



31 March 2010

Ms Yvonne Hu  
Conference Interpreter Services  
PO Box 53, Ashfield, NSW 2131

**RE: Centre for Democratic Institutions Indonesia Workshop - Effective Financial Scrutiny:  
The Role of Parliament in Public Finance | 22 – 26 February 2010 | ANU | Canberra**

Dear Yvonne,

I am writing to record my sincere thanks to you and your organisation and colleagues for the outstanding services you have provided to the Centre for Democratic Institutions (CDI) over recent years, in particular for our Indonesia-Australia workshop on Effective Parliamentary Scrutiny of Public Finance held here in Canberra in March 2010.

From the initial quotation process through to the conclusion of the project, Conference Interpreter Services (CIS) were exemplary in both the substance and delivery of first class interpreting and translating services and advice. Each step of the way CIS anticipated and worked-in seamlessly with our particular needs, from the choice of interpreters for such a specialised subject, through to the provision of the best hardware for the job. So too, the flexibility and professionalism of CIS in the context of a very fluid workshop structure and agenda was very impressive, alongside the excellent daily interpreting work in-session, your capacity to turn around new translating tasks in a timely manner as they evolved during the project ensured that we could provide both the VIP participants from the National Parliament of Indonesia and the workshop presenters, with the best possible environment and tools so as they could concentrate on the substance and results of this important workshop without interruption.

In short, being able to fully trust and rely on CIS to take such good care of our cross-cultural communication needs contributed greatly to the overall success of the workshop, and I have absolutely no hesitation in fully endorsing and recommending your services to anyone who requires and values quality interpreting and translating services. Thank you again for doing such a great job.

Yours sincerely

Luke Hambly | Executive Officer

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