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**The challenge of semantic shifts in Australian welfare terminology:
a case study from Welfare to Work**

This presentation will outline some key challenges for interpreters and translators working with social welfare and employment service providers.

Use of commonly-accepted social welfare terms included in some bilingual social welfare glossaries will be considered in the light of changes implemented through the Federal Government's Welfare to Work reforms in 2006 which have rendered many old social welfare expressions redundant while creating many new concepts. A case study will be used to highlight some challenges encountered in a typical dialogue interpreting situation in Job Network.

Suggestions will be given about how to control the flow of information to be interpreted with particular emphasis on how to assist both interlocutors to communicate clearly resulting in enhanced quality of interpretation regardless of the pressure of time constraints.

Insights from research into the different performance levels of cognitive processing operations will provide practitioners valuable understanding of their own performance in different modes of interpreting, so they can adopt the most appropriate techniques to optimise both interpreting efficiency and clarity.

Special attention will also be focussed on useful techniques to minimise the potential of serious conflict and maximise engagement between the interlocutors.