



Annual General Meeting Report

Australian Institute of Interpreters and Translators

QLD Branch Committee

21 August 2021

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Chair's Introduction



Another year of service to the profession has been successfully completed by your QLD Branch. As the outgoing Chair, I am proud of and grateful for the amazing resilience, cooperation, teamwork, dedication and professionalism which the members of the Committee have displayed throughout the last 12 months. It has not been easy, taking into consideration that the uncertainty that we all lived with in 2020 has followed us dutifully into 2021. For many of us, these were troubled times, both work-wise and personally, but in the end the spirit of “matesmanship” prevailed and I am happy to report that we did better than we expected, in terms of providing high quality professional development, in representing our members in various forums, and in growing our local membership. This report documents the efforts of the QLD committee over the period from the 2020 AGM to today. We look forward to supporting the incoming committee and continuing the good work for the best interest of all our members, to whom a massive thank you is due for their trust in us and in our Institute.

Chair's Introduction



This year, our Committee held 10 meetings, part of which we were lucky to be able to attend face-to-face, and part of which were held on ZOOM due to the various lockdowns and disruptions. Our Strategic Planning Meeting, held face-to-face in September 2020 in Toowoomba, set the tone for what we wanted to achieve: an increase in membership and continuous improvement in our delivery of professional development. I am happy to report that we have achieved both, with an increase of 50% in membership and a total generated income for the Institute of 12,701 AUD. It is extremely satisfying to see that, despite the COVID-19 pandemic and the hardship it has caused to many of our members AUSIT continues to grow both in numbers, and in the quality of our professional development.

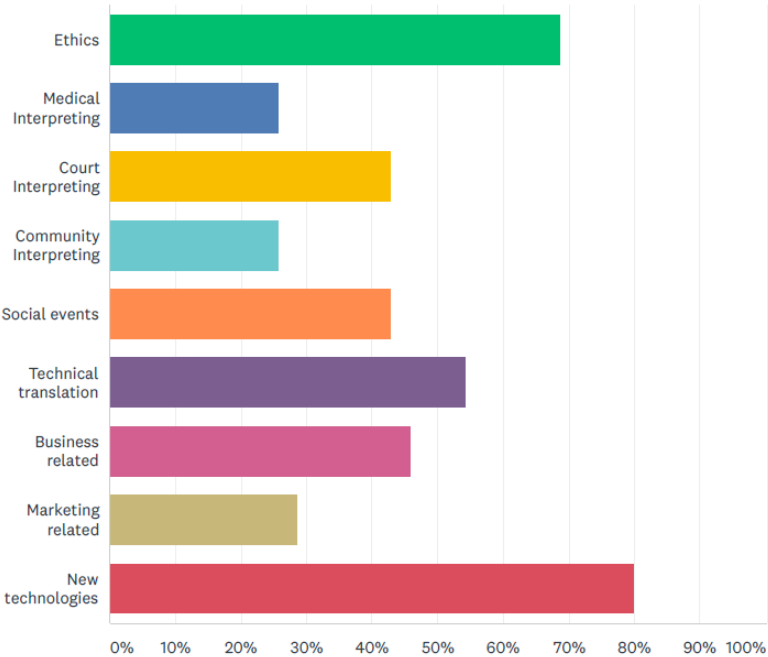
Our member satisfaction survey, which we conducted in November 2020 and which was answered by over 40 members, showed that people welcomed the online delivery, despite the disadvantages of not being able to network. Many said that they appreciated being able to attend from home, having copies of the recording to revisit at their convenience, and being able to schedule their viewing when it fitted them.

Chair's Introduction



What topics would you like to see covered in the 2021 PD calendar?

Answered: 35 Skipped: 2



The silver lining of the online delivery was our ability to offer the best we had to our members nationally, and to source presenters not just from Australia, but also from overseas.

We listened to what our members wanted to learn and did our best to structure our professional development accordingly, with a mix of high-quality business practice, technology, interpreting and ethics webinars.

On the national level, I took over from Rona Zhang as the QLD Delegate in August last year. Rona has been serving on this committee without a break for 10 years and was forced to step down due to health issues. The Committee would like to take this opportunity to thank her for her incredible service to the profession and to AUSIT and wish her a speedy recovery.

Our team



Sam Berner - Chair



Rona Zhang – Vice Chair



Anna Jenman - Secretary



Natasha Ziada - Treasurer



Leisa Maia –
PD Coordinator



Sorgul Maho –
Membership Officer



Andrea Druery - Member



Mariam Elliott - Member



Haifa El Kadi - Member



Zhen Guan - Member



Elisabeth Kissel - Member



Sophia Jamjuree -Member



Renata Oliveira - Member

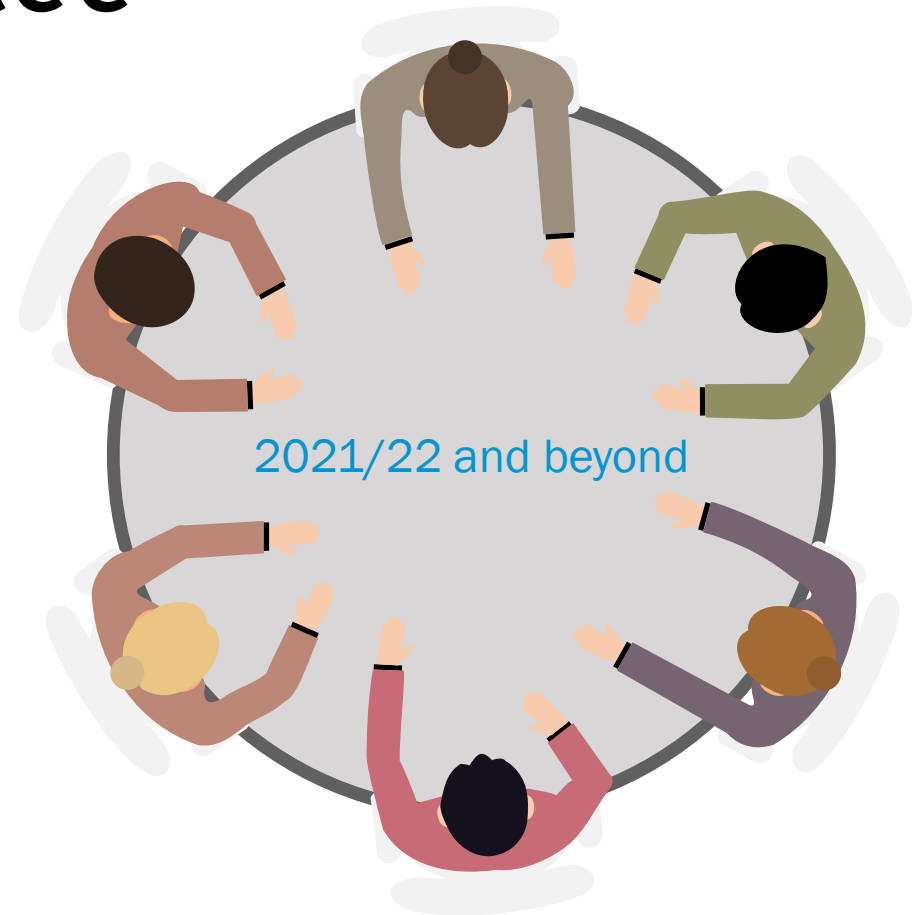
Our new team (why not be part of something great?)

AUSIT QLD is looking for self-motivated, skilled new members for the Branch Committee. Playing an active part in your profession goes a long way in enhancing your knowledge and networks.

Why Join the Committee

Many interested members express their concern that being a member of a branch committee would mean a set of skills they do not possess. With that in mind, we decided to share with you our “set of skills”, which we are confident every committed professional thinking of joining already has:

- strong commitment to the profession
- a desire to share knowledge and support development
- people/organisational skills
- wanting to be part of bigger things and change
- enjoying working with colleagues
- ability to contribute ideas
- a thirst for learning





BRANCH ACTIVITY REPORTS



Professional Development: The Backbone of the Profession



Leisa Maia –
PD Coordinator

Due to ongoing limitations brought about by the pandemic, the QLD branch continued to host most of their PD events online in 2021. The greatest advantage of this is that we were able to offer the events to a national audience. The downside of course is that we missed out on a lot of networking and the enjoyment of catching up socially with our T/I colleagues.

In saying that, the QLD branch was fortunate enough to host two face-to-face events in 2021. We began the year with a networking meet-up at the Brisbane City Botanical Gardens where we were thrilled to meet many new faces and welcome in lots of new members. In the middle of the year (June) we hosted a poetry translation event, which was thoroughly engaging and very well received by those that attended.

Since our last AGM in September 2020, the QLD branch has hosted six national webinar events that in total attracted around 750 registrants. We have been able to fine tune the webinar organisation process and it has now become just a part of our lives. We are extremely grateful to the numerous expert presenters that have so generously shared their wisdom on a variety of topics ranging from mental health to pricing strategies.

The AUSIT QLD branch will close the year with a second session of the Interpreters & Translators at the Frontline series, an ethics-based event presented by Patricia Avila. This webinar will coincide with State AGMs and be open to a national audience. We expect this event to be very popular and to generate lots of healthy debate around ethics in the T/I profession.

Month	Event	Type	# Registrants
August 2020	Interpreters & Translators at the Frontline (Ethics event)	National Webinar	220
November 2020	Using the power of social media to build your band	National Webinar	95
February 2021	Networking Coffee	Face to face	40
May 2021	Interpreting in Mental Health Settings - Part I	National Webinar	107
June 2021	Privacy & Cyber Security	National Webinar	126
June 2021	Poetry, Wine and Cheese	Face to face	22
June 2021	Interpreting in Mental Health Settings - Part II	National Webinar	90
July 2021	Machine Translation Pricing	National Webinar	115

Professional Development: What Our Members Say



An interesting look at the current developments in the industry.

Very informative, especially for a beginner such as myself.

As a student AUSIT member, this has been a really practical and helpful seminar on the business aspects of being a translator.

Great, well-presented & informative, thought-provoking session.

I have a big action list now, thanks for your help.

I like these online seminars. Especially if you do not live in that particular state, but can attend something that interests you

Scholarships



In 2020, AUSIT and NAATI came together to offer up to 20 scholarships to speakers of languages in demand to be trained via the NAATI Certification Training Online Course with TAFE SA and RMIT and to later sit for the NAATI Certificate Exam. The purpose of this scholarship program is to upskill and train uncertified interpreters to better meet the demand for interpreter services for in-demand languages in the State of Queensland.

Since the last AGM the program has continued to progress well, with seven scholarship recipients having successfully graduated from the course in December 2020. The languages they speak are Arabic, Dari, Lao, Persian and Thai. In 2021 these students have been busy preparing to sit their NAATI exams. Five of the candidates have scheduled their tests. We look forward to continuing to support the students through the process of the sitting their NAATI test, and subsequent professional practice.

Considering that there are some funds remaining in the grant, QLD hopes to be able to offer another set of scholarships again soon. The application of remaining funds is pending review by the National Council.

Treasurer Report: Good Business Practice



Natasha Ziada - Treasurer

This report covers financial activities for the financial year 2020/21. The AUSIT Queensland Branch has delivered an excellent result for the 2020/21 financial year, despite the challenges still presented by COVID-19 for a large part of the year.

The AUSIT Queensland Branch has run a highly successful round of professional development (workshops and webinars) generating revenue whilst carefully managing expenses.

The management of finances is primarily based at the national level, while treasurers at the state level update financial data regarding expenditures, income, sponsorship, reporting constantly to the National Treasurer. Below you will find the QLD AUSIT 2020/21 Financial Result (YTD By Event) QLD. (The most up-to-date financial view at the time this report has been created – pending the provision of the final, audited numbers which will be made available to all members prior to the National AGM in November 2021.) GST is included in the expenses.

Comparing the current financial year with the previous one, we have achieved a huge growth in income, from 4,198.15 AUD in 19/20 FY to 12,701.29 AUD in 20/21. This tremendous growth can be safely ascribed to one thing: by focusing on what our members want, we have been able to deliver better quality events. Offering them nationally via ZOOM has also considerably lowered our expenses pertaining to venue hiring and catering, while providing more flexibility to our members.

Professional Development Events - 2020/21 - Summary of Event Financial Result

#	Event date	Topic/Name	Location	Actual Total Income	Actual Expenses	Profit/Loss
1	23/07/2020	Business Series: Tax Matters	Online	\$1,850.00	\$330.00	\$1,520.00
2	19/08/2020	Business Series: COVID-19: Not the end of the world	Online	\$1,290.91	\$0.00	\$1,290.91
3	17/09/2020	Business Series: How to approach marketing as a translator or interpreter	Online	\$2,827.28	\$0.00	\$2,827.28
4	10/11/2020	Business Series: Using the power of social media to build your brand	Online	\$1,981.82	\$0.00	\$1,981.82
5	13/05/2021	Interpreting in Mental Health Settings I	Online	\$2,136.37	\$0.00	\$2,136.37
6	03/06/2021	Privacy & Cyber Security	Online	\$2,686.36	\$495.00	\$2,191.36
7	12/06/2021	Poetry for Translators: An evening with wine and nibbles	Paris St, Brisbane	\$377.27	\$446.45	-\$69.18
8	17/06/2021	Interpreting in Mental Health Settings II	Online	\$822.73	\$0.00	\$822.73
FULL YEAR RESULT:						\$12,701.29

Membership: Growth is the Key



Sorgul Maho –
Membership Officer

Last year saw a steady increase in the number of our branch members. We started with 209 active members in August 2020 and an aim stated during our Strategic Meeting to increase that by 20%. We surpassed our goal by achieving nearly 50% growth in membership base. At the moment, we have a total of 240 active members, 20 lapsed members and 65 pending renewals, plus two new members in July. This brings us to a total of 305 members. As part of the Membership Officer's duties, members who have not renewed by end of August will be sent reminders encouraging them to do so.

Our current membership is made up of of 282 practitioners, 15 students and 8 senior practitioners (the highest number in all branches).

Representations: Your voice to the industry



Renata Oliveira - Member

AUSIT representation at the CRH advisory group: part of a project run by True Relationships and Reproductive Health (TRUE) which aims to build the capacity of health professionals and services to improve reproductive and sexual health outcomes for people from migrant and refugee backgrounds. AUSIT participation included being involved in meetings to discuss issues pertaining to responsive reproductive health (including access to skilled interpreters and training for interpreters and translators) for CALD clients. Renata also assisted in consultations for the development of resources to be translated for women and men from CALD backgrounds (i.e. cervical screening and men's health resources).

Collaboration between the Institute of Professional Editors and AUSIT: After two years of concentrated effort by AUSIT QLD and IPEd QLD, the IPEd CEO, Karen Lee, and branch presidents met back in February 2021 and are putting together a set of guidelines and policies regarding all of IPEd's affiliates. IPEd contacted AUSIT National Council, and a documented proposal of affiliation between the two organisations is currently on the discussion list. IPEd hosts events which would be of great benefit and interest to translators into English, and affiliation will permit members of both organisations to attend events at members' rates. In Editors Queensland, Glenine Hamlyn, and editor and a translator, is now officially the Affiliates Liaison Officer. Glenine is also an AUSIT member.



Elisabeth Kissel - Member

Representations: Your voice to the industry



Mariam Elliott - Member

Refugee Health Interpreter Working Group QLD: A group chaired by Vicky Jacobson which meets every month to discuss access to health services by CALD clients and issues affecting interpreters [those who enable that access]. The meetings are attended by 35 to 40 people (including face-to-face and zoom) and can take, on average, 3 hours. Most meeting discussions seem to focus on the poor quality of interpreters available. It is important to note that the majority of attendees are from QLD Health and do not seem to understand why they are engaging interpreters of such poor standards. As the AUSIT representative, Mariam aims to explain the reason for this poor standard (inadequate pay for experienced interpreters have made it almost impossible for some to continue working in the profession). Other discussion points are:

- Pay and conditions and booking systems have been talked about as part of the Minister's Interpreting working group and have been recognised as issue and recommendations provided to Minister.
- Aim of the meeting is to understand current enablers and barriers with regard to engaging interpreters on a video or teleconference when all three parties are remote. Group will make some recommendations for further action.

Some key Points:

- No integration between booking systems, interpreter video software and Qld health telehealth (or other systems) during 3-way engagement (between clinician, interpreter and patient all accessing remotely).
 - Need a solution quickly otherwise there is a serious access and equity issue.
- We need to get the language right so we can move forward with the vendors and articulate the need clearly.

Representations: Your voice to the industry

NAATI Regional Advisory Committee in Queensland:

The Regional Advisory Committees (RACs) are advisory committees to the Board of Directors (BoD) and work to deliver the NAATI mission to set and maintain high national standards in Translating and Interpreting to enable the existence of a pool of accredited translators and interpreters responsive to the changing needs and demography of the Australian culturally and linguistically diverse society. NAATI RACs have a valuable role to play in bringing the key stakeholders together to address regional challenges, and to use their combined expertise, local knowledge, and insights to address gaps in training, and develop and trial new solutions to increase accessibility to skilled credentialed interpreters in regional communities.

NAATI RAC identifies local professional issues and needs and provide advice to the NAATI BoD, develops local stakeholders' responses to various NAATI proposals, developments, initiatives or policy changes, facilitates general community awareness of NAATI's role and function within the T & I industry, carries out special projects, and participates in State and Territory based consultative meetings with industry stakeholders including NAATI Members, funders, AUSIT, service providers, educators and community associations.

One of the main issues discussed by RAC Qld are the challenges faced by service providers in accessing the service of credentialed interpreters in Queensland, particularly in languages spoken by new and emerging communities.



Andrea Druery - Member

Summary

Our business practices are good

Income generated has increased from \$4,198.15 to 12,701.29 at a rate of 300%, thanks to better quality and delivery of CPD.

We're getting our work done

We have representatives on almost all committees in QLD working on interpreting and translation issues.

We're growing

Our membership has increased from 209 to 305 members: an increase of almost 50%!!

Our member satisfaction is high

We have consistently received over 80% satisfaction on our professional development surveys.

We're leading...

.. because of the trust our members vest in us, and because of our passion and commitment to the profession. Thank you for being part of AUSIT.



Thank you

In my capacity as the outgoing Chair, I would like to personally thank each and everyone of the Committee members for their hard work and dedication in carrying out their tasks.

As I farewell this Committee, I look forward to welcoming the new one. I leave assured that the new AUSIT QLD Branch Committee will continue to work tirelessly towards enhancing the experiences of our members and cooperating with academic institutions, NGOs and government bodies, and other industry stakeholders.

It is a delightfully exciting and challenging journey, so come along and be part of the bigger picture.