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Interpreting and translating: a necessary evil?

This paper will examine some of the attitudes and barriers to using interpreting and translating services in Australia. It will analyse the generally acknowledged premise that Australians are accepting of T/I services and see non-English speaking people, be it in the community or business domain, as being entitled to an interpreter. It will also look at why organisations are reluctant to spend money when communicating with their markets or target audiences. The analysis will be centered around a survey conducted amongst business people, health professionals, the judiciary, government representatives, families of non-English speaking people and the non-English speaking people themselves. The paper will be supported by case studies.