

Quality assurance at the Kimberley Interpreting Service

Annette Kogolo and Deanne Lightfoot
Kimberley Interpreting Service
Wangkijaa warrkam pila jirrkirl nguniny

Kimberley Interpreting Service is a community organisation delivering interpreting services representing 26 Kimberley Aboriginal languages. As well as acting as a central booking agency, matching culturally and linguistically appropriate interpreters to assignments, KIS supports interpreter training, mentoring and professional development; provides training and cultural awareness to service providers and corporate clients and represents indigenous interpreters in industry discussions.

The systematic monitoring and evaluation of each Interpreting assignment ensures our standards of quality service delivery are being met, and the reputation of the interpreter, the service and the industry are protected. In addition to recording positives outcomes, we must stress the importance of unraveling negative client feedback and revealing the true issues behind them.

Outcomes of assignment review often include actions such as: providing additional mentoring or interpreter training and ensuring the client meets their responsibilities under the working with interpreter guidelines and Language Service Policy.

KIS internal procedures ensure continuous monitoring and improvement to our service and dually engages clientele to understand that effective cross-cultural communication is a shared responsibility. The operational budget for service coordination is the biggest constraint to service delivery and quality assurance. Despite this, KIS is committed to delivering the best possible service across the region.



Annette KOGOLO *Nyapajarri skin, Puruta Wayawu bush name, from Walmajarri Juwaliny country currently lives in Karnparrmi community, Fitzroy Crossing. She is a Senior Kimberley Walmajarri woman and traditional owner, a NAATI accredited interpreter and KIS Chairperson. Annette completed the interpreting and translation course at Batchelor College in the Northern Territory in 1982 and has continued to provide interpreting in many fields. Her wealth of Kimberley-based experience spans several decades ranging from interpreting for the Aboriginal Land Inquiry (headed by Justice Paul Seaman) in 1983-84 to the recent Ngurrara Native Title Determination in 2007 (Justice Gilmore and Mr. Dan O'Dea, Member National Native Title Tribunal) and the coronial inquest in 2008 into Alcohol Harm and Youth Suicide in Aboriginal People in the Kimberley (Coroner Alistair Hope). She is also a founding member and has been Chairperson of the Kimberley Language Resource Centre, and is a councillor for the Derby-West Kimberley Shire. Annette assisted teaching and recruiting*

Diploma students at Batchelor Institute of Indigenous Tertiary Education and also teaches Walmajarri land, language and culture to students at Wesley College junior campuses in Melbourne. Annette has also interpreted for health programs (such as for Notre Dame University's Medical School students) and social services more broadly. She is currently dividing her time between work for Kimberley Aboriginal Law and Culture as a cultural advisor and Walmajarri Cultural Adviser for the Yiriman Project.

She is a strong advocate for Indigenous Interpreting and responsible for Cultural Awareness programs, highlighting communication through Interpreting.



Annette will be presenting with **Deanne LIGHTFOOT**, Coordinator of Kimberley Interpreting Service. Deanne has developed an acquired knowledge and experience in the industry by working collaboratively and collectively with the KIS Committee and reference group of Interpreters, AUSIT, Central TAFE, BIITE, WAITI, and FATSILC. The pair, with the KIS and Mirima Committee, have worked closely together through the past seven years on operations and service delivery, through the development of KIS, EOC Scoping paper Indigenous Interpreting Service – is there a Need? (YES!), WA Language Service Policy and the Aboriginal Language Policy. With a background in Arts and Environment, Deanne could not help but became passionate about language and communication in a country where land, language, arts and culture are intrinsically entwined. Deanne maintains the position that it is a basic human right for people to be heard, understood and to understand in their preferred language. Through maintaining connections and nationwide networks, Deanne ensures KIS is up to date with industry development and government initiatives.