

Supply & demand of interpreting services

Some possible solutions



Supply and Demand – key issues

- **Number of working interpreters**
 - Attrition from the field
 - Attracting new practitioners
 - Training
- **Choice of preferred interpreter**
 - Competing preferences: consumer, client, agency & interpreter
- **Booking systems**
 - Multiple agencies with a limited pool of interpreters
- **Models of supply**
 - Welfare vs Professional
- **Attracting new practitioners**
 - “women’s work”, role as “helpers”, increasing gender balance



Possible solutions

- **Formalise career path to attract new practitioners:**
- **Training**
 - High school → university / TAFE → NAATI → post-graduate study
 - Mentors, Trainers
- **Government funding for training:**
 - Optimum size of classes for training – 8 to 12, but TAFE / Uni require larger classes to run courses



Possible solutions

- **Education**
 - On-going PD
 - For consumers and clients: clients’ and interpreters’ rights and responsibilities, Code of Ethics, appropriate work conditions (OHS, levels of accreditation), etc.
- **Pay structure**
 - Formal pay structure – recognising: qualifications, accreditation, experience
→ BUT risk of disincentive to employ more “expensive” interpreters



Possible solutions – cont'd

- Focus on recruiting and retaining practitioners
 - Shift from welfare to professional model of supply → redefine role (not “women’s work” or “helpers”) → More interpreters
- Reduce competition within a small field
 - Standardised work conditions
 - Shared resources: e.g., TAFE & university to pool interpreters

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Possible solutions – cont'd

- Technology
 - VRI – pros and cons
- Increased collaboration between stakeholders
 - Registration Board

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