

www.wn.com.au/mirima

You may also contact any of these Centres in your area:

Mirima Dawang Woortlab-gerring Language and Culture Centre

Keeley Palmer

Tel: 08 9169 1029

Fax: 08 9168 2639

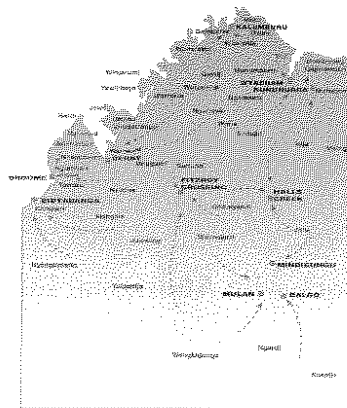
Email: mirima@agn.net.au

Kimberley Language Resource Centre Halls Creek Office

Tel: 08 9168 6005

Fax: 08 9168 6023

Email: klrhc@bigpond.com



Kimberley Interpreting Service

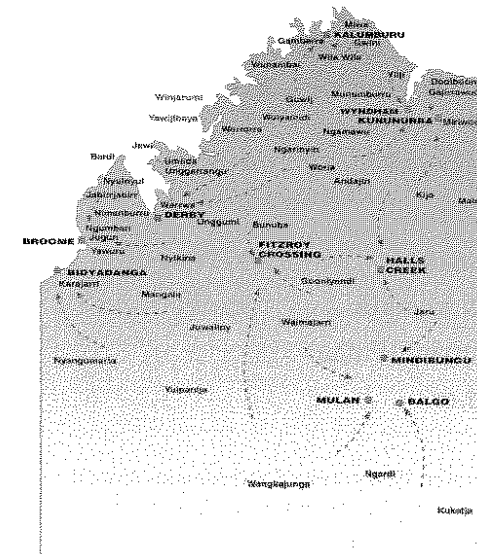
NAATI-accredited Interpreters for Aboriginal Languages



Kimberley Interpreting Service

Mirima Language & Culture Centre
Kimberley Language Resource Centre

NAATI-accredited Interpreters for Aboriginal Languages



Interpreters for:

Legal - Health - Business
Community - Court Trials - Land Claims

Interpreters have undergone extensive training and most are accredited by NAATI - the National Accreditation Authority for Translators and Interpreters. This provides users of the Interpreter Service with a guarantee of quality assurance and accurate interpreting. A strict professional code of ethics applies.

PO Box 162 Kununurra WA 6743
Tel: 08 9169 3161 Fax: 08 9168 2639

PO Box 3599 Broome WA 6725
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www.kimberleyinterpreting.org.au

Kimberley Interpreting Service

The *Kimberley Interpreting Service* is a joint initiative of the Mirima Dawang Woorlab-gerring Language and Culture and Kimberley Language Resource Centre and works closely with other language, culture and adult education centres throughout the Kimberley.

The *Kimberley Interpreting Service* currently provides interpreters for the following Aboriginal languages

- Kriol
- Karrajari
- Jaru
- Miriwoong
- Kija
- Ngarinyin
- Walmajarri
- Nyangumarta
- Kukatja
- Mangala
- Bunuba
- Ngardi
- Gooniyandi
- Worrorra
- Murrinh-Patha
- Other

Most interpreters have received accreditation from the National Accreditation Authority for Translators and Interpreters (NAATI) and are trained to work in specialised environments such as

- Health
- Legal Business
- Land Claims
- Police
- Court Trials
- Government
- Education
- Community Affairs
- Welfare
- Tourism & Hospitality

Professional development of the interpreters is a priority and ongoing accreditation courses are scheduled to increase our panel of interpreters.

Who needs Aboriginal Interpreters?

If you work with Aboriginal clients from communities in the Kimberley Region, you will need Aboriginal Interpreters. Many Aboriginal people from communities in the Kimberley Region only have "survival skills" in English. They understand and communicate best in Aboriginal languages.

"Simple English" is not a good way to communicate essential information. Important information is often left out because it is too hard. In any case "simple English" still uses all the structures and marking that complicates English usage.

Especially in the fields of Health, Law and Social Work special terminology is used which is often hard to understand even for a native speaker of the English language.

Using family members or friends

Using untrained people such as family members or friends of a client as interpreters is a big risk. They probably do not have expertise in your area of work and so they could easily make mistakes. They are not trained to seek clarification about unfamiliar language or obscure terminology and they are not obliged to abide by professional ethics such as impartiality.

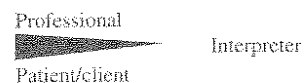
Asking Aboriginal people at work to talk to them

"Aboriginal People" comprise a very diverse group of people. Being Aboriginal does not necessarily mean being able to speak Aboriginal languages from that particular region in the Kimberley. There is more to interpreting than being bilingual. It is unfair to expect your Aboriginal colleagues to fulfil the role of an interpreter when they have not received the specialised training and they may not have the language skills.

How to work with Aboriginal Interpreters

1. Seating Arrangements

If possible, the best arrangement is triangular:



Interpreters are trained to seat people appropriately to enhance the interpreting interview. You should support the interpreter in their attempts to arrange participants' seating.

2. Eye Contact

It is important to maintain eye contact with the client (not with the interpreter). However, keep in mind that eye contact can make Aboriginal people feel awkward and they may look the other way. Aboriginal people may consider direct eye contact a sign of bad manners.

3. Facial Expression

Speak directly to the client/patient so he/she can see your facial expression, and you can see his/hers. This is important so that your client can read your interest, good intent etc, even if language hinders your communicating directly together.

4. Use of Short Statements

Use short statements so the interpreter can remember and interpret accurately.

5. Speak directly to your client/patient

Always say "you" to the client/patient and use the first person ("I", "me") to refer to yourself. The Interpreter will interpret for you and the client/patient in the first person. The interpreter's task is to interpret exactly what you or the client/patient says.

6. Use of Professional Terminology

It is a good idea to express yourself using plain English, in case the client/patient or Interpreter is not familiar with certain professional terminology. If you need to use professional terminology to convey information make sure that *both the interpreter and the client/patient* understand.

7. Private Opinions

Never ask the Interpreter for his/her private opinion of the client/patient or their actions, and discourage him/her from offering them. The interpreter must be impartial in all situations.

8. Cultural Differences

Make allowances for cultural differences, such as:

- Direct eye contact can be intimidating because it may be considered somewhat rude or aggressive
- An Aboriginal female client/patient will usually prefer a female interpreter
- Relationships between Aboriginal people may determine certain behaviours (e.g. some relatives cannot look at or talk to each other). For this reason, it is important that you advise the prospective interpreter or the Interpreter Service so that inappropriate or difficult situations cannot develop.
- Interpreters cannot always translate word for word. Sometimes the interpreter will communicate a concept with less words and sometimes with more.

9. Use of Unqualified People, Relatives or Children

Do not use unqualified people, relatives or children as Interpreters.

*Adapted from Jill Blewett papers on Interpreting & Translating, produced by the National Authority for Translators & Interpreters (NAATI)

Kimberley Interpreting Service

NAATI Interpreters for Aboriginal Languages

RATES

The rates vary according to complexity, duration and timing of work.

All rates quoted include GST.

Standard Rate

For assignments of standard difficulty level between 8 am - 6 pm on weekdays.

\$110 for the first 2 hours or part thereof

\$55 for every subsequent hour

After Hours Rate

For After Hours assignments of standard difficulty.

\$132 for the first 2 hours or part thereof

\$66 for every subsequent hour

Special Sessional Rate

For lengthy and specialised assignments such as court interpreting.

\$242 for a Half Day (4 hours)

\$484 for a full Day (8 hours)

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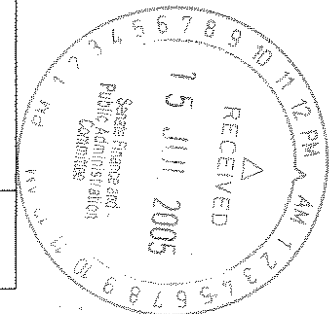
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Workshop Notes – Types of Cross-Cultural Training

#	Type of Training	Training Team required	Permissions Required	Delivery	Difficulty Rating	Other comments
1	Introduction to a Town For people new to a Kimberley town (teachers, nurses, govt workers, private business workers) Might include Traditional Welcome	Example FX: Full team – old man and woman, young man and woman. Could be done by one person. Team members don't have to be Bunuba if they restrict themselves to non-country or law topics. Skills needed: <ul style="list-style-type: none"> Confidence to talk to strangers. Passion! Drivers Licence Reliability 	Permission depends on the material covered. No specific permission required if topics are along these lines: Personal History Public Knowledge Aboriginal organisations Town History The different Aboriginal groups in town Where people came from Social Issues if the team is Bunuba and they can talk about stories to do with country and Bunuba History so long as they have the authority.	Delivery would be mixed groups of workers – perhaps on a monthly or two monthly basis. Perhaps more frequent at the start of the year when teachers and many other new staff first arrive. Groups of around 10 Run over a couple of hours. Could be a tag-along-tour or use a bus.	3, 2.5, 3, 5, 1 Average of 3 Everyone thought this would make money, though one person thought it would be a break even situation.	Because this one: <ul style="list-style-type: none"> Is relatively easy to do (Baamba has been doing it successfully for quite a while with tourists) Gives KIS instant access to new people in town who may subsequently make decisions about interpreters and further training and Can also be readily converted to a tourist client base (see (2) below) This one would be a very good subject for a first trial.
2	Tourist Tours of a town	Same type of teams as (1)	Same permissions as (1) Content of this tour would tend toward the experiential than providing dense information.	Similar Delivery as (1)	Average score 3.5 A bit harder than (1) due to the greater possible frequency of these tours	
3	Training for managers so they understand how best to manage Aboriginal workers in a	2 Aboriginal people, 1 male and 1 female. Need very good:	No permissions required by important to inform.	Offer a half day initial course with a longer followup.	Average score of 6	Before developing such a course KIS must collect information on Aboriginal worker issues in key businesses and organisations – what did they like in a



	business.	Business Skills English skills Presentation skills Could also be done by a non-Aboriginal person with good business knowledge and an Aboriginal person with good knowledge of staff issues.				manager, what did they not like. What types of things made it hard to stay employed, did they understand the business etc.... This need for initial data collection, plus the high order skills required make it a more difficult type of training to provide.
4	Training for business owners and government staff in Recruiting, Training and Retaining Aboriginal Staff	As for (3)	As for (3)	As for (3)	As for (3)	
5	Training for businesses and government in improving their Aboriginal client relationships (eg Nurses to patients, Police to "clients")	As for (3)	As for (3)	As for (3)	A bit harder than (4) because of the need, in preliminary research of knowing the issues of a specific relationship very well.	
6	XCT Forums	1 well-trained facilitator A group of interpreters A group of clients or a collection of workers The facilitator needs to be pretty good.	Inform others about how we do this, but not permission. Important to inform because there could be misunderstandings about what is happening in these engagements.	Half to one day. Some preliminary work is often required to get people comfortable with each other before asking them to participate in this. In other places, this often takes place after some broad cultural awareness training or a bush experience so they ice is broken.	Perhaps – they might prefer help with designing the training. Could work with some generic induction stuff. How Pay Works etc.	Forums could be offered as part of a separate service when an agency wants to do consultation or they are used as one important element of a training program. In situations where forums are used to explore staff-client relationships, a group of interpreters can be used as the clients if it is difficult to find other Aboriginal people to participate. These Forums are a CRITICAL component of good XCT because we don't know all the problems, let alone all the answers before we start. Incidents and solutions suggested in these

						engagements are added to the Incident database to help update the training.
7	Communication Training	Interpreter Senior Person Younger Person Has been done by one person (eg David) and also a non-Aboriginal person working with an Aboriginal person (David and Keely).	Informing not Permission	Depends on the client – around a day.	Average of 2.5	Because KIS already has all the core skills and knowledge necessary to develop this one, a good one to go with early.
8	Bush experiences or Training for tourists and others.	Interpreters and people with authority for the area visited.	Permissions to use country required. The right people have to come along May also require permission from leaseholder	Logistically difficult to organise due to number of people, off-road access, safety and food. Also difficult to find the right people and make sure they are available each time.	6.5 due to logistics and permissions	