



STRATEGIC PLAN 2019-2021

VISION

NAATI's vision is for a connected community without language barriers.

MISSION

The mission of NAATI, as defined in the Constitution approved by the Member Governments, is to set and maintain high national standards for the translating and interpreting sector to enable the existence of an adequate supply of appropriately credentialed translating and interpreting professionals, responsive to the changing needs and demography of Australia's culturally and linguistically diverse society.

Achieving this mission will maximise people's ability to engage and participate in Australian society.

OUR STRATEGIC PILLARS

DRIVING INNOVATION & QUALITY IN CERTIFICATION

1

Embedding the certification system, continuous improvement of processes and technology to enhance quality and integrity

PROMOTING BRAND AWARENESS & ENGAGEMENT

2

Promoting products and services so that NAATI remains a trusted brand and recognised as an integral part of the community

ENSURING FINANCIAL SUSTAINABILITY

3

Identifying alternative revenue streams by diversifying services offered by NAATI, supporting its viability into the future to ensure NAATI continues to enable a linguistically connected community

BUILDING ORGANISATIONAL CAPABILITY

4

Strengthening capacity by streamlining core business and information technology processes and developing policy and people capability

SUPPORTING THE DEVELOPMENT & SUSTAINABILITY OF THE PROFESSION

5

Partnering with key stakeholders and investing in capability and capacity building to ensure the sustainability of the translating and interpreting profession