

# National Accreditation Authority for Translators and Interpreters

## Annual Report 2019-2020



**Transformation. Innovation.  
Resilience.**



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**Annual Report 2019-2020**



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# Message from the Chair



*In the midst of the global storm that is COVID-19 we have a greater understanding of the value of the translating and interpreting sector, and the importance of our support for the continuous development of the industry.*



The last twelve months have been challenging on so many fronts – raging bushfires on the back of extended drought, followed by the devastating COVID-19 pandemic.

And yet, the theme of this year’s annual report – Transformation. Innovation. Resilience – reflects the strength and depth of our organisation, and our ability to keep achieving. To realise our vision of a connected community without language barriers.

It is within this context that I am pleased to be able to present my third annual report as Chair of the NAATI Board.

COVID-19 continues to present many challenges to NAATI, but it has also delivered many opportunities for us to work smarter, take a considered look at how we do business and make even better use of technology.

During difficult times we have continued to deliver against the priorities of our 5 Strategic Pillars, and I want to emphasise what we have been doing to support the development and sustainability of the translating and interpreting profession.

In particular, work has focused on delivering online certified translation

testing as well as enabling online Ethical Competency and Intercultural Competency testing and delivering online examiner workshops. These have been essential for our organisation and the profession in a time of remote working and remote learning.

Supporting the industry was a critical consideration in announcing a 50% recertification fee waiver until 30 June 2021 as the pandemic took hold, recognising early on the impact it would have on the profession.

The transition to the certification system came to an end in December 2019 and our focus since then has been on expanding certification tests to more languages. As part of this progression, we have also been able to deliver our first Specialist Interpreter tests for the health and legal sector, as well as Deaf Interpreter testing.

Our overarching focus on the translating and interpreting profession has informed the ongoing development of NAATI’s Credentialing Management System (NCMS), improving data management, reporting and operational efficiency. Our practitioner portal, provides translators and interpreters with the ability to manage their own information and record work practice and professional development activities.

Within our organisation we continue to develop our workforce capability in the areas of leadership, governance, policy, information technology and change management, reducing risk and supporting business continuity.

Our digital transformation continued during the year, with migration to a cloud-based Office 365 environment and the launch of our new, and well-received, website. This work was critical to our business continuity during the pandemic. It continues with a strong focus on using industry-standard software to improve collaboration across the organisation and improve customer experience.

Despite its challenges, the year has been one of improving our business and the services we provide to translators and interpreters, and ultimately, the wider community. The next twelve months look equally challenging as we return to the new way of working - a task that is well within the capabilities of NAATI.

I am grateful for the ongoing support of our Member Governments, and the expert advice provided by the Technical Reference Advisory Committee and the National Indigenous Languages Interpreting Advisory Committee during the year.

On behalf of the Board I would like to acknowledge the work of our CEO, Mark Painting, and NAATI staff for their commitment and dedication during this challenging year.

In closing, I thank my fellow Directors and recognise the contribution to the Board of both Mitra Khakbaz and Pino Migliorino, whose tenures expired during the year. Their expertise and commitment will be missed.



**Voula Messimeri AM**  
**CHAIR**

# Message from the CEO



*Innovation has been a key factor in meeting the needs of our stakeholders in difficult circumstances, as have been the contributions of our people.*



Welcome to NAATI's annual report for 2019-2020, an opportunity to understand what we have been working on for the last twelve months and learn about our continued commitment to the translating and interpreting profession.

As the Chair has already written, this year has not been without its challenges. Yet, as I reflect on our performance over this period, I remain convinced that the journey we embarked upon in 2018 was the right one.

Moving to a certification-based system has given the industry more rigour, clearer pathways for practitioners and, most importantly, greater opportunities in the profession and in supporting our vision to maximise people's ability to participate in Australian society.

The theme for this year's annual report represents an acknowledgment of our journey (transformation), how we have met past and present challenges (innovation), and the ability of NAATI to perform (resilience) in circumstances most have described as unprecedented in our lifetime.

## **Transformation**

We have been able to increase our capacity by building on the work of

previous years, notably completing the transition to a certification-based system.

Support for our stakeholders and customers has been enhanced through the opening of state-of-the-art premises in both Melbourne and Perth, the launch of a new website and our ongoing digital transformation. These initiatives underscore our commitment to future developments in a changing world.

As an organisation, we continue to develop the capability of our workforce through ongoing development and a complete reframing of our values through a new Code of Conduct that reflects our commitment and aspirations as an organisation.

## **Innovation**

With face-to-face testing postponed due to COVID-19, we have been able to show that we are an innovative and agile organisation, quickly developing online solutions to testing and workshops.

Our credentialing management system has also undergone a number of improvements to provide a better user experience for our customers and stakeholders and NAATI's staff.

Despite difficult circumstances we continue to demonstrate that we are a forward-thinking organisation with the intention of meeting local and global challenges.

### **Resilience**

In the middle of March this year, we collectively packed up and took our offices into our homes. The transition to a fundamentally different way of working was not easy but, from a business perspective, it was successful.

NAATI's people have shown that, despite the impact of COVID-19 on all aspects of their lives, they are willing and capable of business-as-usual in very unusual circumstances.

In a year of enormous upheaval, we have shown that we are up to the challenge and I would like to thank all of our staff for their contribution and adaptability over the

last twelve months, particularly for their commitment and performance in working remotely.

Finally, I want to take this opportunity to thank the NAATI Chair and Directors for their support through this challenging period.



**Mark Painting**  
**Chief Executive Officer**



# About Us



## NAATI's Board of Directors

Left to Right: Giuseppe (Pino) Migliorino AM, Dr Michael Cooke,  
Mary Gurgone, John Williams PSM,  
Voula Messimeri AM (Chair), Mitra Khakbaz

## 1.1 Our Identity

NAATI's creation dates back almost 50 years, to 1973, when Commonwealth and State ministers responsible for immigration sought advice, from the Committee on Overseas Professional Qualifications, on standards for the translating and interpreting services available to the public.

This led to the formation in 1977 of NAATI, whose first significant tasks were to determine standards for levels of accreditation for interpreters and translators and to conduct a survey of the industry in order to gain insights into how it functioned and to understand its challenges. NAATI then became incorporated as a company in 1984.

Much has happened in the intervening years, with NAATI now certifying practitioners in 179 languages including 40 Indigenous languages.

As Australia's only standards and certifying authority for translators and interpreters, NAATI occupies a unique position, locally and globally.

NAATI is a not-for-profit organisation, jointly owned by all the Commonwealth, State and Territory governments and governed by a Board of Directors appointed by our owners. Our aim is to be a respected and recognised global leader in the provision of certification services for translators and interpreters, to provide quality services, and to be responsive to the community and organisations that benefit from our services.

Within this context NAATI is recognised as a quality assurance scheme, a peak non-government body, and a pioneer in the world of certifying translators and interpreters.

## 1.2 Our Purpose

NAATI's purpose is to set and maintain high national standards for the translating and interpreting sector which, in turn, allows for an adequate supply of appropriately certified professionals in Australia.

Our certification system provides quality assurance and confidence to people who rely on these services to participate effectively in our society.

This approach is responsive to, and reflects, the changing needs and demography of Australia's culturally and linguistically diverse society. It is crucial to our vision of 'a connected community without language barriers.'

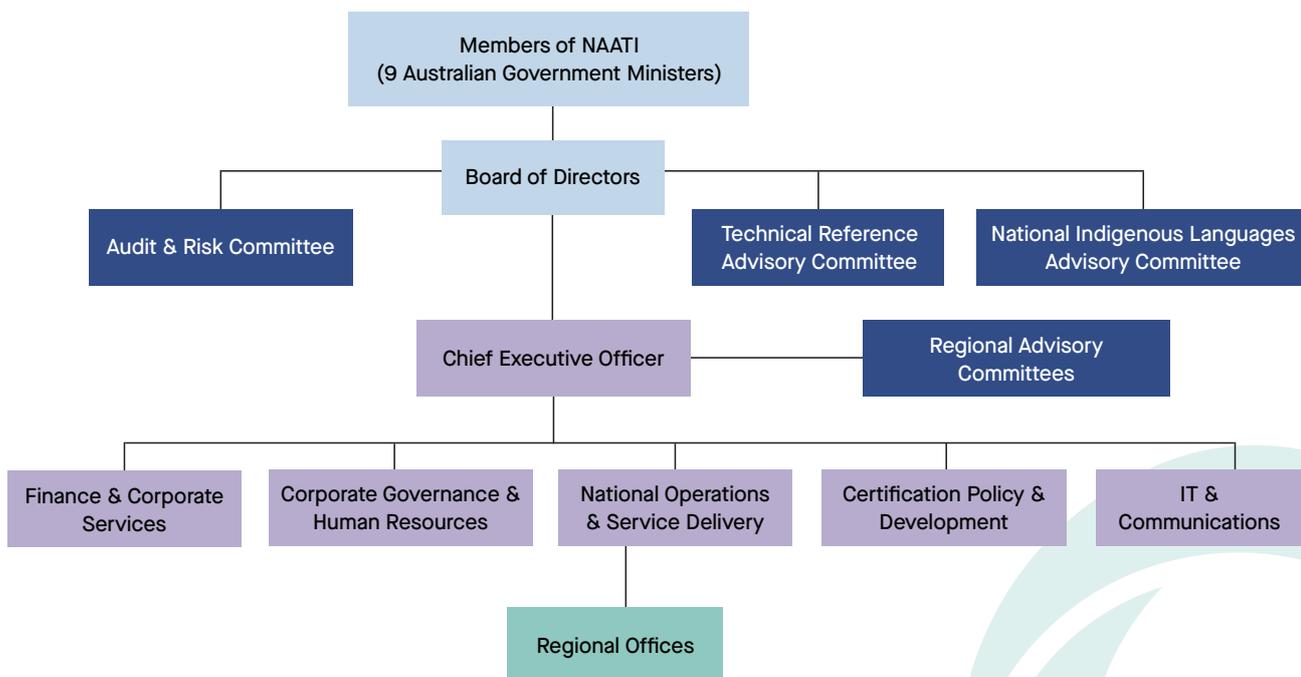
Encompassing this vision and mission are NAATI's strategic priorities, which are part of our current three-year Strategic Plan 2019-2021.

## Strategic Pillars



NAATI’s organisational structure reflects its commitment to delivering high standards in certification for the translating and interpreting sector, its effective interaction with the industry through advisory committees, and its positive relationship with all Australian governments.

### NAATI’s Governance Structure



NAATI operates right across Australia, with its head office in Canberra. Regional offices are located in Adelaide, Brisbane, Hobart, Melbourne, Perth, and Sydney.

### 1.3 Members of NAATI and their Representatives

NAATI's Members are those Ministers responsible for multicultural/settlement, language and/or citizenship affairs in each of the Commonwealth, State and Territory governments.

Members may also appoint a representative to exercise their powers in relation to NAATI.

The current (as of 30 June 2020) Members and their appointed representatives are:

#### Commonwealth Government

The Hon. Alan Tudge MP  
Minister for Population, Cities and Urban Infrastructure  
Acting Minister for Immigration, Citizenship, Migrant Services and Multicultural Affairs

#### Represented by:

Mr Steve Biddle  
First Assistant Secretary  
Immigration and Settlement Services Group  
Department of Home Affairs

#### Australian Capital Territory

Mr Chris Steel MLA  
Minister for Tertiary Education  
Minister for Transport  
Minister for City Services  
Minister for Multicultural Affairs  
Minister for Recycling and Waste Reduction  
Minister for Roads and Active Travel

#### Represented by:

Ms Jenny Wells  
Senior Manager  
Community Services Directorate  
ACT Government

#### New South Wales

The Hon. Dr Geoff Lee MP  
Minister for Skills and Tertiary Education  
Acting Minister for Sport, Multiculturalism, Seniors and Veterans

#### Represented by:

Mr Joseph La Posta  
Chief Executive Officer  
Multicultural NSW

#### Northern Territory

The Hon. Nicole Manison MLA  
Minister for Police, Fire and Emergency Services  
Treasurer  
Minister for Multicultural Affairs

#### Represented by:

Ms Michelle Walker  
Executive Director  
Community Services Department of Housing and Community Development  
Northern Territory Government

#### Queensland

The Hon. Stirling Hinchliffe MP  
Minister for Local Government  
Minister for Racing  
Minister for Multicultural Affairs

#### Represented by:

Mr Wayne Briscoe  
Executive Director  
Multicultural Affairs Queensland and Engagement  
Department of Local Government, Racing and Multicultural Affairs

#### South Australia

The Hon. Jing Lee MLC  
Assistant Minister to the Premier

#### Represented by:

Ms Justine Kennedy, Director  
Multicultural Affairs, Department of the Premier and Cabinet

## Tasmania

The Hon. Jeremy Rockliff MP  
Deputy Premier  
Minister for Disability Services and  
Community Development  
Minister for Education and Training  
Minister for Mental Health and Wellbeing  
Minister for Trade  
Minister for Advanced Manufacturing and  
Defence Industries

## Represented by:

Ms Wanda Buza  
Assistant Director – Specialist Policy  
Communities, Sport and Recreation Tasmania  
Department of Premier and Cabinet

## Victoria

The Hon. Ros Spence MP  
Minister for Multicultural Affairs  
Minister for Community Sport  
Minister for Youth

## Represented by:

Mr John Batho  
Executive Director, Multicultural Affairs and  
Social Cohesion, Equality  
Fairer Victoria Group, Department of Premier and  
Cabinet

## Western Australia

The Hon. Paul Papalia CSC MLA  
Minister for Tourism  
Minister for Racing and Gaming  
Minister for Small Business  
Minister for Defence Issues  
Minister for Citizenship and Multicultural Interests

## Represented by:

Ms Kim Ellwood  
Executive Director  
Office of Multicultural Interests  
Department of Local Government, Sport and  
Cultural Industries



**Front:** Luke Mansfield (Commonwealth), Wanda Buza (TAS Memb. Rep)  
**Second:** Silvia McNamara (NAATI), Jenny Wells (ACT Memb. Rep), Justine Kennedy (SA Memb. Rep)  
**Middle:** James Jegasothy (WA), Hakan Akyol (VIC Memb. Rep)  
**Back:** George Bisas (NSW), Wayne Briscoe (QLD Memb. Rep), John Williams (NAATI Director), Mark Painting (NAATI CEO)

## 1.4 NAATI's Board of Directors



### VOULA MESSIMERI AM - CHAIR

Ms Messimeri AM was appointed to the NAATI Board on 1 November 2014, bringing significant experience and skills as an executive and non-executive director.

She is a past CEO of the Australian Greek Welfare Society (AGWS) and past Chair of the peak multicultural national body, the Federation of Ethnic Communities' Councils of Australia (FECCA). Ms Messimeri has served in leadership positions on several community management bodies and on Boards such as the RMIT University Council and the RMIT Training Board.

She served for 15 years as Director on the Victorian Interpreting and Translating Service (VITS) Board and was Deputy Chairperson twice in that time.

She has served on Ministerial State and Federal advisory structures across diverse areas, including health, ageing, income support and media, and was a member of the Australian Multicultural Advisory Council.

Ms Messimeri has occupied the role of Chairperson and, until recently, as Patron of In Touch Inc. (the Multicultural Centre against Family Violence).

She is a Fellow of the Williamson Community Leadership Program and has been awarded honorary life membership for her significant contributions and leadership by FECCA and AGWS. The Greek Government recognised her service to the Australian Greek diaspora in 2009.

Ms Messimeri was inducted into the Victorian Honour Roll of Women and recognised under the Order of Australia for her contribution to refugees, migrants and women.

Ms Messimeri's term expires on 30 October 2023.

### GIUSEPPE (PINO) MIGLIORINO AM - DEPUTY CHAIR



Mr Pino Migliorino AM was appointed to the NAATI Board on 15 May 2014. He was born in Bari, Italy in 1959 and migrated to Australia in 1964.

Mr Migliorino founded Cultural Perspectives Group twenty-four years ago. This group of companies are sector leaders in consulting, researching and communicating with culturally and linguistically diverse and Indigenous communities in Australia.

Prior to working in the private sector, he held important positions in the third sector and in government, including Executive Officer of the Ethnic Communities Council (ECC) of NSW, NSW Regional Coordinator for the Office of Multicultural Affairs, Senior Conciliator at the Human Rights and Equal Opportunities Commission (HREOC), and Principal Policy Officer at the Ethnic Affairs Commission of NSW.

Mr Migliorino is an acknowledged expert in immigration, multicultural affairs and social policy areas relevant to diversity. In 2017, he was made a member of the Order of Australia.

He has a BA and Dip. Ed (Secondary), is a Fellow of the Public Relations Institute of Australia (PRIA), a Graduate of the Australian Institute of Company Directors (GAICD) and a Qualified Practising Market Researcher (QPMR).

Mr Migliorino's term expired on 14 May 2020.

### JOHN WILLIAMS PSM



Mr Williams was appointed to the NAATI Board on 1 September 2014.

He joined the Department of Immigration in Melbourne in 1964, gaining extensive senior management experience before retiring in December 2008.

His overseas appointments include serving in the Australian High Commission London from 1973 to 1975, the Australian Embassy in Belgrade from 1975 to 1977 and 1983 to 1985, the Australian Embassy in Cairo from 1978 to 1979, and the Australian Consulate Cape Town from 1979 to 1982.

Mr Williams was notably involved with multicultural and consular communities in his assignments both overseas and in Australia. While working in Australia, he built strong working relationships with other government agencies at the Federal and State levels.

He was awarded a Public Service Medal in the Queen's Birthday Honour list in 2008 in recognition of his work with Australia's multicultural communities. Since retiring from the public service, he has established his own consultancy to assist multicultural communities to better connect with and access services within society.

Mr Williams' term expires on 31 August 2020.



### MARY GURGONE

Mary Gurgone was appointed to the NAATI Board on 1 November 2014. She is the Director of the Centre for Capability and Culture with extensive executive experience in Government, private sector and community organisations.

She was selected Chair and member of various Board and Audit and Finance Committees. She is a founding member, Fellow and former National President of the Australian Institute of interpreters and translators (AUSIT).

Ms Gurgone has a Master of Business, and a Bachelor of Arts, as well as qualifications in governance, teaching, vocational education, and interpreting and translating.

In 2016 she led her organisation to win the WA Government's Multicultural Award. She has introduced a range of interpreting and translating programs in the vocational education and training sector and presented at International, National and State conferences on policy, evaluation, diversity and inclusion.

Ms Gurgone's personal experience as a migrant has led to her commitment and deep skill development in the cross-linguistic and cross-cultural sectors.

She continues to be involved with international organisations such as Zonta International in leadership roles focusing on governance, inclusion, culture and domestic violence. She has significant experience in working with Aboriginal communities, including in the Kimberley in Western Australia.

Ms Gurgone's term expires on 31 October 2020.



### MITRA KHAKBAZ

Ms Mitra Khakbaz was appointed to the NAATI Board on 1 December 2016. She is the Deputy CEO of HOST International working across the Asia Pacific region.

Ms Khakbaz was formerly the Executive Manager with MDA Ltd, where she oversaw regional settlement, employment, community wellbeing, youth settlement, case work and intensive support services.

She has worked in the multicultural sector since coming to Australia from Iran in 1994. She has a strong commitment to women's and children's rights and in 2013 was awarded a Churchill Fellowship for improving the economic participation of refugee women at risk.

Ms Khakbaz has many years of high-level involvement with various community organisations. She was a Board Member of DV Connect for over 10 years until 2012 and has been a management committee member of the Immigrant Women's Support Service and the Churchill Fellowship Association of Queensland.

She is currently the co-chair of the Queensland Community Alliance and is also a Director with the Buddies Refugee Support Group. She holds a Master's Degree in Applied Linguistics, a Master's Degree in Social Administration and a Postgraduate Diploma in Community Development and Social Policy.

Ms Khakbaz's term expired on 30 November 2019.

### DR MICHAEL COOKE



Dr Michael Cooke was appointed to the NAATI Board on 1 December 2017 and is a Graduate of the Australian Institute of Company Directors.

He is a NAATI Recognised Practising Interpreter and Translator in Djambarrpuyngu, one of the languages spoken by the Yolngu people of North East Arnhem Land. He completed his PhD in linguistics in 1997, becoming a specialist in legal interpreting and forensic linguistics.

He is widely known as an expert in his field, researching, presenting, providing expert evidence as a forensic linguist and publishing extensively in language and the law.

As Principal of Intercultural Communications he has provided training for Indigenous language interpreters and consultancy services for agencies that use them, particularly in the health, legal and judicial domains.

His long-standing relationship with NAATI began with chairing the Northern Territory Regional Advisory Committee in 1995 and includes previously providing professional assistance to NAATI as a trainer, examiner and consultant.

Dr Cooke's term expires on 30 November 2020.



# Year in Review



*Every day, the work done behind the scenes to make certification available in the most needed languages brings us closer to a better-connected community.*



## 2.1 Summary

This year has been pivotal, both in developing our certification system and in providing our customers with improved levels of service.

We have increased the number of languages for certification testing by more than 60%, developed Specialist Interpreter (legal and health) certification and implemented a new service portal to provide more timely and accurate responses to both email and telephone enquiries.

We have also introduced online testing for our Intercultural and Ethical prerequisite tests and, in the midst of the COVID-19 pandemic, we have looked at innovative ways to replace some of our existing face-to-face tests.

Combined with new and dedicated testing venues in both Melbourne and Perth, this exemplifies how NAATI has been proactive in improving its services and delivering a better experience for candidates.

Work has continued on our Indigenous Interpreting Project, with the development of improved test materials and the training of experienced Interpreters to work as role-players and examiners for the new certification tests.

## 2.2 More Languages, More Opportunities

NAATI has further developed the certification system that was first introduced in January 2018, and significant progress has been made.

We now offer certification testing in 37 languages across all test types and levels, representing an increase since 30 June 2019 of more than 60%. Of great importance has been the work undertaken to make certification testing available in a wider variety of languages for Culturally and Linguistically Diverse (CaLD) communities in Australia, for which translators and interpreters are needed.

These additional languages include Bangla, Burmese, Dari, Deaf Sign Language, Filipino, Malay, Nepali, Pashto, Somali, Swahili, Tamil and Thai.

This enormous task would not have been possible without the expertise and dedication of NAATI staff and stakeholders such as NAATI's examiners and industry experts.

Additionally, we have developed Specialist Interpreter (legal and health) certification and created online testing for the Intercultural and Ethical competencies, with the latter now including a range of training resources for both examiners and candidates.

### Deaf Interpreting Focus

During the year, we introduced a Certified Provisional Deaf Interpreter test, which debuted in both Melbourne and Perth in November 2019, with nineteen candidates taking part in this milestone for the Deaf community.

The test was developed through consultation with members of the Deaf community, including Deaf Interpreters, Auslan Interpreters and students enrolled in the Diploma of Interpreting Studies.

Candidates sitting the Certified Provisional Deaf Interpreter test were required to demonstrate their ability to interpret between Auslan and non-conventional sign language (NCSL) through two live role-play dialogue tests involving an English speaker, an Auslan interpreter (hearing) and a NCSL user.

Candidates were expected to work primarily in consecutive mode throughout the dialogue as appropriate, but could also use simultaneous mode. They also had to complete two sight translation tasks, one from written English into NCSL and the other from written English into Auslan. The test covered three of the five language combinations/skills currently recognised under NAATI's certification system.



NAATI CEO Mark Painting and Chairperson of ASLIA Julie Judd

### Indigenous Interpreting Project

Since 2012, NAATI has been working with Australian governments and Indigenous organisations to:

- increase the number of NAATI certified Indigenous language interpreters
- increase the range of Indigenous languages for which there are NAATI Certified Interpreters, and
- increase the accessibility of interpreting resources for Indigenous language interpreters and organisations.

The Commonwealth Government has supported this work with funding since 2015. Indigenous language interpreters in Australia play a vital role in ensuring Aboriginal and Torres Strait Islander people can participate equitably in Australian society.

Indigenous language interpreters are highly skilled professionals who have demonstrated that they have the skills needed to practise as an interpreter in Australia.

In the 2016 Census, it was reported that almost 64,000 Aboriginal and Torres Strait Islander Australians spoke one of 150 Indigenous languages at home. This represented ten percent of the Aboriginal and Torres Strait Islander population in Australia.

In 2018, NAATI's new certification scheme was launched, and 150 Indigenous language practitioners were transitioned to this system. Over the past twelve months, there has been a strong focus on rolling out the new system for aspiring certification candidates. This has involved the development of new test material and the training of experienced interpreters to work as role-players and examiners for the new certification tests.

The first of the certification tests in Yumplatok and Kalaw Kawaw Ya languages, from the Torres Strait, were delivered successfully at a workshop in Cairns in November 2019. Another certification workshop was provided in Darwin in December 2019, with tests delivered successfully in Dhuwaya, Djambarrpuyngu and Gumatj languages from the Northern Territory.

NAATI has certified interpreters and translators practising in 179 languages including 40 Aboriginal and Torres Strait Islander languages across Australia. This number is set to grow in the next twelve months, with testing to commence in the Northern Territory, Queensland, South Australia and Western Australia.

Among the year's challenges, the COVID-19 pandemic presented an urgent need for information to be shared accurately to communities across Australia. This has been particularly important for Aboriginal and Torres Strait Islanders, especially those in remote areas, due to high levels of chronic disease and reduced access to health care.

Indigenous interpreters and translators have played a crucial role in ensuring their communities are informed of the risks, rules, safety measures and progress of the pandemic. NAATI acknowledges the significance of this work and its contribution to a connected community without language barriers.

With COVID-19 enforced travel restrictions in place across Australia during 2020, it was not possible to deliver face-to-face certification testing for Indigenous language interpreters. In response, several training packages were adapted for online delivery which, in turn, provided an opportunity to test and refine online training and testing models that will, in the next financial year, reach Indigenous language interpreters across Australia.

Ethical and Intercultural Competencies remain essential skills for professional interpreters, as well as an important step to NAATI certification. This year, we delivered training in these skills to 30 Indigenous language interpreters from 20 different language groups.

Eighteen candidates passed both the Ethical and Intercultural components, and they are now eligible to progress to certification testing. The remaining candidates will be supported with supplementary testing opportunities so that they can also progress to certification.

### Specialist Interpreter Certification

First introduced in 2019, the Certified Specialist Interpreter test is aimed at highly competent language users who are Certified Interpreters, understand the specialised terminology in the legal and/or health professions, and have extensive experience in the appropriate domain/s.

The Certified Specialist Interpreter test is comprised of an online knowledge test and four interpreting tasks designed to assess a candidate's ability to provide high quality, professional interpreting of complex and specialised spoken language in a specified language combination.

Following the initial pilot program and further refinement, NAATI conducted the first Mandarin Certified Specialist Interpreter tests for both legal and health specialisations in December 2019.

This testing was also made available for Korean and Japanese, with more languages to be offered in the next financial year.

## 2.3 Investing in Innovation

### Customer Service Improvements

Responsiveness to, and support for, candidates and practitioners has always been a fundamental part of the way we operate.

Resources have been invested in new helpdesk software, which assists NAATI in meeting the needs of our customers through the provision of timely and accurate responses to both email and telephone enquiries. Although behind the scenes, this system was instrumental in enabling our staff to respond effectively to an initial four-fold increase in enquiries at the start of the COVID-19 pandemic. During the year, NAATI resolved 84.2% of responses in less than a day (for 7,408 queries) and on average certification test results were issued within 6.3 weeks.

Subtle changes that may have gone unnoticed, but are no less important, include the roll-out of our cloud-based telephony system across all sites, which has simplified our support platform, increased operational effectiveness, and resulted in improvements to services for our customers.

In aiming to provide better information to candidates, practitioners and institutions, we have already released test dates until July 2022. Coupled with website improvements that allow candidates to identify, in real time, the number of places available in upcoming tests, this further improves our services.

Future enhancements will include notifications that show upcoming recertification due dates, test dates and new test sessions, while new testing platforms will allow candidates to undertake NAATI tests outside major cities.

### Online Testing

In June 2020, we successfully ran the first Ethical Competency and Intercultural Competency tests online. As part of this virtual testing environment, we introduced a self-directed training component for candidates.

This component is aimed at increasing each candidate's understanding of the Ethics of the Profession and the importance of Intercultural Competency as a skill for interpreters and translators.

On completion of the training component, candidates are eligible to take the online Ethical Competency and Intercultural Competency tests.

In addition to providing candidates with an improved experience, NAATI has leveraged this innovation to provide more online training for its examiners to support the marking of these prerequisite tests for interpreters and translators.

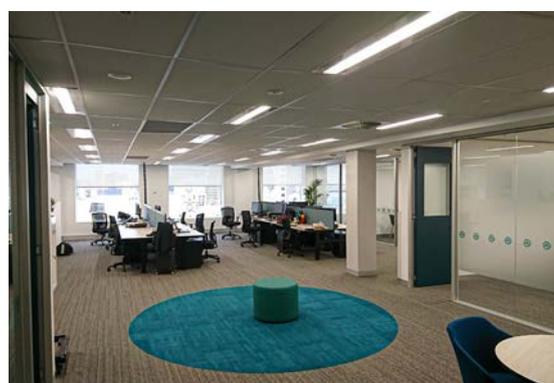
This online testing has received significant praise from candidates and examiners, and from within NAATI, with one staff member commenting:

*“It’s been exciting to be involved in the transition to a more modern system that takes advantage of new technologies. This is what our commitment to implementing the recommendations of the Improvements to NAATI Testing report was all about.”*

A move to online testing has been part of NAATI's strategy for some time, the impact of the COVID-19 pandemic and forced closure of offices (but not operations) precipitated the need to replace some face-to-face testing with a valid alternative.



New Perth Office

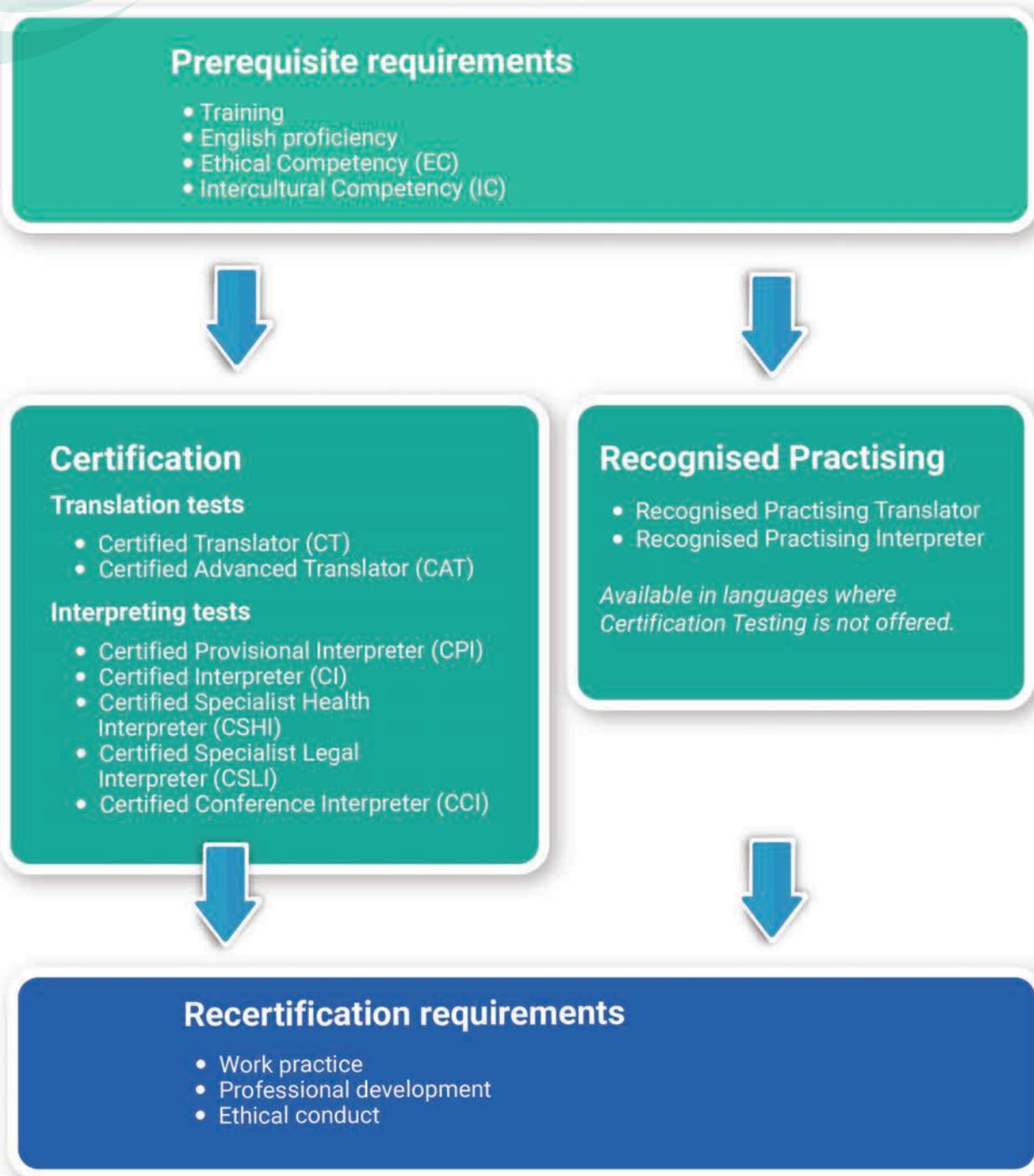


New Melbourne Office



## The Certification System

There are several pathways to gain a NAATI Certification or Recognised Practising credential. Each pathway has a number of prerequisites an individual needs to satisfy before they can sit a certification test.



## 2.4 The Facts

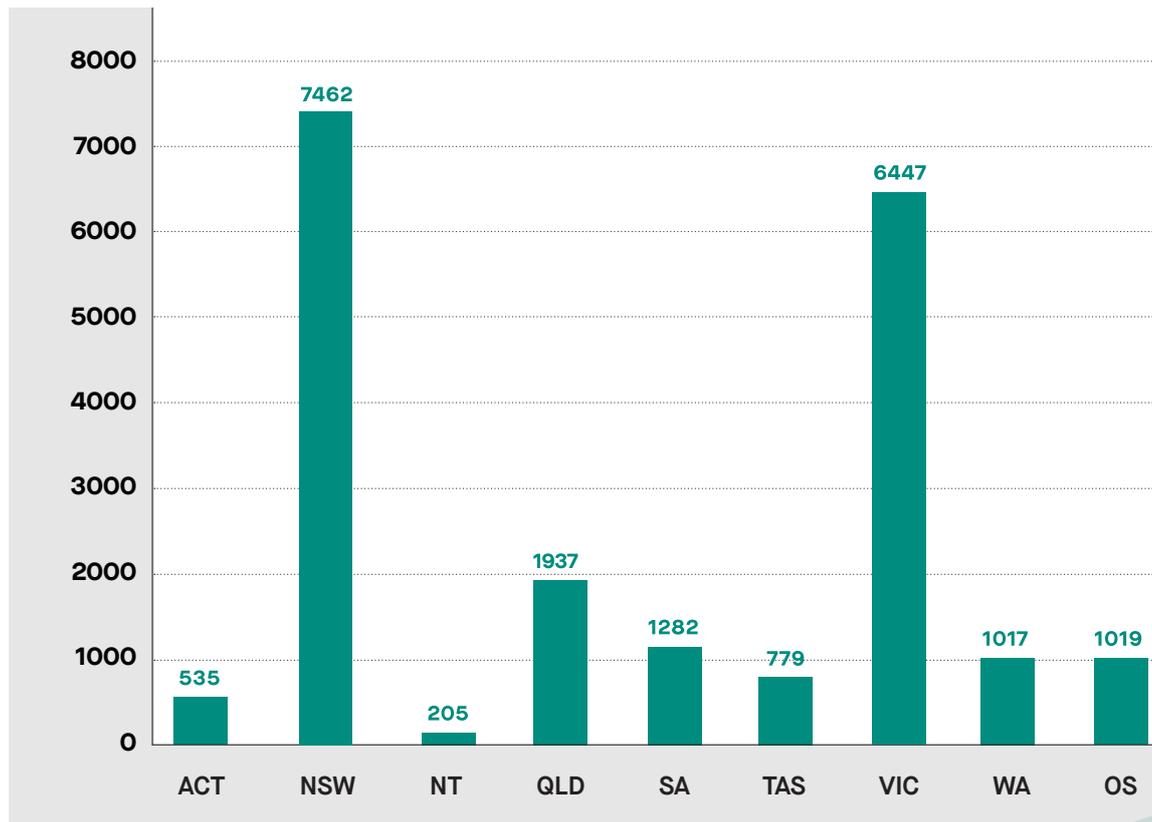
Whilst the COVID-19 pandemic impacted our operations, particularly in relation to testing, NAATI's response plan ensured that essential activity was able to continue. This is largely attributable to the successful digital transformation strategy implemented over the last two years.

As of 30 June 2020, there are now:

- 15,621 practitioners holding 20,683 credentials
- 227 credentials in 40 Indigenous languages
- 33 institutions in our Endorsed Qualification program

### Distribution of Credentials at 30 June 2020

The following table shows the geographical distribution of credentials.



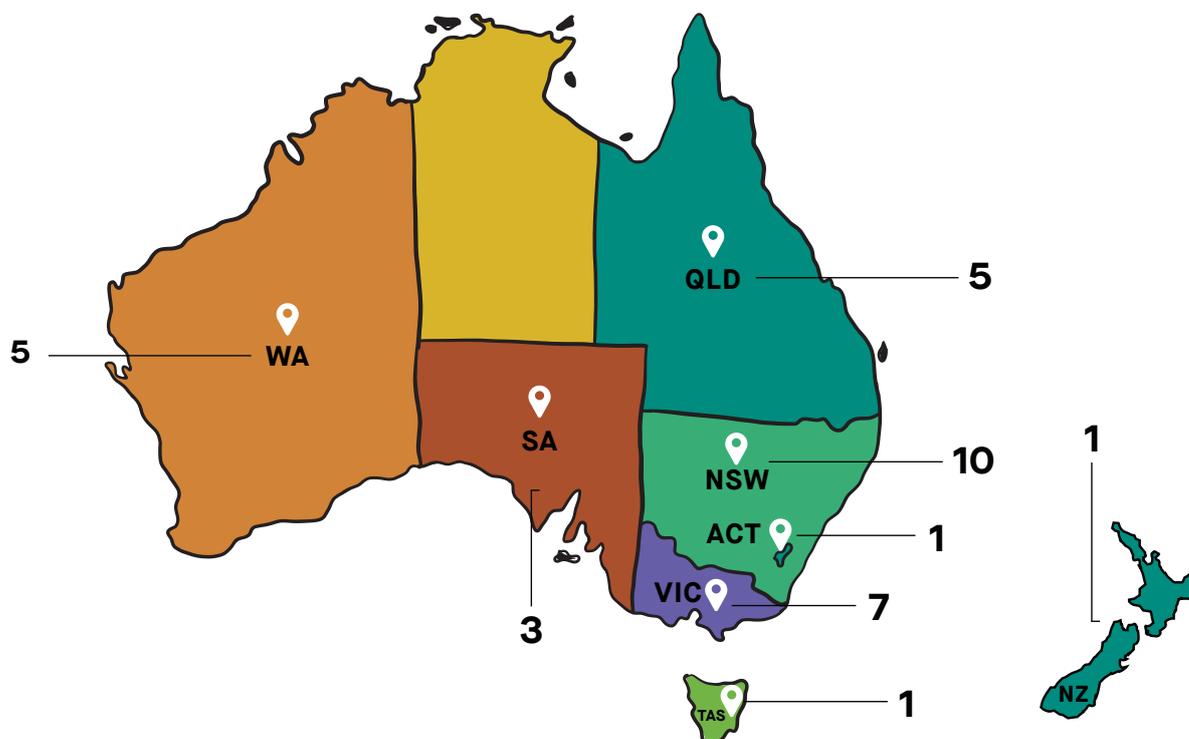
## Credentials Awarded from 1 July 2019 to 30 June 2020

The following table provides details of credentialing outcomes during this financial year, noting that a little more than 92% were awarded to transition of credentials from the now obsolete accreditation system. The transition period has now ended.

CREREDENTIALS	TRANSITION	TESTING / ASSESSMENT	TOTAL
Certified Conference Interpreter	9	0	9
Certified Advanced Translator	5	0	5
Certified Interpreter	176	34	210
Certified Translator>English	218	61	279
Certified Translator>LOTE	3,733	103	3,836
Certified Provisional Interpreter	1,601	105	1,706
Recognised Practising Interpreter	17	165	182
Recognised Practising Translator	17	25	42
<b>Total</b>	<b>5,776</b>	<b>493</b>	<b>6,269</b>

## Endorsed Qualifications

NAATI endorsed qualifications are tertiary translation and interpreting qualifications, at diploma level or higher, provided by Higher Education and Vocational Education Training institutions. The program recognises those institutions that have the required teaching and assessment skills required by the translating and interpreting profession. There were 33 EQ institutions at 30 June 2020.



# This is NAATI

“ NAATI is a unique organisation, exemplified by its broad ownership, diverse Board, and a wealth of expertise across its staff. ”



### 3.1 Our Values

At the core of our organisation are the values we work to, which have been comprehensively reviewed and updated over the last twelve months to underpin how NAATI conducts its business.

Respect, Integrity and Professionalism define who we are. As a values-based organisation, we fully understand that how we treat one another and conduct our business will have implications for our operations and our reputation.

We recognise that we are individually and collectively the custodians of our reputation, and we are all responsible for upholding our values and preserving the trust of our stakeholders.



#### Respect

NAATI values diversity and ensures that our workplace is inclusive and welcoming. Differences in thought, ideas, cultures and traditions are intrinsic to how we operate, and nurturing a fair and equitable workplace is critical to our success.

Encouraging the free and robust exchange of knowledge and ideas makes us more effective, while communicating with empathy, courtesy and politeness enables us to be more collaborative.

#### Integrity

NAATI continues to provide a trusted and reliable service and ensure that our decision-making is always open and transparent.

We will be ethical in our conduct and approach and confront behaviours that are inconsistent with our values.

#### Professionalism

NAATI aims to provide exceptional customer service which would not be possible without valuing the contributions of all employees and stakeholders.

We will use our initiative to solve problems and find ways to innovate and improve our services, embracing change and remaining calm and objective in difficult situations.

Finally, NAATI wants to be recognised for how we value and promote the specialist knowledge, skills and expertise required of the translating and interpreting profession.



Pino Migliorino AM, Voula Messimeri AM, Mary Gurgone (NAATI Directors)

### 3.2 Our Culture - Diverse and Engaged

NAATI understands that, by combining our individual and collective efforts, we will continue to be recognised as a trusted and integral part of the culturally and linguistically diverse communities in which we live.

NAATI is committed to supporting and growing a diverse workforce and inclusive workplace that:

- values the diversity of its employees, contractors, customers and stakeholders
- supports the right of all employees to be treated with dignity, fairness and respect
- is fair and equitable
- is free from unlawful and harmful behaviours such as bullying, harassment, victimisation and discrimination, and
- enables employees to feel confident to contribute their ideas and diverse perspectives, leading to more creativity and innovation.

During this last financial year, NAATI involved its employees in developing its new values: Respect, Integrity and Professionalism. These values underpin everything we do and form the foundations of our new Code of Conduct and Diversity and Inclusion Policy developed during the year.

## Employee wellbeing

A priority focus during the year was the health and wellbeing of employees; in particular during the COVID-19 pandemic, as we moved to working from home arrangements at the end of March 2020.

NAATI's intranet portal became our central communication hub for staff to stay connected with each other across Australia. Intranet posts were used extensively to share information and resources, providing employees with information on COVID-19 and self-help checklists. Having video conferencing functionality was critical in keeping NAATI employees connected nationally via meetings, phone calls and webinars.

NAATI also offers employees an Employee Assistance Program and this service is available to support employees and their families during difficult times. The program offers all staff nationally a range of counselling services, self-help tools, a mobile app and various checklists and webinars.

Our recent digital transformation meant we could stay connected socially and address isolation issues when working from home. NAATI conducted a staff wellbeing survey in May 2020 to obtain feedback on what worked well during the working from home period and to ensure the wellbeing and productivity of staff. The survey information was vital in planning a return to the office environment that took individual and business needs into account.

In previous years, NAATI has participated in the ACT Government's Healthier Work program and continued to do so in 2019-2020. Activities during the year included newsletter updates, webinars, support for wellness events including the mentally healthier workplace initiative.

As a diverse and inclusive organisation, our culture is key to our success and the opportunity to share our stories and experiences makes for an engaged and motivated workforce.

### **3.3 Examiners and Role-players**

Examiners are an intrinsic part of NAATI's work, enabling NAATI to set and maintain high professional standards for assessment of translators and interpreters. Examiners are contracted for their expertise and engaged for setting and assessing a variety of tests.

NAATI greatly appreciates the contribution of these examiners, and the wealth of expertise and experience they contribute in maintaining the profession's standards.

Role-players also play a key role in delivering the live dialogue tasks of NAATI's Certified Provisional Interpreter and Certified Interpreter tests.

### 3.4 Our Committees

NAATI's contribution to the translating and interpreting industry is supported by advice and expertise from its committees, which have a broad membership and experience across the sector.



Dr Adolfo Gentile, Janetta Ziino (NAATI), Dr Marc Orlando

#### Technical Reference Advisory Committee (TRAC)

This committee has been in operation since 2017 and is a key source of expert advice to the Board and NAATI's staff on technical translating and interpreting matters.

The TRAC continues to provide independent technical and strategic policy advice to ensure that NAATI remains fit-for-purpose.

As an advisory body, the TRAC has no executive powers or decision-making authority, but complements NAATI's management and governance committees as well as the network of Regional Advisory Committees (RACs).

The selection of members is based on their broad experience and expertise within the translating and interpreting profession. During the 2019-2020 financial year, the following people served on the committee:

- Professor Ludmila Stern (Chair)
- Gulnara Abbasova
- Ismail Akinci (term commenced 1 January 2020)
- Tea Dietterich
- Dr Adolfo Gentile (term ended 30 December 2019)
- Dr Miranda Lai
- Sandra Leane

- Dr Marc Orlando
- Magdalena Rowan
- Ranja Zayed (term ended 30 December 2019)

### National Indigenous Languages Interpreting Advisory Committee (NILIAC)

The role of this committee is to provide advice to the Board and NAATI staff about issues relating to Indigenous interpreting. The committee fosters communication between NAATI and Indigenous communities in support of our objective to improve the supply of, and demand for, qualified Indigenous interpreters.

The NILIAC is comprised of members with expertise in Indigenous language interpreting, training, education and/or service provision.

The members for the 2019-2020 financial year were:

- Leonora Adidi (Chair)
- Jody Barney
- Anita Bogdanovski
- Deanne Lightfoot
- Lance MacDonald
- Douglas Marmion
- Georgina Nou
- Nicholas Scrymgour

### Regional Advisory Committees (RACs)

These committees have existed in some form since the 1980s, providing advice from across Australia through their links with members of the profession and the community.

Committee members are drawn from a cross-section of the profession, including representatives of professional associations, language service providers, government agencies, educational institutions, and individual practitioners.

The main role of these committees is to provide NAATI with advice on local matters relevant to industry needs and professional issues in their region.

# Funding and Engagement



## 4.1 Funding Initiatives

### Research Fund

NAATI continued its investment in promoting relevant translating and interpreting research, with priority areas for funding including:

- certification system quality and scope
- endorsed qualifications
- translating and interpreting practice, and
- broader industry – for example, research to identify priority languages to meet emerging demand within the translating and interpreting sector.

During 2019-2020, the NAATI Board approved funding for two projects:

- *Monash University*  
Identification of current gaps in professional development opportunities for translators and interpreters in Australia
- *Monash University*  
Building professional competencies in Deafblind communication and interpreting (co-funded with Able Australia and the Australian Research Council).

### Industry Development Fund

The Fund is a practical demonstration of NAATI's strong and continued commitment to support the development of the translating and interpreting profession, in line with our Strategic Plan. The Fund is designed to support projects that address industry needs such as capability, capacity building, and innovation in the Translating and Interpreting profession.

**Capability** – projects to address issues relevant to professional development, practice methodologies, and other performance or quality improvements in delivering translating and interpreting services and activities.

**Capacity Building** – projects to address issues relevant to the range and nature of languages in which translating and interpreting capacity needs to be developed or enhanced.

**Innovation** – projects that could explore the impact of new technologies on practice and standard setting, or the introduction of testing and credentialing frameworks.

During 2019-2020, the NAATI Board approved funding for five projects:

- *Monash University*  
to provide professional development courses in three states for interpreters working in family violence situations
- *TAFE SA*  
to develop an online skill-set training program in Auslan
- *The Australian Sign Language Interpreters Association*  
to deliver Auslan Interpreter Awareness Training sessions
- *Australian Institute of Interpreters and Translators (AUSIT)*  
co-funding to establish a training fund to support access to online training for current or potential interpreters in Queensland
- *Tasmanian Government*  
further funding for additional scholarships for an Interpreting Skill-set Program (Interpreting Skills for NAATI Certification) consisting of four units of competency.



NAATI staff members, Michael Nemarich and Francesca Cimarelli

## 4.2 Industry Engagement

We have continued our efforts to raise NAATI's profile, promote the benefits of engaging certified professionals and engage with key stakeholders on significant translating and interpreting industry matters.

Some of the events attended and sponsored during 2019-2020 include:

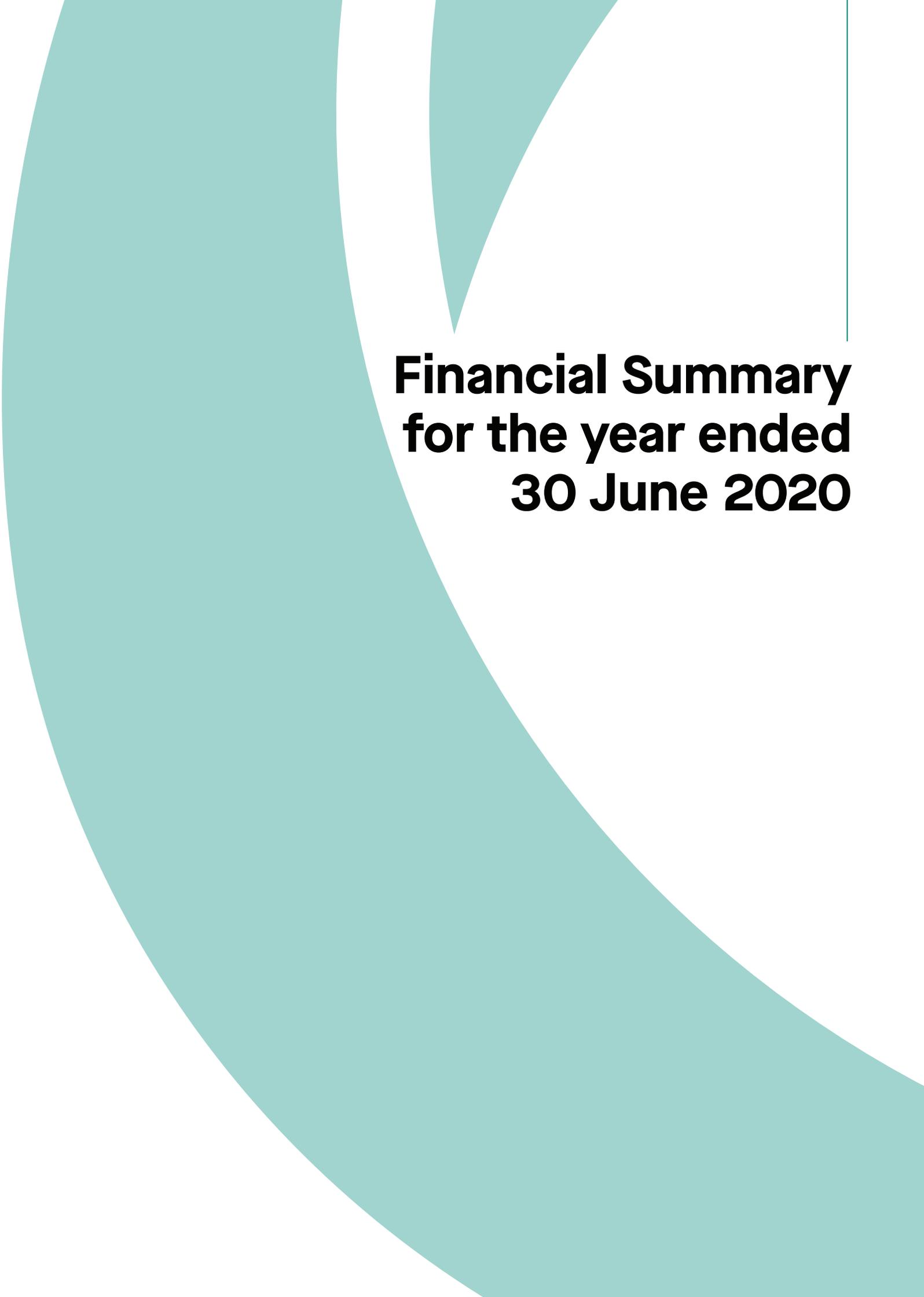
- Australian Institute of Interpreters and Translators (AUSIT) National Conference Hobart – October 2019
- Federation of Ethnic Communities' Councils of Australia (FECCA) Hobart – October 2019
- International Conference Community Translation (ICCT) RMIT, Melbourne – December 2019
- Advancing Community Cohesion Conference 2020 Sydney – February 2020
- VICForum 2020 Virtual - March 2020



NAATI CEO Mark Painting with TIS National representatives. L-R: Kathryn, Stephanie, Mark, Aleeda, Robert

### Standards Australia ISO Mirror Committee

In 2016, Australia was awarded participant status on the International Organization for Standardization's (ISO) Committee (ISO/TC 37/SC 5) Translating, Interpreting and Related Technology. As a result, Standards Australia established an Australian Mirror Committee to ensure that Australia's translating and interpreting sector is effectively engage and involved with developing international standards. NAATI continues to be involved with the important work of this Committee in influencing relevant standards and increasing the profile of the translating and interpreting profession in Australia. In May 2020, NAATI's CEO Mark Painting was appointed Chair of the Australian Standards Mirror Committee for a three-year term.



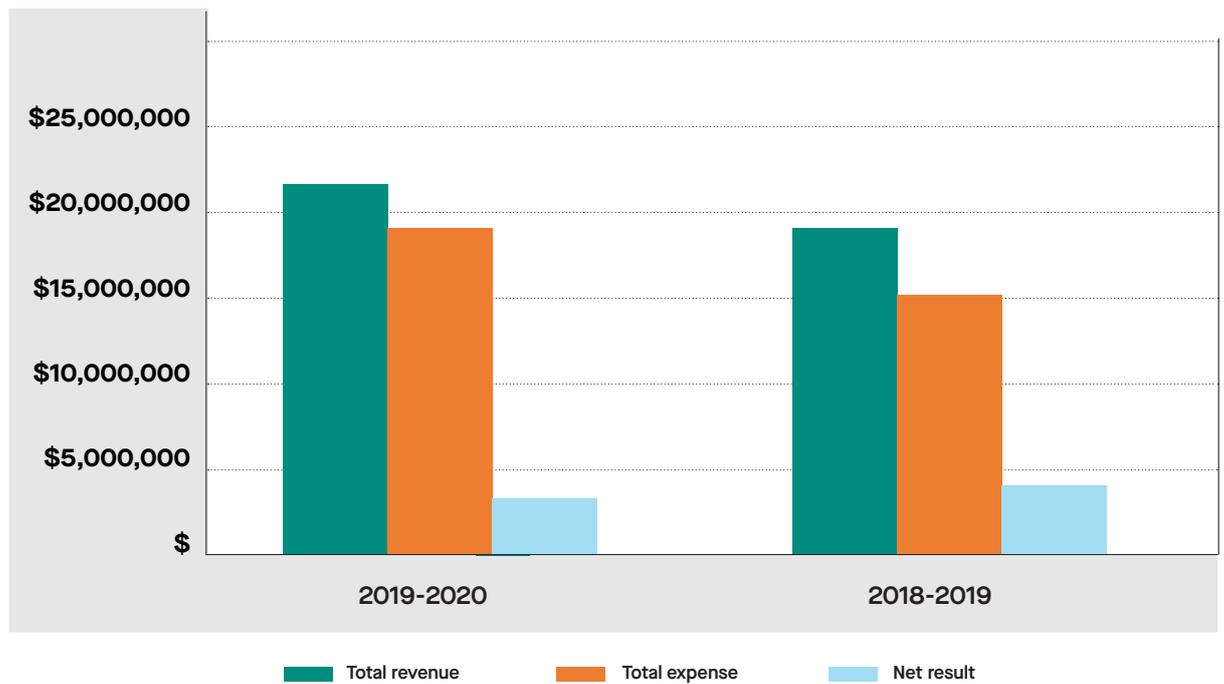
**Financial Summary  
for the year ended  
30 June 2020**

The following financial summary is based on audited financial statements for 2019-2020 and comparatives for 2018-2019.

### Operating Result

NAATI ended the year with a surplus of \$3.1M compared to a surplus of \$3.8M for 2018-2019. This has resulted in a profit margin of 14% in 2019-2020 compared to 20% in 2018-2019.

Figure 1: Comparison of 2019-2020 performance with the previous year

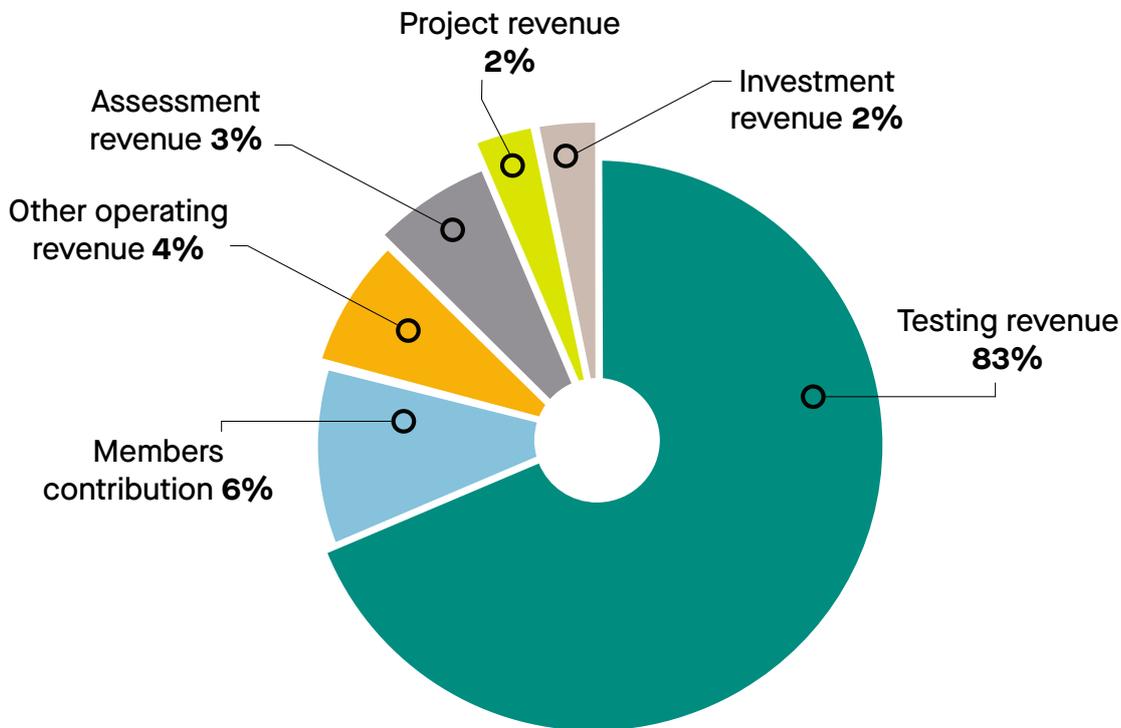


The operating result for 2019-2020 is less than the previous year despite increase in revenue mainly due to the planned investment in technological advancements and higher testing related expenses.

## Revenue

NAATI ended the year with a record high revenue of \$22M, the composition of which is as follows:

Figure 2: Composition of revenue for the year ended 30 June 2020



### Revenue 2019-2020

#### Comparison of 2019-2020 revenue with the previous year:

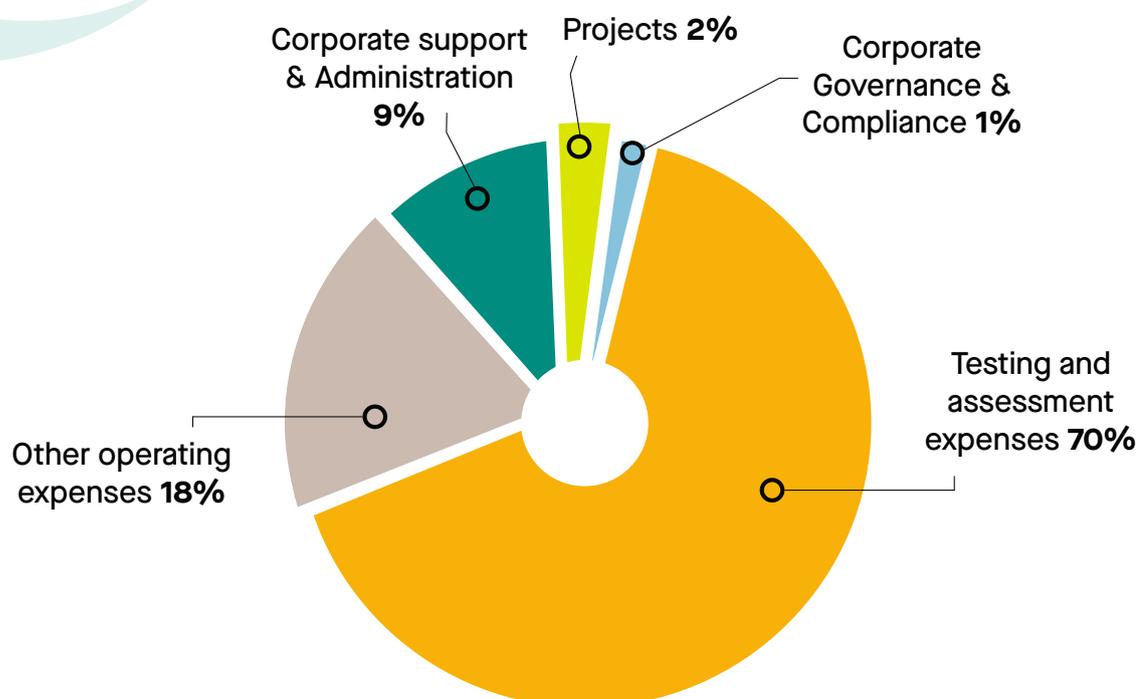
The revenue for 2019-2020 is \$22M compared to \$19M in 2018-2019. The main reasons for the increase are as follows:

- additional testing conducted to accommodate increased demand. Travel restrictions due to COVID-19 did not significantly impact test revenue as a number of tests were conducted online.
- received higher transition applications compared to the previous year. The cut-off date for transitioning from the accreditation system to the current certification system was 31 December 2019. This resulted in NAATI receiving 5,325 transition applications in 2019-2020 compared to 3,130 in 2018-2019.

## Expenditure

During the year 2019-2020 NAATI incurred \$19M in expenditure. The composition of the expenditure is as follows:

Figure 3: Composition of expenditure for the year ended 30 June 2020



## Expenditure 2019-2020

### Comparison of 2019-2020 expenditure with the previous year:

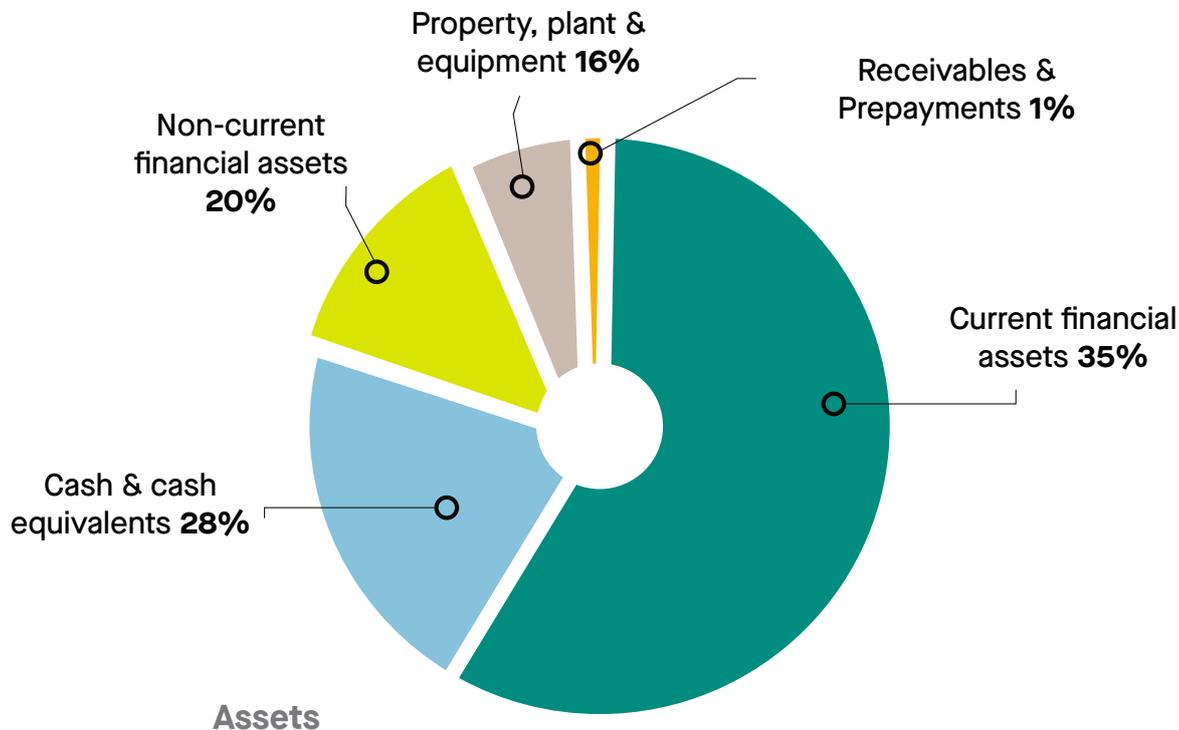
The expenditure for 2019-2020 is \$19M compared to \$15M in 2018-2019. The main reasons for the increase are as follows:

- Increase in testing related expenses, examiner payments, venue hire and bank charges in-line with increase in testing revenue.
- Increase in Information Technology expense due to investment in technological advancements including enhancements to the NAATI Credentialing Management System (NCMS) and changes to the customer portal myNAATI to meet the business requirements.
- Increase in employee related expenses due to additional recruitment during the year to meet increased business activity.
- Increase in depreciation expense due to higher capitalisation of NCMS enhancements and amortisation of leased properties as per AASB 16.

## Assets

NAATI has \$28M in assets as at 30 June 2020. The composition of assets are as follows:

Figure 4: Composition of assets as at 30 June 2020



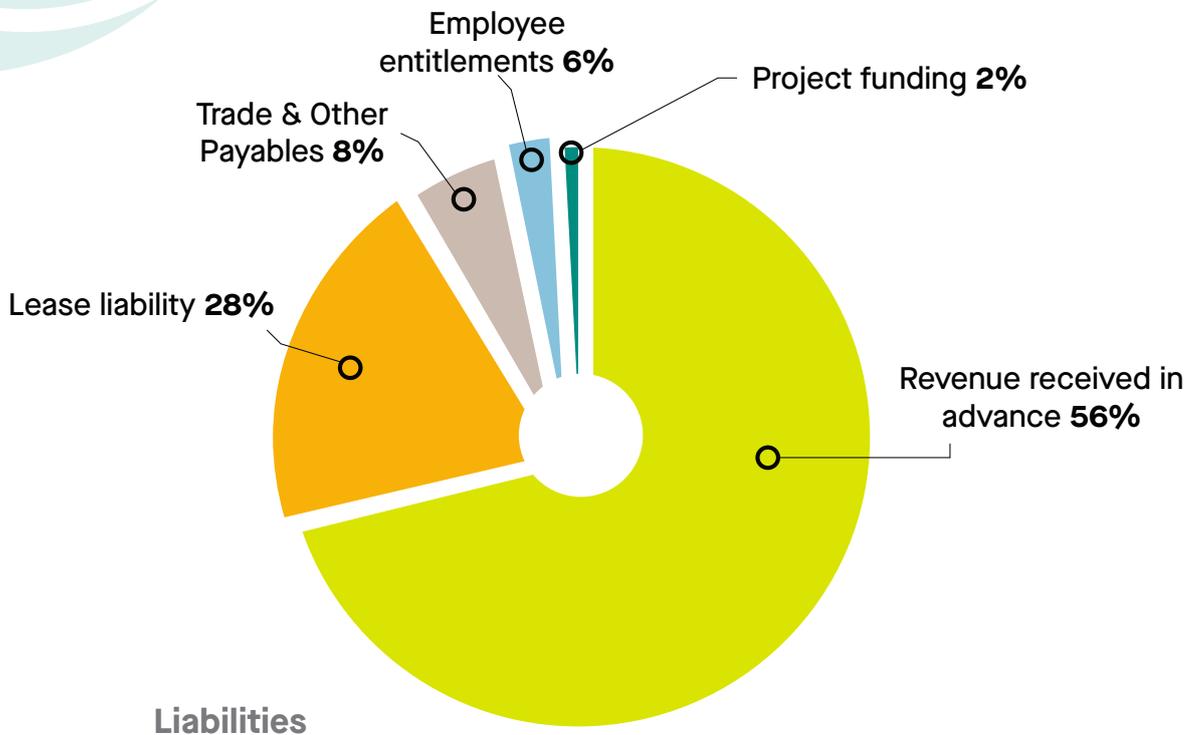
The major components of assets are as follows:

- NAATI implemented an investment strategy in March 2018 to ensure long-term sustainability and efficient utilisation of surplus funds. In accordance with the investment strategy, NAATI has invested in three portfolios: operational, medium and long-term. The funds invested in the operational portfolio along with investment in term deposits constitute current financial assets. Investment in medium and long-term portfolios make up the non-current financial assets.
- Cash and cash equivalents include cash held in bank accounts and funds held in the cash trust accounts of the investment portfolios.
- Property, plant and equipment consists of office premises leased and considered as assets as per AASB 16, software developed, fit-outs, furniture and fixtures and office equipment.

## Liabilities

NAATI has \$12.3M in liabilities as at 30 June 2020. The composition of liabilities are as follows:

Figure 5: Composition of liabilities as at 30 June 2020



The major components of liabilities are as follows:

- Revenue received in advance relates to testing revenue received, but tests not sat as at 30 June 2020.
- Lease liability relates to liability recognised on leased office premises in accordance with AASB 16.
- Trade and other payables include payments due to examiners and other expenses.
- Employee entitlements include annual and long service leave entitlements.

The 2019-2020 Audited Financial Statements are available on our website: [www.naati.com.au](http://www.naati.com.au)





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