

Regional Interpreting Internship Model

Many migrants settling in regional areas require professional and safe interpreters to access services.

Regional areas need bilingual locals who are trained and qualified interpreters. Regional towns are struggling to train and retain local interpreters therefore CatholicCare has created a multifaceted approach:

- an Interpreter Internship model that provides wrap around support and training to ensure locals achieve their qualifications.
- education and professional development for those whose professional role has meant they are relied on for informal and incidental interpreting. Focusing on upskilling workers to keep people and services safe.

Certification with the National Accreditation Authority for Translators and Interpreters (NAATI) acknowledges an individual's language proficiency and abilities meet professional standards expected in Australia to ensure quality service provision in interpreting and translating.

As a direct result of the interpreting intern program, CatholicCare has also been able to meet local requests for quality onsite interpreting for in-demand languages for services including: hospital, school, NDIS, police, magistrates court, private organisations (e.g. legal, health), and other community services, increasing service access for new arrivals.

13 Interpreting internships offered

11 successfully completed the online "Interpreting Skills for NAATI certification" (Persian, Arabic, Swahili, Kurdish Kurmanji, Kinyarwanda).

4 interpreters awarded NAATI recognised Practicing Interpreter credentials in Kurdish Kurmanji (only seven in Queensland).

1 interpreter awarded NAATI recognised Practicing Interpreter credentials in Swahili and Kinyarwanda.

1 interpreter awarded NAATI certified Provisional Interpreter credentials in Arabic. 4 waiting to sit testing (Arabic and Persian).

16 participants attended 38 Interpreter professional development groups including mentoring opportunities.

Currently **11 OF THE 13** went into steady employment at the conclusion of the program, two went on to further study.

“
The most valuable thing is we meet our fellow interpreters, and we give feedback to each other. Also, practicing for the NAATI test.
 PARTICIPANT”

“
All the respectful, meaningful relationships that we developed. The sense of belonging to a group. Everything about the class makes me look forward to it every week.
 PARTICIPANT”

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Community capacity building/ sharing the learning:

CatholicCare recognises that there is a significant amount of language support provided in the community by people who are not NAATI recognised or certified.

Some professionals are relied on for informal and incidental interpreting. These interpreters may experience barriers to complete the full NAATI training including inability to meet required English level and/or barriers to accessing training. However, we also know they fulfil a key part of service provision in the community. CatholicCare’s innovative approach offers the following programs to reduce potential risks, increase awareness of individual capacity, increase professionalism and understanding of ethical considerations:

- One day Interpreting Skills Workshop –sixteen participants attended who work in schools, employment services and community services (Languages: Kurdish Kurmanji, Arabic, Dari)
- Six week Professional development program delivered onsite at a school, for bilingual teacher aides for six participants from two schools (Languages: Arabic, Swahili/French, Farsi/Dari, and Kurdish Kurmanji)
- One day Workshop for bilingual teacher aides about role boundaries, interpreting skills, and ethics for interpreting for four participants from three schools (Languages: Arabic and Kurdish Kurmanji)
- One work shadowing and professional development placement at CatholicCare (Eight weeks x 3.5 hours) (Kurdish Kurmanji)



Feedback from workshops:

“To make sure not to interpret when I am not confident that I can”

“Do not add any of your opinion or advice”

“I will say no politely if I am not sure about my ability to do the job”

“Apply ethical considerations and be professional”

“That I should interpret accurately “what was said”. That confidentiality is very important but if someone is to hurt themselves, others, or property then I should tell”



Raising awareness in the broader community:

20+

networking groups across Toowoomba provided information on importance of NAATI interpreting. Sectors included: health, education, law enforcement and legal systems, family support services, housing, employment, crisis support and more.