



**ASLIA**

Australian Sign Language Interpreters' Association

# **3<sup>rd</sup> Annual Report 2014**





ASLIA National Conference 2013 Organising Committee: Daryl Seibright, Gina Auciello, Joe Sabolcec, Sandra Remedio, Melinda Dagger, Paul Heuston (Convenor), Danielle Don and Teresa Cumpston Bird

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It is my honour to welcome you to the 3rd Annual Report. This 3rd Annual Report presents some of our achievements and many examples of the fine work undertaken by members and representatives to further ASLIA member interests.

ASLIA members have achieved much in the last 23 years, and this year the honorary Executive Committee (EC) and member representatives have continued to contribute to this success. Our key focus continues to be to actively engage and support members, state branches and key stakeholders. We were thrilled to reach a new record of 367 members as at 30 June 2014.

We were conscious of the importance of the Deaf Society of New South Wales centenary celebrations with their premier event, the World Federation of the Deaf World Conference in October 2013. In view of this celebration and wanting to fully support the Deaf community, the EC decided to host a one day ASLIA National Conference (ANC) in Sydney immediately following the World Conference, rather than hosting our traditional two and a half day ANC and two day Interpreter Trainers' Network Symposium (ITNS) in August. "All in a Day's Work" was a concentrated one day ANC event that provided delegates with an opportunity to come together, learn, celebrate our collective achievements and meet old and new friends alike. At the ANC, I asked delegates to pause for a moment to reflect on the privileged role we, as interpreters, have in Deaf people's public and personal lives.

Some of the other highlights of the year include presenting the 2nd Annual Report at the 19th Annual General Meeting (AGM) in Sydney, establishing closer working relationships with state branches, and achieving better information sharing among ASLIA and state branches via EC and Representative Council (RC) members.

Much time and energy has been invested to progress the "Joint Membership" proposal with the Australian Institute of Interpreters and Translators (AUSIT) and Professionals Australia (PA). Joint membership has the potential to dramatically change the day-to-day working lives of ASLIA members via PA industrial relations representation in employment related discussions and negotiations. The Australian Competition and Consumer Commission (ACCC) ruling to allow PA to collectively bargain for members who operate as independent contractors is a watershed moment. In short, PA is now allowed to collectively negotiate the terms of engagement for interpreters (and translators) and to provide information and advice about rates of pay and other contract terms. PA, AUSIT and ASLIA also worked together to arrange a national road show in June and July. Our tri-partnership enables us to open up co-operative discussions with members, industry stakeholders and agencies, and work to create a fairer, more sustainable Translating/Interpreting (T/I) industry.

We enjoy a strong and productive relationship with the National Accreditation Authority for Translators and Interpreters (NAATI). Two significant highlights of this relationship included securing Professional Development (PD) funding of \$21,000 to provide members with relevant, accessible, live-streamed PD in all states as well as a new interpret-Ed online module; and the long-awaited announcement of NAATI Deaf Interpreter (DI) Recognition.

Membership fees have contributed to the overall financial success of ASLIA by covering Officer and Director's insurance, Public Liability insurance and all website related costs. However, ASLIA must secure other forms of income to achieve the Vision and Mission as articulated by the Strategic Plan and Annual Plan.

We published 11 monthly e-Updates and increased our communications with members throughout the year. We were delighted to enter into a 10 year agreement with Ms. Eve Hedley in relation to establishing the "Kathy Walsh Memorial Sponsorship".

The Creating Opportunities Fund (COF) sub-committee worked tirelessly on different projects including the successful delivery of intensive interpreter training in Fiji to 30 participants from all over the Australasia and Oceania region. The DI sub-committee is making good progress and has developed a draft DI policy. We also established the Interpreting in Educational Settings (IES) sub-committee, which has developed an Action Plan to assist interpreters working in K-12 education settings throughout Australia.

Of course, the EC has had to deal with challenges as well. For instance, the ASLIA Western Australia branch closed in October 2013. As a result, the EC worked closely with the outgoing local committee to wind up the state branch and made the following arrangements for members in Western Australia:

- In the absence of a local state branch, the ASLIA Constitution provides that the EC is responsible for members in Western Australia. To assist the EC support local members, we appointed Robyn Tsapazi as a liaison member. The key responsibility of this role is to enable a two-way information exchange between local members, state branches and the EC.
- We are holding a small amount of funds in trust for one year, and managing all member requests for financial support.

Another example where the EC has struggled is the lack of a full team. The last AGM resulted in six out of a maximum nine EC members being appointed to lead and manage ASLIA business and implementation of the Annual Plan. In November 2013, we co-opted Ben Souter as Secretary, who hit the ground running but unfortunately had to resign in February 2014. Having six of a potential nine EC members has meant a heavier work load in addition to the assigned portfolios responsibilities. Succession planning will continue to be the biggest challenge to ASLIA's ongoing viability and sustainability.

The EC has continued to adopt a prudent approach to finances working for the first time to an approved budget. We have also made special improvements to our internal processes, reporting and governance. We cut expenditure, consolidated revenue and achieved a solid result for the year. ASLIA is still strong, continues to have a positive cash flow and sound financial position.

I would like to take this opportunity to thank all EC and key members for their leadership, personal commitment, reliability, consistent delivery of work and support throughout the last 12 months. The combined contributions of all hard-working state branch committee members, RC members, sub-committee members as well as ASLIA representatives on external bodies has directly contributed to better supporting members and overall success.

I have thoroughly enjoyed my five years on the ASLIA EC and have always strived to work in the best interests of members. Thank you to all members and stakeholders for your ongoing support over the last three years while I have had the privilege to lead ASLIA. I am sure that these achievements will be built on by the incoming President and EC. I send best wishes to the new leadership team as they continue to serve ASLIA members and "To lead and promote sign language interpreting across Australia."



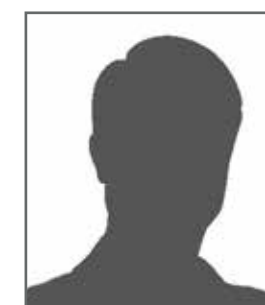
Mr Paul Heuston  
President



Ms Cindy Cave  
Vice-President



Ms Teresa Cumpston Bird  
Treasurer



Vacant  
Secretary



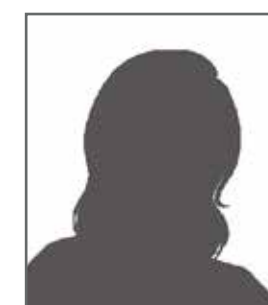
Ms Danielle Don  
Committee Member



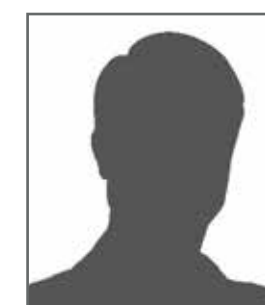
Mr Neil Ray  
Committee Member



Ms Gina Auciello  
Committee Member



Vacant  
Committee Member



Vacant  
Committee Member

Strategic Plan 2011 - 2016

ASLIA is a non-profit body and is the national peak organisation representing the needs and interests of Auslan/English Interpreters and Deaf Interpreters in Australia.

The Association is comprised of an Executive Committee, a Representative Council and branches in most states/territories.

VISION

To lead and promote sign language interpreting across Australia

MISSION

ASLIA is the peak body representing Auslan/English interpreters through:

- 1. Partnerships and engagement with ASLIA branches, members, practitioners and stakeholders.
- 2. Promoting and providing on-going professional development and best practice in Auslan/English interpreting.
- 3. Providing a professional framework, including a Code of Ethics, policies and guidelines.

ASLIA's goals are to:

- 1. Strengthen the position of ASLIA as the peak body representing Auslan/English interpreting in Australia.
- 2. Promote, maintain and enhance collaboration with ASLIA branches, members, practitioners, and stakeholders.
- 3. Sustain and increase ASLIA's financial position.
- 4. Provide professional framework for Auslan/English interpreting.
- 5. Promote best practice in Auslan/English interpreting.
- 6. Support practitioners from special interest groups.
- 7. Be an effectively functioning organisation.

Strengthening ASLIA

- Promoting the benefits of membership
- Developing strategic alliances
- Monitoring the impact of external forces on the profession
- Maintaining a relevant website
- Seeking funding
- Exploring opportunities to promote ASLIA at conferences

Collaboration with Stakeholders

- Maintaining partnerships with its state branches, members, practitioners and stakeholders
- Creating Auslan versions of ASLIA policies
- Improving shared information processes between all relevant groups

Creation of a Secure Financial Position

- Review and clarify financial processes and structure
- Provide both advice and consultancy to the industry on a fee-for-service basis
- Coordinate funding requests to national bodies on behalf of state branches

Provision of a Professional Framework

- Provide leadership to state branches
- Engage in clear communication between ASLIA and its state branches
- Provide information about professional practice through clear policies and guidelines

Promotion of Best Practice

- Maintaining the national Interpreter of the Year Awards
- Coordinating the JW Flynn Oration
- Convening the annual ANC and ITNS
- Developing and maintaining Interpret-ED
- Monitoring endorsement process for research and/or undertaking research
- Producing a national calendar of PD events

Support for Special Interest Groups

- Creating opportunities for regional and rural interpreters
- Providing support to Deaf (Relay) Interpreters
- Creating guidelines for working with Deafblind clients
- Developing resources for interpreting with Indigenous Deaf clients
- Creating opportunities for interpreters in developing countries

Effective Functioning

- Ensuring that all governance and compliance requirements are met
- Ensuring that annual plans and budgets are completed and documented
- Ensuring that all policies, procedures and guidelines are current and published





Paul Heuston  
President

**Portfolio Responsibilities:** Membership;  
Collaboration with Stakeholders; Leadership  
to State Branches; Professional Development;  
and Governance

As an EC member, I have sole or shared responsibility in the 2013 – 2014 Annual Plan across different portfolio areas, and I will briefly report on some of these here.

### Membership

As at 30 June 2014, we have 367 members. This new membership record represents an impressive 32 per cent increase over the last three years since 30 June 2011.

Members are the reason ASLIA exists. Cindy Cave and I share this extensive portfolio. Our 2013 - 2014 membership drive highlighted the range of standard ASLIA membership benefits which are complemented by those individually offered by each state branch to members.

I also have promoted ASLIA and membership benefits to Auslan/English interpreters, DI's, community members, government and the T/I industry including through:

- One-on-one meetings with members; state branch committees; not-for-profit, public and private sectors; government; and T/I industry representatives
- Attending the World Federation of the Deaf World Conference in Sydney in October 2013, and AUSIT D-Day conference in Melbourne in November 2013
- Correspondence and teleconferences with members-at-large; state branches; federal government and T/I industry representatives
- Planning, sourcing, developing, and distributing the monthly ASLIA e-Update
- 11 President's Reports in the monthly ASLIA e-Update.

### Collaboration with ASLIA branches, members, practitioners and stakeholders

Maintaining and strengthening member, practitioner and key stakeholder relationships in the Australian T/I industry is pivotal to ASLIA's success. As President, I manage relationships with all key stakeholders, some of which include: AUSIT, Australian Communications Exchange, Australian Federation of Deaf Societies, Deaf Australia, NAATI, National Auslan Interpreter Bookings and Payment Service (NABS), PA, Sign Language Interpreters Association of New Zealand (SLIANZ), and the World Association of Sign Language Interpreters (WASLI).

A few of the highlights include:

- We lobbied NAATI for DI Recognition and worked closely with them to develop this long-awaited opportunity, which was announced at ANC on 19 October 2013.
- Following the ASLIA, AUSIT and PA "Joint Statement of Common Goals" in May 2013, we continued to work hard to build effective working relationships within the tri-partnership. We created and distributed various communications to members such as "Many Languages One Voice – Fair deal for translators and interpreters".
- A new three year agreement was signed with Aon, so that members can purchase Professional Indemnity insurance and Public Liability insurance.
- I represented ASLIA at the World Federation of the Deaf World Conference in Sydney on 18 October 2013, and attended a WASLI Australasia and Oceania region meeting with other representatives.
- Regrettably, ASLIA Western Australia wound up in early October 2013. As a result of this decision, ASLIA agreed to hold local member funds in trust for one year. Going forward, we will provide direct support to members in Western Australia until a new branch is established. Other arrangements have been made to support local members, for example, we appointed Robyn Tsapazi as a liaison member to ensure a direct line of communication between local members and the EC.
- ASLIA was well represented on many internal and external committees, sub-committees and reference groups. We thank all members for representing ASLIA's best interests, sharing their expertise and for giving back to their fellow members. For more information about member representation, please see page 23.

### Coordinate funding requests and deliver Professional Development

Over the last year, I coordinated PD funding requests – a task relating to "sustaining and increasing ASLIA's financial position". The objective to "deliver ongoing professional development" and "convene an annual ANC and ITNS" are key priorities for ASLIA. For example, we co-ordinated the delivery of 12 PD events to all state branches with a total of

290 people participating in the NAATI funded PD workshops in Brisbane, Sydney, Wollongong, Hobart, Adelaide and Perth in person or offsite via various technologies.

As part of this NAATI funding, ASLIA developed a new online interpret-Ed module "Educational Interpreting", and Neil Ray is to be acknowledged for his outstanding work. The new online offering along with the other 12 PD opportunities have definitely assisted Auslan/English interpreters, DI's and AUSIT members to develop new skills, increase professional networks and also meet NAATI Revalidation PD requirements.

For a second year, we worked in close co-operation with state branches to produce a national PD calendar. A member can now go to the ASLIA website and see in one place what PD is available around the country, and if interested can register and make arrangements to attend any of these events.

We have prepared several national PD proposals and submitted these to different organisations. If the PD proposals are supported, this will mean ASLIA will deliver a range of new and exciting PD to members all over the nation in late 2014 through to the end of 2015.

### ASLIA National Conference 2013

One hundred delegates from Australia, Canada, England, Fiji and New Zealand attended ANC 2013 in Sydney. Presenters explored the theme "All in a Day's Work" via thought-provoking and diverse papers including Dr. Stone's Keynote Presentation "All in one day - all in one interpreter?" Due to the decision to offer a shortened ANC one day program, the ITNS was not offered in 2013. For more information about ANC 2013, please refer to the ANC 2013 Convenor report on pages 18.

The EC has been considering the current human, financial and non-financial challenges of holding an annual ANC. To address this, we developed a ANC Future Planning survey and sent it to all members and stakeholders in June 2014. At the time of writing this report, the ANC Future Planning survey just closed. Cindy Cave and I are now in the process of analysing the data and preparing a report with recommendations for the EC to consider.

### Professional Framework for Auslan/English Interpreting

The ASLIA 2011 – 2016 Strategic Plan was sent to all state branch committees with an invitation to use this document when developing their own Strategic Plan. On Sunday, 20 October 2013 the EC met with all state branch committee representatives in Sydney for an annual meeting. Throughout the year we also organised state branch teleconferences on a range of matters. State branches have acknowledged the

increased levels of support, tailored advice and leadership provided to them by the EC throughout the year.

While ASLIA welcomes many of the NAATI recommendations in the "Improvements to NAATI Testing" (INT) Report and their future implementation, we were however disappointed with the proposed minimum pre-requisite entry requirements and levels of accreditation which effectively do not change the status quo, nor raise the standards bar. We will continue to make representations to NAATI about this and other INT Report recommendations in the best interests of members.

### Effectively Functioning

On 20 October 2013, the EC developed the 2013 – 2014 Annual Plan. In a first for ASLIA, the Treasurer also led the development of an annual budget, which the EC approved. As a result, the EC now has full visibility of ASLIA's financial position and overall resources. I would like to sincerely thank Teresa Cumpston Bird for the countless hours of planning and work that has been invested in identifying income and expenditure then mapping this into a proposed budget. This annual budget process has been documented and can be replicated in future. We look forward to sharing our end of financial year result with members at the 2014 AGM.

The timely production of all reporting requirements including the development and presentation of the 3rd Annual Report and audited financial statement serves to achieve the objective to "ensure governance and compliance requirements are met". These two documents will be presented to members for their acceptance at the 2014 AGM.

On behalf of members, we would like to express our appreciation to the Deaf Society of New South Wales for kindly allowing us the use of their Parramatta post office box and other support facilities.

### Governance

ASLIA continues to enhance internal processes and overall governance of its activities to the benefit of all members. We have just passed the half-way mark of the five year Strategic Plan, and overall we are on track. Some of the achievements for the reporting period include:

- Succession planning has been a focus for the last year because four of six EC members will complete their respective terms at the upcoming AGM. Identifying and attracting new members to serve on the EC has been an

ongoing challenge, so we are approaching potential new EC members in addition to calling for nominations via the standard Notice of Meeting process. By taking these actions, we want to increase the future certainty of ASLIA's ongoing operations and viability.

- Sponsorship for the e-Update, PD events and ANC 2014 was secured.
- Close monitoring of our financial affairs in difficult economic conditions is ongoing. The sole source of regular income that ASLIA relies upon is its 20 per cent share of each membership fee, which is fully utilised to pay for annual insurance and website-related costs. Therefore, we are heavily dependent upon sponsorship and an ANC surplus to support any other ASLIA-related activities.
- EC members are honorary volunteers and discharge all of their responsibilities without support from any paid staff. It should be noted that an ASLIA-PA joint membership has the potential to provide much-needed support to the EC and state branch committees through integration of many administrative tasks and functions. This arrangement would effectively lighten the administrative load for EC and state branch committee members and enable them to focus more on delivery of services and support to members.
- ASLIA has provided leadership to the state branches and membership in a multitude of different ways both directly and via state RC members. Some examples include provision of policies and advice to state branch committees and members, review and development of national policies such as the revised Occupational Health and Safety policy, Interpret-Ed; timely and regular communications, and co-ordinating national PD funding opportunities for state branches.

- Other related governance activities include managing internal committee business and identifying specific governance improvements. All six EC members, ANC OC and sub-committee members continue to use one central information repository, Dropbox, at no financial cost to ASLIA.
- We exclusively use Webmail Net Registry email addresses for all ASLIA business, rather than personal email addresses. This has been rolled out and is now standard for all ASLIA-related information to ensure that information is stored, managed and accessible within one system.

In conclusion, we have built deeper relationships with members and key stakeholders, delivered a vast array of support and services to members, raised ASLIA's profile within the Deaf community, T/I industry and wider community. This will be my last portfolio report as an EC member as I will not be seeking re-election at the AGM. It has been an honour and privilege to serve ASLIA members. After five years on the EC, I look forward to seeing a new EC take the lead and continue to deliver against the Strategic Plan 2011 - 2016 and build on the legacy that the wider team has collectively built for ASLIA members. In so doing, I wish members and the new EC for 2014 - 2015 the very best.



**Paul Heuston**  
President







Cindy Cave  
Vice-President

**Portfolio Responsibilities: Membership; ASLIA Policies in Auslan; Identify all Reporting Requirements; Insurance for the ASLIA EC and Members; Promote interpret-Ed; and Deaf Interpreters**

It is with pleasure that I submit this report to the ASLIA membership for the year ending 30 June 2014. Following the AGM on 20 October 2013, I was elected Vice President. In the first two months, I spent much time reviewing all different types of documents and information such as the Strategic Plan, Annual Plan, reports, policies and procedures in Dropbox. This has proved to be a good investment as I have a better overall understanding about ASLIA, members, key stakeholders, internal process, systems, and the breadth of its work. It is fair to say I have been on a steep ASLIA learning curve and it has continued eight months later.

In addition to being involved in ASLIA's day-to-day to business and decision-making, I have worked specifically with ASLIA Queensland on PD related matters, including DI engagement and have sought to increase ASLIA membership in the state. I also enjoyed working with the President to compile the NAATI Funded Professional Development Final Report.

I would like to take this opportunity to highlight a few areas that I am continuing to work on for the next financial year:

- Investigating English to Auslan translations for ASLIA policies
- Identifying all schedule and reporting requirements then consolidate these into one central spreadsheet for the EC to use
- Survey for regional interpreters
- More involvement in the DI space.

**Insurance for the ASLIA EC and Members**

The EC went out to market, via its insurance broker, to find the best price for its Officers and Directors insurance and Public Liability insurance. In late 2013, we were able to renew these two policies and for a better price.

In 2011, ASLIA entered into an agreement with Aon to provide two products, namely Professional Indemnity Insurance and Public Liability Insurance to members. In 2014, we reviewed the Aon agreement and have now entered into a new three year agreement. The President led the review and has managed the relationship to date, but I will be taking it on effective 1 July 2014. In addition to the above activity, we also investigated discounted group policy products for state branches. We worked with state branches to identify and collect their insurance needs then asked our insurance broker to provide quotes for same. State branches compared the

prices they pay for these products against the quoted prices, and then managed the rest of the process with the insurance broker

**Promote interpret-Ed**

The EC has made arrangements to regularly promote interpret-Ed in the monthly e-Update. Several members have purchased and completed different interpret-Ed modules through the year, and in so doing have attained NAATI Revalidation points. It is our hope that more members in 2014

- 2015 will take full advantage of interpret-Ed modules and in particular will complete the new “ Educational Interpreting” module. Neil Ray needs to be acknowledged for all of the great work that has gone into creating this new module.

**Deaf Interpreters**

After years of discussions with NAATI about interpreting accreditation for Deaf people, John Beever, CEO – NAATI, announced NAATI Deaf Interpreter Recognition at ANC 2013. This is a wonderful achievement and the culmination of much work by a few key individual members and most recently the DI sub-committee. Whilst we are delighted with this major step forward, the EC identified NAATI Deaf Interpreter Accreditation in the Strategic Plan 2011 – 2016. The EC while welcoming “Recognition” is still keen to explore with NAATI how Deaf people can meet NAATI Accreditation requirements, and therefore be eligible to receive Accreditation.

In the lead up to NAATI Deaf Interpreter Recognition, we worked with interpreting agencies to ensure DI's were able to “be on their books”. The EC including the Deaf Interpreter sub-committee will continue to advocate for the need of DI's to work in particular settings with a range of deaf clients, for Auslan/English interpreters to work with DI's as one team,

and for interpreting agencies to build DI capacity and similarly promote the availability of this service to the wider community. It should be noted that work done up until this point has a lot to do with the tireless work of the DI sub-committee and particularly the Chair, Lori Whynot. Thanks Lori and those active in the emerging Deaf Interpreter area.

Working with a team like this EC, just reinforces all the good work that goes into ASLIA behind the scenes that many would not be aware of. For various reasons my participation was buoyed by such a group of committed volunteers, who gave

so much of their free time for the betterment of members. Our six-weekly EC Skype meetings were thorough but enjoyable nonetheless.

Most of the EC will be leaving us at the next AGM, and I heartily wish them all well, they are most deserving of all the accolades coming their way for the time, effort and commitment they have given to members. Hopefully the next EC will be able to harness much of the goodness created by this team, and continue this fine work.

I wish all those stepping down a big heartfelt thank you on behalf of members for all the personal sacrifices they have made for the profession. Your work has not gone unnoticed.

Meanwhile, I look forward to what the next 12 months will bring for all of us, as ASLIA members, as ASLIA Executive Committee members and the interpreting industry as a whole.





Teresa Cumpston Bird  
Treasurer

**Portfolio Responsibilities:** Financial Management; Website Management, including Membership Communications via the website; Membership Applications and Activations.

I am pleased to submit to the membership this report for the financial year ending 30 June 2014. As would be expected, as the Treasurer, my portfolio has included all matters relating to financial planning, tracking of the budget as well as all of the financial transactions of the Association. It has, again, been a busy year; however, it has been an easier one as this year I had only the sole responsibility of Treasurer as opposed to last year when I was responsible for the Secretary role as well.

#### Financial Management

Following the move to accrual account reporting – as opposed to reporting on a cash reporting system – for the financial year ending 2012, and the subsequent shock felt by all at what was a substantial loss for the period, I have been able to more effectively monitor ASLIA's finances.

For those in attendance at last year's AGM, you will recall that even though it was necessary to report an end of year loss, in reality it was not a deficit, per se. The reported loss was related to how ASLIA had previously kept its financial records in a cash reporting system whereby income and expenditure is reported when it occurs, without adjustment for when the funds would actually be used. The financial year 2011/12 was the first time that adjustments were made to transactions to move them to the financial year where they appropriately belonged rather than leaving them in the financial year when they were transacted.

In addition, last year's end-of-year result was significantly impacted by the fact that each year, the ANC spans two financial years. This had been the reason that the cash reporting system was used. By choosing to move to accrual accounting, our "loss" appeared even greater as all registration income was moved from the 2011/12 books to 2012/13, where it belonged.

As was noted at the 2013 AGM, ASLIA's financial health was very strong and this was evidenced by a positive cash flow with a total of \$44,435.12 in unencumbered funds on 30 June 2013.

Moving through this financial year, the ASLIA Executive Committee has worked from an approved budget and has had clear visibility of the association's financial viability. Our financial health remains very strong. Through careful monitoring, we have been able to take advantage of a higher interest return on our funds by utilising a high-yield account with our bank, the National Australia Bank. Whilst

our accounts are not yet finalised and audited at the time of writing, it is expected that we will have a surplus for the year ending 30 June 2014.

#### Website Administration, Membership Activation and Communication

This year has presented issues in relation to our website and the vexatious actions of those who wish to disrupt our activities through the practice known as "hacking". Twice during the year – possibly three times with less "success" – this individual, or these individuals, have successfully taken our website down. Why ASLIA is a target is unknown; it is not possible to ascertain if ASLIA specifically is being targeted or if the hacking is merely a by-product of having a site which is not secure. ASLIA is doing its utmost to ensure site security; however, realistically, to have a far more secure site exceeds the financial resources of the association.

ASLIA continues to be indebted to Ramtin Sohrabian of RamtinWorld for not only his timely responses when the site has come under attack as well as his skill and knowledge in identifying and repairing it, but also for his continued support of ASLIA by providing many hours of his time, pro bono.

Management of membership applications and activation – whilst normally a task undertaken by the Secretary – have again fallen to me during 2013/14. The main reason for this is that I have an understanding of the backend of the ASLIA website, where activations are completed. Similarly, I continue to manage ASLIA email communications to members (e.g. e-Update, ASLIA, AUSIT, PA Roadshow, etc.) because these are effected in the backend of the website.

As ASLIA membership is aligned to the financial year, it is, obviously, a very busy time as the financial year draws to a close and current members wish to renew prior to the end of the financial year. The substantial workload for membership activation continues through until about September each year. ASLIA wishes to acknowledge and thank Auslan Services for their continuing support of ASLIA membership through their employee deduction system. The "ASLIA Membership Scheme" makes renewal easier for members who are employees of Auslan Services as well as assisting ASLIA.

This year has had an additional component added to the renewal process. As communicated to members, this relates to the operation of the NAATI Revalidation system which now means that a previously credentialed individual, eligible for full

or Ordinary Individual membership may no longer hold valid NAATI credential due to their expiration. If a member has not completed the NAATI Revalidation process and no longer holds current, valid NAATI credentials, then s/he is no longer eligible for membership as an Ordinary Individual. S/he must then become an Associate Individual member.

The need to verify members' NAATI credentials has added another layer of work that needs to be completed manually, checking the validity of each person's credential through the NAATI website, using their online verification tool.

In addition, I have continued to facilitate Skype meetings with the state branches, to share and explore ideas around state-based professional development as well as continued to work towards the updating of ASLIA policies and procedures.

In closing, I note that this will be my final year on the ASLIA Executive Committee and I will not be seeking re-nomination. The past four years have been both enjoyable and quite a wild ride. It has been an honour and a pleasure to work with such a dedicated team on the ASLIA Executive Committee. The enormity of the work that a team of volunteers is endeavouring to encompass can, at times, be daunting; however, it is also fulfilling to know that ASLIA successfully represents the needs and perspectives of Auslan/English interpreters as well as Deaf Interpreters to a wide variety of stakeholders. I wish to thank both past and present EC members, as well as past and present state branch Presidents and Representative Council members, for their unending support that has allowed me to undertake such a massive amount of work for the association. Thank you, one and all.





Danielle Don  
Committee Member

**Portfolio Responsibilities:** ANC 2014 Convenor and Venue Co-ordinator; NABS Reference Group; and Monitoring Website Traffic

It is with pleasure that I submit this report to the ASLIA membership for the year ending 30 June 2014, within my portfolios the year has been both challenging and productive.

As an EC member, I have been involved in discussion, meetings and decision-making regarding the business of the Association for the period.

**ANC 2014 Convenor**

The ASLIA EC appointed members to the ANC 2014 Organising Committee and announced this in December 2013. I accepted the role of Convenor as well as Venue and Accommodation co-ordinator; the role and portfolios have proved to be challenging. I have enjoyed working with 10 talented and dedicated OC members. Over the last seven months, I have led the team through the planning stages of the ANC, and we look forward to providing a very informative, entertaining and successful ANC 2014 for delegates.

In addition to the standard EC member tasks and responsibilities, I am able to report that during the 2014 year I had less portfolio responsibilities than previous years due to accepting the position of ANC 2014 Convenor and the significant work that the role entails.

**NABS Reference Group**

I have maintained ASLIA representation on the NABS

Reference Group and attended scheduled meetings via Skype to ensure that ASLIA and the interpreting profession is represented and considered when making any decisions regarding the provision of NABS interpreting services.

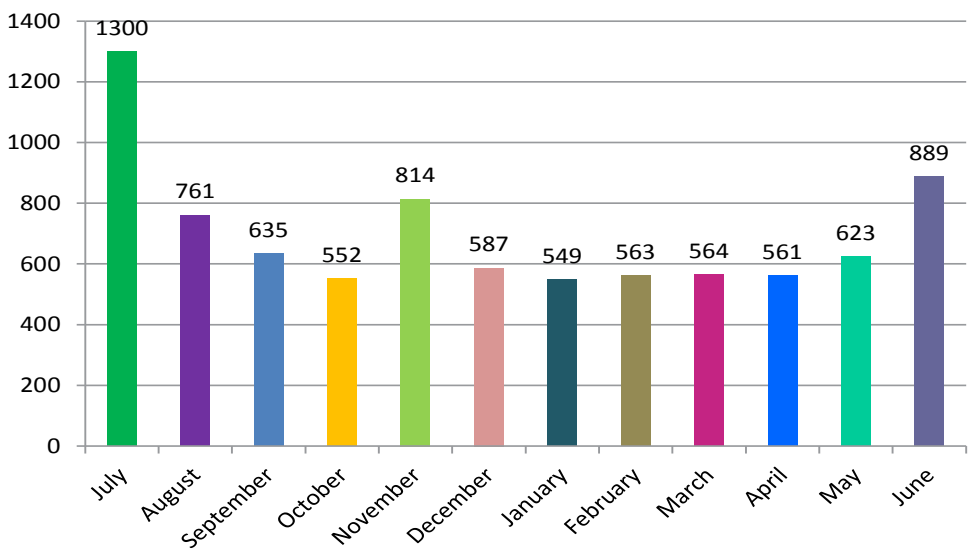
**Monitoring Website Traffic**

I have tracked and documented the use of the ASLIA website in order to identify trends. Visitors to the website include members and people from different countries from around the globe. The information gathered includes the number of website views, page views, pages per visit, average minutes per visit and percentage of new visits.

The graph below is a snapshot of website views from July 2013 - June 2014. This information helps the EC better understand visitors to the site and assists to identify trends. In brief, website views traffic remains solid month-on-month with particular peaks coinciding with membership renewal and ANC registrations in July 2013 and June 2014.

The ANC 2014 Convenor role and general time constraints have provided significant challenges for me during the year. I will be stepping down as an Executive Committee member at the Annual General Meeting. On a personal note, I would like to thank all of the EC and the ANC 2014 OC members for all of their support during my time on the Executive Committee. I trust that the 2014 - 2015 EC will find the experience just as rewarding.

**Website Views July 2013 - June 2014**



ASLIA Executive Committee and state branch representatives meeting. Front row: Executive Committee. Back row: State branch representatives. (Absent: Neil Ray and Merie Spring)







Neil Ray  
Committee Member

**Portfolio Responsibilities: Website; Training and Professional Development; and Fundraising**

It is with pleasure that I submit this report to the ASLIA membership for the year ending 30 June 2014. My three portfolios have proven to be challenging yet productive.

I am able to report that during the 2014 year, the following has been accomplished:

First, a new interpret-Ed module with a focus on interpreters in education was produced. The interpreters featured in the PD resource work in both primary and secondary settings and come from three states. The key objective of this video is to support educational interpreters in their day to day work by providing valuable insights, experiences and perspectives.

Much time was invested in the planning, writing, filming and editing of this online resource. Technical arrangements were made with our website developer to ensure the ASLIA website and platform accommodated the new video. Moreover, the EC decided to have open-ended quiz questions unlike other interpret-Ed quizzes that have closed-ended questions, which do not require a moderator and simply provide automated responses. The interpret-Ed module questions will require a moderator to individually review each response and then either award a pass or fail. A certificate of completion including NAATI revalidation points will be awarded upon successful completion of the module to the member.

We would like to thank NAATI for funding the Educational Interpreting interpret-Ed module.

Second, the EC has been discussing the future delivery of Training and PD via webinar technology. The EC resolved to survey the membership and a survey was prepared and distributed. Over 100 members responded to the survey and provided valuable data to us. In turn, I analysed the data and prepared a Training and PD via Webinar Technology report including recommendations for the EC to review. At the time of writing this report, the EC is considering the report recommendations.

Third, I had the opportunity to work with EC member Gina Auciello, Interpreter of the Year Awards portfolio owner, to produce a video presentation for the ASLIA National 2012 Interpreter of the Year Award. This was driven in part by ANC delegate feedback regarding the lack of information about each state Award recipient and so the EC decided to provide a short filmed interview of each state Interpreter of the Year Award recipient. This audio-visual package was broadcast at

the Awards presentation at ANC 2013 to much fanfare. Written feedback from ANC 2013 delegates was overwhelmingly positive about the Awards presentation and many commented that they were pleased to know why each interpreter won the respective state Award, and felt this presentation was a celebration for all interpreters.

Further, I am continuing to work on the following matters and project areas:

Over the next 12 months, I will continue to work on interpret-Ed and delivery of Training and PD via Webinar Technology. I am exploring other interpret-Ed module ideas for future production. As stated above, the EC is considering the Training and PD via Webinar Technology report, so I am currently working through the design and development of a structure to deliver future training and PD via webinar technology.

Providing significant challenges for me within my portfolio this year were the following area was delivering the interpret-Ed module on time proved challenging. We did not factor into our time lines any possible delays caused by ASLIA website technical issues. At the end of the video production and editing process, one month was spent ironing out technical issues from the current website capability. It must be noted that this new type of quiz which accompanies the module was a first for ASLIA, its website and the developer.

I commit to continuing to work on these important areas with the hope that by June 2015 the design and development of new training and PD offerings that can be added to the ASLIA website calendar can be accomplished.

In closing I have enjoyed my time serving on the ASLIA EC and working for the membership. The EC is a very supportive team led by experienced and dedicated individuals who give heart and soul to navigate through uncharted waters. I believe the work we are currently doing will form the foundation of many great things into the future. ASLIA members should feel proud of the skills that Executive Committee members bring to the role of leading the profession, and grateful for their willingness to voluntarily serve the membership.



Gina Auciello  
Committee Member

**Portfolio Responsibilities: Creating Opportunities Fund; J W Flynn Oration; and National Interpreter of the Year Awards**

It is with pleasure that I submit this report to the ASLIA membership for the year ending 30 June 2014. As an EC member, I have been involved in many discussions; day-to-day business of the Association; decision-making and meetings.

This has been an exciting year for the COF with new endeavours and wonderful accomplishments. I am proud to report that the Fiji Interpreter Training Program was delivered this year during April and May. There was an immense amount of planning and preparation involved for this initiative to happen.

Along the way, the COF sub-committee have been working tirelessly to raise money to fund this initiative, with a very successful Trivia Night that was held in Melbourne in March this year. COF is also planning to hold a Raffle at the ANC in Perth, and is planning to have a sequel Trivia Night early next year in Melbourne. I would like to acknowledge the commitment and hard work by the sub-committee members: Anna Vost, Serryn Bryant, Wendy Boase, Georgia Knight and Amy Blaylock; thank you for your dedication and support to COF.

The J W Flynn Oration is a very special part of the ANC programme. In 2013, Carla Anderson delivered the oration and captivated the audience with stories of her journey, from her work in America and deciding to bring her expertise to Australia, so that she could advocate for those who are Deafblind and turn barriers into access opportunities.

Additionally, she was part of the initial processes in the professionalisation of the interpreting field. This year, the oration will be delivered by Chevvy Sweeney, a very well respected interpreter practitioner and educator.

The recipient of the National Interpreter of the Year Award 2012 was announced at the ANC in Sydney, which saw Merie Spring from Queensland take out the honours. Congratulations also to Susan Emerson (Victoria) and Katie Joynton-Smith (New South Wales) who were their state Interpreter of the Year Award winners. This year, the ASLIA state Interpreter of the Year Awards was hosted in Queensland, Victoria, New South Wales and Western Australia. This major state event brings together the interpreting profession, Deaf community and organisations to recognise the dedication and achievements of our professional colleagues.

In closing, there have been many challenges that have come up this year, mostly associated to ensuring that the COF Fiji Interpreter Training Program eventuated; however, the success of the program has made the work involved extremely worthwhile. I have been fortunate to be part of two very dedicated teams, both in the Executive Committee and the Creating Opportunities Fund sub-committee, who are determined to advance our profession locally and to support our colleagues in neighbouring countries who do not enjoy the same working conditions that we do here in Australia.





Paul Heuston  
ASLIA National Conference 2013 Convenor  
ASLIA National Conference 2013 Convenor  
Report

It was a privilege to convene the ASLIA National Conference “All in a Day’s Work” in 2013.

ANC 2013 was markedly different to the standard four and a half day ANC event for several reasons:

- It was a one-day event held on Saturday, 19 October 2014 following the World Federation of the Deaf, World Conference
- There was no two day ITNS
- Dr. Debra Russell, WASLI President, was our guest at ANC
- For the first time, ASLIA hosted this event without a state branch co-host

From my perspective, as Convenor, the ANC was professionally organised and looked like a national conference. Delegates completed surveys and the data shows that overall ANC 2013 was a highly successful event.

#### Organising Committee

The Organising Committee included the following portfolios and people:

- Convenor: Paul Heuston
- Chair: Danielle Don
- Treasurer/Finance: Teresa Cumpston Bird
- Audio-Visual Co-ordinator: Sandra Remedio
- Events and Publications Co-ordinator: Gina Auciello
- Interpreting Co-ordinator: Danielle Don
- Promotions and Scientific Committee Co-ordinator: Joe Sabolcec
- Registration and Volunteer Co-ordinator: Melinda Dagger
- Sponsorship Co-ordinator: Teresa Cumpston Bird
- Venue Co-ordinator: Paul Heuston
- Website Co-ordinator: Daryl Seibright

Special thanks to Danielle Don (Chair) and Teresa Cumpston Bird (Finance/Treasurer) for their outstanding work, particularly Danielle who was acting Convenor while I was on leave for one month.

The dedication, enthusiasm and collaboration of the eight member OC, as well as the open communication and good decision-making were hallmarks of this team. Problems and

challenges are part and parcel of delivering an event; the key is how individuals and the team respond to these and the solutions that are implemented.

#### Lead up to ANC 2013

The purpose-built ANC 2013 website was the key interface and source of information with members and the wider community.

ANC 2013 website traffic numbers were healthy. We also sent regular email updates to members about ANC 2013, Keynote Presenter, Early Bird Registration, J W Flynn Orator and the draft program in the lead up to the event.

With only 100 seats available, ANC 2013 was a sell-out before Early Bird registrations closed, so a waiting list was created and managed up to the day of the ANC.

The Aerial Function Centre, University of Technology, Sydney (UTS) Function Centre was booked to host ANC; it met all of our needs on the edge of the central business district. The venue was easily accessible by car or public transport, and surrounded by hotels making it a short walk for delegates, too

#### ANC Program

The one day program commenced with a Welcome by the ASLIA President followed by a local indigenous elder giving the Welcome to Country.

Dr. Stone delivered an informative Keynote presentation “All in one day – all in one interpreter?” This enlightening keynote, and the first to be delivered in Auslan, plotted the development of signed language interpreting in the United Kingdom and compared this to the Australian experience. Dr. Stone shared his views about the skill set required for interpreters in the 21st century as well as the expectations of the clients we work with today.

Dr. Stone’s presentation was followed by the ASLIA National Interpreter of the Year (IOTY) Award presentation. The contenders were Merie Spring (Queensland), Katie Joynton-Smith (New South Wales) and Susan Emerson (Victoria). Congratulations to Merie Spring who was announced ASLIA National Interpreter of the Year.

In response to past ANC delegate feedback, this year we ensured that ample information was available to the audience about each state Interpreter of the Year. Delegates learnt about the nominees and their achievements through 2012.

Filmed interviews were conducted with all three nominees. ANC 2013 survey feedback from delegates likened the event “to a celebration for all interpreters”.

After the IOTY Award presentation, John Beever, NAATI Chief Executive Officer, announced that DI Recognition would now be available. This exciting and ground-breaking news was enthusiastically welcomed by delegates.

Carla Anderson delivered an interesting and adventurous J W Flynn Oration. Carla shared much about herself including her early years and family life, life as a university student in the United States of America (USA), life in Australia, how she has supported and worked closely with interpreters in the USA and Australia, how she has enjoyed an amazing career advancing services for Deaf and Deafblind people and recommendations for interpreters to be in sync with deaf people – to be warm, not aloof or professionally distant. This was followed by a joint presentation by Merie Spring and Tony Bennetts about Video Relay Interpreting and future technologies.

A gourmet lunch was enjoyed by delegates – interpreters love their food! After lunch, a new interactive “Panel Discussion” was facilitated by Neil Ray. The panel members – Bobbie Blackson, Ryan Gook, Della Goswell and Dr. Debra Russell – were asked questions by delegates about the interpreting profession. The ANC 2013 survey feedback shows that this new feature was met with great enthusiasm by delegates. The final presentation by Julie Judd, Therese Lewis and Lori

Whynot provided an interesting overview of research into Reflective Practice amongst interpreters.

OC members, presenters, volunteers and delegates were thanked for their invaluable support in creating a successful day of learning, sharing and making new connections. The interpreting team was also acknowledged for their fine work. Perth was announced as the next ANC location with the event to be held from 29 August to 2 September 2014. Delegates then left to enjoy afternoon tea followed by the ASLIA 2013 AGM from 3.30pm-5.00pm.

#### Conclusion

As ANC 2013 Convenor, I would like to personally thank each OC member for the time, skills and effort they have contributed to the overall success of ASLIA’s signature PD event. Partners and sponsors are also to be thanked for their generous support in assisting ASLIA to deliver a quality conference. Without this financial support, ASLIA could not set affordable ANC registration prices for delegates.

Based on delegate survey feedback, “All in a Day’s Work” was a huge success with new things learnt, new acquaintances made and friendships rekindled. At the end of the day, there was an overarching feeling of solidarity between interpreters to do the best job we can with what we bring to the job. It was a pleasure to work with the OC, and I wish each person the very best in their future endeavours.







Gina Auciello  
Creating Opportunities Fund Sub-Committee  
Chair

Creating Opportunities Fund Sub-Committee  
Chair Report

The ASLIA COF was established in 2007, with its primary goal to support interpreter colleagues from developing nations and those developing their national interpreter association. Interpreters from these nations have previously been supported to attend professional development and networking opportunities at the ANC and ITNS in Australia.

From 2013, COF commenced a new phase of support and this is to focus on the delivery of professional development training in-country to nations within the Australasia and Oceania region. This year was a milestone year for COF with the planning and delivery of an interpreter training program in Suva, Fiji during April and May 2014.

Fiji was selected due to their greater cohort of interpreters who range from novice to experienced. They predominantly work in schools with deaf children. Additionally, the Fiji Sign Language Interpreter Committee (FJSL) is currently in the process of establishing an Interpreter Association and hope to one day have its members participate in a Diploma of Interpreting course.

The key objectives for COF were to provide an interpreter training program that addressed the needs of the Fiji interpreters and to encourage the FJSL Interpreter Committee to continue ongoing training opportunities after this initial training was completed. As a result, a local training needs analysis was undertaken and it was decided to hold a two-part training program. The first part of the program was conducted over four days and delivered to the full cohort – novice to experienced interpreters. The second part was a two day Advanced training program for the more experienced interpreters which concentrated on the interpreting process and to provide strategies for the experienced interpreters to support their novice colleagues. Altogether, 30 interpreters participated in the training: 27 Fiji local interpreters, two from the Solomon Islands and one from Tuvalu.

COF was extremely fortunate to have Zane Hema from Australia appointed as the Interpreter Trainer. Zane has vast experience as an interpreter trainer working in several countries and with various communities. A Trainer Assistant was also appointed, Claudette Wilson from Fiji. Claudette provided immense support to COF, ASLIA and Zane in the planning stages and during the training.

The success of this Fiji Interpreter Training program is significant and measured not only in the valuable information, learning and practice that was done during the program delivery, but also for the lasting impact that it has had on the interpreting community in Fiji. Ongoing interpreter professional development is now being planned and the FJSL Interpreter Committee is now more determined to become an Association in order to support their interpreters in a greater capacity. They are currently planning fundraising with the purpose of raising the required funds of \$500, to set up a bank account under the Association name, as this is one of the conditions to becoming an Association. The FJSL Interpreter Committee is also working on plans to run a similar training program in future as a follow up to this initial one.

The Fiji Ministry of Education has also given recognition to the recent COF Fiji Interpreter Training Program and have endorsed the certificates that their interpreters received as an official part of their professional development. The training even made the Fiji Television News!

We thank SLIANZ for providing significant financial support for the Fiji Interpreter Training program. The Creating Opportunities Fund also wishes to thank ASLIA, WASLI, the FJSL Interpreter Committee and the Fiji Association for the Deaf for their support. And for the wonderful support of the many members who have given donations to COF to support programs such as this one for our interpreter colleagues in neighbouring countries. Without your ongoing support, programs such as these would never eventuate.







Anna Vost  
WASLI Australasia and Oceania Region  
Co-Representative

WASLI Australasia and Oceania Region  
Co-Representative Report

It is with pleasure that I submit this report to the ASLIA membership for the year ending 30 June 2014. Within my portfolio the year has been productive and collaborative with strong relationships developed throughout the region.

I am able to report that during the 2013 - 2014 year, the following has been accomplished:

- Australasia-Oceania members convened during the World Federation of the Deaf World Conference in Sydney for a strategic meeting with WASLI President Dr. Deborah Russell.
- A four day interpreter training course followed by an advanced two day course was delivered to 30 participants in Suva, Fiji.
- Two interpreters from the Solomon Islands and one from Tuvalu were able to attend the interpreter training in Fiji.
- We have provided support to interpreters in Fiji, Papua New Guinea, Kiribati, Solomon Islands, Tuvalu and Samoa in the form of information sharing around funding opportunities and volunteer support available in the region.

Further, I would highlight that I am continuing to work on the following matters and project areas:

- Data collection on the current number of people working as interpreters in each country in the region.
- Strengthening partnerships between interpreters throughout Australasia-Oceania by holding quarterly information sharing sessions.

I commit to continuing to work on these important areas with the hope that by June 2015 the following will have been accomplished:

- We will have an interpreter informant in each country in the region.
- At least two interpreters from the region will have had the opportunity to attend an international interpreting conference.

My work as the WASLI Australasia-Oceania Representative would not have been possible without the support of my co-representative Sheena Walters. We are both grateful for the ongoing support of the ASLIA Executive Committee and the ASLIA Creating Opportunities Fund who have shown an ongoing commitment to the development of interpreting in the region.



We would like to thank the below members who generously share their time, knowledge and expertise to skillfully represent ASLIA members in a range of meetings and forums.

**ASLIA Executive Committee:** Paul Heuston (President), Cindy Cave (Vice-President), Teresa Cumpston Bird (Treasurer), Gina Auciello, Danielle Don and Neil Ray

**ASLIA Liaison Member for Western Australia:** Robyn Tsapazi

**ASLIA Public Officer:** Kylie Scott (resigned 19 October 2013) and Sharon Hislop (appointed 19 October 2013)

**ASLIA Representative Council:** Amy Blaylock (South Australia), Anne Burrough (retired following Western Australia branch closure 5 October 2013), Karalyn Church (New South Wales), Debbie Draeger (Tasmania), Julie Griffiths (Queensland) and Georgia Knight (Victoria)

**ASLIA National Conference 2014 Organising Committee:** Danielle Don (Convenor), Michelle Kent (ANC Chair – resigned May 2014), Karen Bontempo (ITNS Chair), Bonnie Bellenzier (resigned March 2014), Wendy Boase, Karen Boocock (appointed March 2014), Teresa Cumpston Bird, Christy Filipich, Daryl Seibright, Gerry Shearim and Robyn Tsapazi

**ASLIA/Australian Communication Exchange:** Paul Heuston

**ASLIA/Australian Federation of Deaf Societies:** Paul Heuston

**ASLIA/AUSIT:** Paul Heuston

**ASLIA/AUSIT/Professionals Australia:** Paul Heuston

**ASLIA Creating Opportunities Fund Sub-Committee:** Gina Auciello (Chair), Amy Blaylock, Wendy Boase, Serryn Bryant, Anna Vost and Sheena Walters

**ASLIA/Deaf Australia:** Paul Heuston

**ASLIA Deaf Interpreter Sub-Committee:** Lori Whynot (Chair), Karen Bontempo, Della Goswell, Patti Levitzke-Gray, Stef Linder, Stephen Nicholson, Michaela Sloan and Robyn Tsapazi

**ASLIA Interpreting in Educational Settings Sub-Committee:** Julie Judd (Chair), Karen Bontempo, Kerry Christie, Christy Filipich, Therese Lewis, Kathy Maingay, Gerry Shearim and Michelle Stark

**ASLIA/National Auslan Interpreter Bookings and Payment Service:** Paul Heuston

**ASLIA/National Auslan Interpreter Bookings and Payment Service Reference Group:** Danielle Don

**ASLIA/SLIANZ:** Paul Heuston

**AUSIT/ASLIA Professional Development Reform Sub-Committee:** Teresa Paulet

**Auslan Translation Standards Project Steering Committee:** Marianne Bridge

**Deaf Jurors Project Advisory Group:** Merie Spring

**Interpreter Trainers' Network Sub-Committee:** Karen Bontempo (Convenor), Amanda Dolejsi (retired 6 December 2013), Della Goswell, Zane Hema (appointed 9 July 2013), Julie Judd (appointed 9 July 2013), Sandra Leane, Patricia Levitzke-Gray, Maree Madden, Jemina Napier (International Consultant) and Merie Spring

**NABS Reference Group:** Danielle Don

**NAATI Professional Reference Group:** Phillipa Cody and Sandra Leane

**WASLI Australasia and Oceania Region:** Anna Vost and Sheena Walters

**Honorary Life Members**

Meredith Bartlett  
Harry Blackmore  
Teresa Cumpston Bird  
John Flynn  
Sandra Leane  
John Levitzke  
Jemina Napier  
Leanne Potter  
Steve Robinson

**Members**

Shorsh Ahmad  
Laura Alcoba  
Paula Ambrose  
Carla Anderson  
Susie Armillei  
Michelle Ashley  
Carolyn Attard  
Gina Auciello  
Veronica Azzopardi  
Brett Bailey  
Rosanne Bailey  
Della Bampton  
Charmaine Baranowicz  
David Barnes  
Kirk Barnett  
Jan Bary  
Natasha Batt  
Brooke Bawden  
Bonnie Bellenzier  
Alice Bennet-Alder  
Dawn Bennetts  
Vicki Berg  
Melissa Berry  
Mandy Berthaly  
Ingrid Bethel  
Sarah Billing  
Robin Blackson  
Claire Blackwell  
Amy Blaylock  
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Karen Bontempo  
Karen Boocock  
Cindi Boychuk  
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Marianne Bridge  
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Sarah Dearlove  
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Amanda Dolejsi  
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Linda Finucane  
Heather Forbes  
Nicole Foster  
Marie Fram  
Melinda Fregin  
Dani Fried  
Amanda Galea  
Glenda Garde  
Kristy Good  
Della Goswell  
Heidi Green  
Julie Griffiths  
Allyson Guy  
Alana Hall  
Christopher Hansford  
Brendan Harding  
Bryony Harrison  
Daniel Hately  
Eve Hedley  
Zane Hema  
Kevan Hendry  
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Paul Heuston  
Ray Hilsdon  
Sharon Hislop  
Kathryn Hocking  
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Keren Holmes  
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Jacinta Hossack  
Sarah Howell  
Lu Howley Stock  
Dean Hudson  
Pauline Hume  
Sheree Hunter  
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Judy Jacobs  
Ben Jays  
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Narelle Johnston  
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Amanda Li  
Pauline Lillie  
Stephanie Linder  
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Merie Spring

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Robyn Stanton  
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Monique Stern  
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Dominica Strano  
Sarah Strong  
Chevoy Sweeney  
Sean Sweeney  
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Australian Sign Language Interpreters' Association inc.

ABN 90 014 641 341

Postal Address:

PO Box 1300

PARRAMATTA NSW 2124

Email: [info@aslia.com.au](mailto:info@aslia.com.au)

Web: [www.aslia.com.au](http://www.aslia.com.au)



Photography by: Belle Clark and Zane Hema

Layout, design and production by



[www.mpgraphics.com.au](http://www.mpgraphics.com.au)