



20 / 21

ANNUAL REPORT

Breaking Down Language Barriers



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Message from the Chair

It gives me great pleasure to present my fourth annual report as the Chair of the NAATI Board.

The devastating impacts of the COVID-19 pandemic and its challenges have continued throughout the year. In this context, translators and interpreters are playing a critical role in people's access to information and services and participation in the community. That is why 'breaking down language barriers' is our theme for this year.

Auslan interpreters have been in the spotlight and in high demand throughout the pandemic. NAATI finalised its development of certification specialist testing in the health, legal and conference interpreting fields for Auslan candidates, providing them access to the full certification pathway.

NAATI also reached the milestone of 50 languages available in Certified Provisional Interpreter testing, including 13 Aboriginal and Torres Strait Islander languages, Deaf interpreting and Auslan. Development work continued for Certified Interpreter testing, with tests offered in 16 languages.

NAATI's support for the translating and interpreting profession during the pandemic continued with the 50% reduction in recertification fees accessed by over 3,500 practitioners. The NAATI Board approved funding of over \$125,000 under its Research and Industry Development Funds for projects in the health and legal fields and for scholarships and training to address shortages of interpreters in areas of critical need.

The Commonwealth Government has committed to continue financial commitment to NAATI's Indigenous Interpreting Project. The National Indigenous Australians Agency confirmed funding for a further two years until 30 June 2023 to increase the number of certified Aboriginal and Torres Strait Islander language interpreters and the range of languages for which there are certified practitioners.

NAATI's certification framework is unique globally as it is the only universal, national system to certify practitioners in so many languages across various fields. This has been recognised by the announcement that, from 1 July 2021, New Zealand will transition to NAATI certification for interpreters working for the New Zealand Government – this is a significant achievement in recognition of the quality of NAATI's Certification System.

On behalf of the Board, I express our gratitude to our Member Governments, the Technical Reference Advisory Committee and the National Indigenous Languages Interpreting Advisory Committee for their continued support. We also thank NAATI's CEO, Mark Painting, for his tireless efforts and commitment and NAATI staff for their outstanding contributions

I also take the opportunity to thank and recognise the considerable contribution made by outgoing Directors, John Williams, Mary Gurgone and Dr Michael Cooke, whose tenures expired during the year.

In closing, I welcome the new Directors who have joined the NAATI Board, Dr Adolfo Gentile, Nirmal Hansra, Jovanka Naumoska, Mark Avery and Josephine Buontempo, and look forward to working with them, NAATI's CEO and staff to deliver NAATI's vision of a connected community without language barriers.

Voula Messimeri

Chair

NAATI Board of Directors



Message from the CEO

With the challenges in delivering face-to-face certification testing, innovation remained a hallmark of 2020-2021. NAATI has continued to innovate and develop online test delivery alternatives. Work is also underway to investigate options for a secure online platform to conduct interpreter testing into the future.

It was a busy year with more than 1,800 certification tests delivered either face-to face or online, close to 990 credentials issued and over 3,500 applications for recertification. We received over 30,000 queries, with nearly 99% of them responded to within two days. There are now more than 13,000 certified practitioners across 185 languages.

A quality assurance review of the Certification System has commenced, recognising that we are now in the third year of its implementation. The Continuous Improvement Program will provide an in-depth analysis of the performance of the system to ensure that NAATI continues to drive innovation and quality in certification, the first strategic pillar under NAATI's Strategic Plan 2019-2021. It is a critical piece of work which will involve extensive stakeholder consultation and continue into next year.

NAATI has continued its efforts to engage with key stakeholders on translating and interpreting industry matters. It has also focused on increased community engagement, with NAATI staff participating in or presenting at career expos, "Ask NAATI" podcasts, student information sessions, industry conferences and forums.

A key priority has been to strengthen workplace culture, learning and development and employee wellbeing, underpinned by NAATI's values of respect, integrity and professionalism. NAATI has a strong culture of diversity and inclusion with over 75% of staff speaking at least one language other than English, and more than 50% speaking more than one (across 46 languages including two signed languages and five Indigenous languages). NAATI's staff engagement survey delivered very positive results, showing a high level of engagement and satisfaction among staff.

NAATI formed two important committees during the year – a Staff Consultative Committee to provide regular consultation on workplace issues and a Reconciliation Action Plan (RAP) Working Group to develop NAATI's first RAP. The RAP is nearing completion and I look forward to its launch.

I take the opportunity to thank our Member Governments, key industry stakeholders and professional associations, education institutions and Examiners. Their ongoing support, combined with our dedicated staff, has provided NAATI with the ability to remain agile and forward-thinking in ensuring NAATI delivers its strategic priorities.

I wish to thank the Chair and Board of Directors for their leadership and support as well as the management team and staff for their hard work and commitment during another challenging year.

Mark Painting

CEO



NAATI Board of Directors and CEO.





About NAATI

Who We Are

NAATI is the national standards and certifying authority for the translating and interpreting profession in Australia.

NAATI is a not-for-profit company that is jointly owned by the Commonwealth, state and territory governments. The company is governed by a Board of Directors, who are appointed by the owners.

NAATI was formed in 1977, several years after 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. NAATI's first significant tasks were to determine standards for levels of accreditation for translators and interpreters, and to conduct a survey of the industry to gain insights into how it functioned and to understand its challenges. NAATI became an incorporated company in 1984.

NAATI's vision is of a connected community without language barriers. As Australia's only standards and certifying authority for translators and interpreters, NAATI occupies a unique position, locally and globally. NAATI's aim is to be a respected and recognised world 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 translating and interpreting services.

What We Do

NAATI's mission is to set and maintain high national standards for the translating and interpreting sector to ensure a supply of appropriately certified professionals to meet the changing needs of Australia's culturally and linguistically diverse society.

This is achieved by:

- Ensuring high national standards for the profession through a robust national Certification System.
- Strengthening access and equity for individuals from culturally and linguistically diverse communities, the Deaf community and Aboriginal and Torres Strait Islander people.

NAATI's Certification System provides quality assurance and confidence to people who rely on translators and interpreters to participate effectively in Australian society.

Strategic Pillars

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

Strategic Pillars

There are five strategic pillars under the strategic plan

1

Driving innovation & quality in certification

Embedding the Certification System, continuous improvement of processes and technology to enhance quality and integrity.

2

Promoting brand awareness & engagement

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

3

Ensuring financial sustainability

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.

4

Building organisational capability

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

5

Supporting the development & sustainability of the profession

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

Members 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.

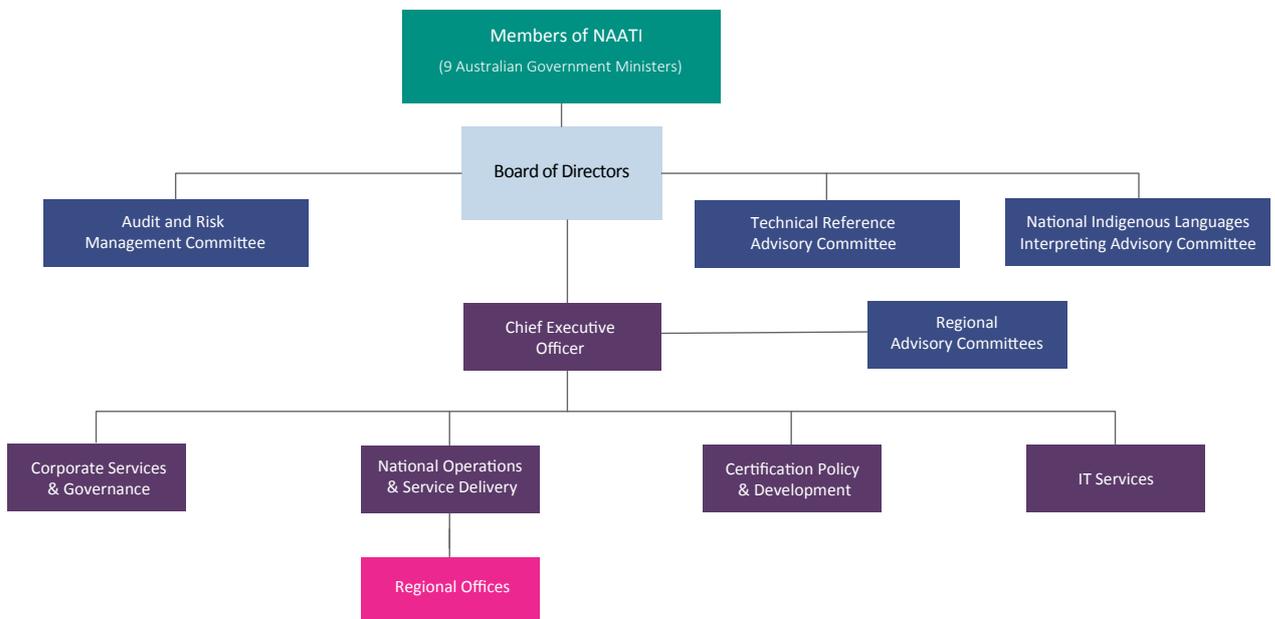
Members may also appoint a representative to exercise their powers in relation to NAATI.

The current Members and their appointed representatives (at 30 June 2021) are:

Member	Representative
Commonwealth	
The Hon. Alex Hawke MP Minister for Immigration, Citizenship, Migrant Services and Multicultural Affairs	Mr Steve Biddle Assistant Secretary Settlement Program Operations Branch Refugee, Humanitarian and Settlement Division Department of Home Affairs
Australian Capital Territory	
Ms Tara Cheyne MLA Assistant Minister for Economic Development Minister for the Arts Minister for Business and Better Regulation Minister for Human Rights Minister for Multicultural Affairs	Ms Jenny Wells Senior Director Youth Engagement and Office for Multicultural Affairs Inclusion and Participation Division Community Services Directorate, ACT Government
New South Wales	
The Hon. Natalie Ward MLC Minister for Sport, Multiculturalism, Seniors and Veterans	Mr Joseph La Posta Chief Executive Officer Multicultural NSW
Northern Territory	
The Hon. Selena Uibo MLA Attorney-General Minister for Justice Minister for Treaty and Local Decision Making Minister for Aboriginal Affairs Minister for Parks and Rangers	Ms Mischa Cartwright Executive Director Aboriginal Affairs Strategic Partnerships Department of Chief Minister and Cabinet
Queensland	
The Hon. Leanne Linard MP Minister for Children and Youth Justice Minister for Multicultural Affairs	Mr Wayne Briscoe Executive Director Multicultural Affairs Department of Children, Youth Justice and Multicultural Affairs
South Australia	
The Hon. Jing Lee MLC Assistant Minister to the Premier	Ms Justine Kennedy Director, Multicultural Affairs Department of the Premier and Cabinet

Member	Representative
Tasmania	
The Hon. Jeremy Rockliff MP Deputy Premier Minister for Health Minister for Advanced Manufacturing and Defence Industries Minister for Mental Health and Wellbeing Minister for Community Services and Development	Ms Wanda Buza Specialist Policy Advisor Communities, Sport and Recreation Tasmania Department of Communities Tasmania
Victoria	
The Hon. Ros Spence MP Minister for Multicultural Affairs Minister for Community Sport Minister for Youth	Ms Jessie Mitchell Director, Inclusion and Reform Branch Multicultural Affairs Fairer Victoria Group Department of Families, Fairness and Housing
Western Australia	
The Hon. Dr Antonio (Tony) De Paulo Buti MLA Minister for Finance Minister for Lands Minister for Sport and Recreation Minister for Citizenship and Multicultural Interests	Mr James Jegasothy Acting Executive Director Office of Multicultural Interests (OMI) Department of Local Government, Sport and Cultural Industries

Governance Structure



Board of Directors



Voula Messimeri AM (Chair)

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

Ms Messimeri has had roles as a non-executive director including as Chair of the peak multicultural national body, the Federation of Ethnic Communities' Councils of Australia (FECCA); Deputy Chair of the Ethnic Communities Council of Victoria; inaugural Chair of Women's Health in the North; and Chair of InTouch Multicultural Centre Against Family Violence.

Ms Messimeri was appointed to the RMIT University Council, serving two terms and representing the council as a Board Director on the RMIT Training Board, a controlled entity of the RMIT University. With a strong interest in language services, she was appointed as a director on the Victorian Interpreting & Translating Service (VITS) Board, a state-owned enterprise, where she served for 15 years and occupied the role of deputy chairperson twice in that time.

Major contributions to policy combined with her advocacy roles led to appointments on a wide range of ministerial state and federal advisory structures across diverse areas, including health, ageing, income support, media and as a member of the Australian Multicultural Advisory Council.

She is a Fellow of the Williamson Community Leadership Program and has been awarded honorary life membership for significant contributions and leadership by FECCA and PRONIA, where she was a long standing CEO. 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. She is a Member of the Australian Institute of Company Directors and currently serving as a non-executive director on the boards of PRONIA and Settlement Services International (SSI).

Ms Messimeri's term expires on 30 October 2023.



Dr Adolfo Gentile

Dr Adolfo Gentile was appointed to the NAATI Board from 31 July 2020.

He brings to the Board significant experience as a consultant, teacher and researcher in the translating and interpreting field. He was also a member of the Refugee Review and Immigration Tribunals.

Dr Gentile has a PhD in Translating and Interpreting, a Master of Educational Administration and is a NAATI Certified Advanced Translator in Italian (both directions).

He is an Affiliate of the Interpreting and Translation Studies program at Monash University and is widely known as an expert in his field, having researched and published extensively on translating and interpreting matters. He is a former President of the International Federation of Translators (FIT). Dr Gentile has a long-standing relationship with NAATI, including being a former Board Chair.

Dr Gentile's term expires on 30 June 2023.



Nirmal Hansra

Nirmal Hansra was appointed to the NAATI Board from 1 November 2020 and as Chair of the NAATI Board's Audit and Risk Management Committee on 19 February 2021.

Mr Hansra has over 30 years' senior executive management experience and over 13 years' Board and corporate advisory experience.

He is the Chair of Campbell Page Ltd. Mr Hansra is a non-executive director of Link Wentworth Housing Ltd, Have a Voice Pty Ltd and Children's Tumour Foundation of Australia Ltd. He is also an independent member of the Audit and Risk Committee for the Housing and Property Group of the NSW Department of Planning, Industry & Environment and Chair of the Compliance & Risk Committee of Gleneagles Asset Management Limited.

Mr Hansra has a Master of Commerce Degree (Business Management major) and is a Fellow of the Australian Institute of Company Directors, the Governance Institute of Australia, Chartered Accountants ANZ and CPA Australia.

As a qualified chartered accountant, Mr Hansra held Chief Financial Officer/Finance Director roles in leading Australian and international companies including Ruralco Holdings Ltd, Industrea Ltd, Australian Pharmaceutical Industries Ltd, Fujitsu Australia Ltd and Texas Instruments Australia Ltd.

Mr Hansra's term expires on 30 October 2023.

Board of Directors



Jovanka Naumoska

Jovanka Naumoska was appointed to the NAATI Board from 1 August 2020 and as a member of the NAATI Board's Audit and Risk Management Committee on 19 February 2021.

Ms Naumoska is a legal practitioner with expertise in intellectual property law, corporate law and corporate governance. She holds a Bachelor of Laws (Honours) and Bachelor of Science (Honours) and has a Graduate Diploma in Applied Corporate Governance (Governance Institute of Australia).

She is a non-executive director for Imagion Biosystems Ltd and a non-executive director for Security Matters Ltd. She is also a member of the Australian Dispute Resolution Advisory Council and is employed as a legal practitioner for a federal government research agency.

Ms Naumoska's term expires on 31 July 2023.



Mark Avery

Mark Avery was appointed to the NAATI Board from 1 September 2020.

Mr Avery is currently working as a university academic teaching, researching and consulting in health services management and he has over 30 years' experience in leadership, management and corporate roles in both the public and private health care sectors in Australia and the United Kingdom.

His career and experience have been at the senior executive, chief executive, consultant, academic, company director and board member levels spanning acute care hospital settings, teaching and research centres, community health services, metropolitan and rural service delivery, aged care sector, regional and district health services, educational environments and internal and external/competitive commercial services.

He holds a Bachelor of Health Administration, Master of Business, PhD and is a Graduate of the Australian Institute of Company Directors.

Mr Avery's term expires on 30 August 2023.



Josephine Buontempo

Josephine Buontempo was appointed to the NAATI Board from 1 December 2020.

Ms Buontempo has, for over 25 years, been in executive and senior management roles across the corporate, legal, government and social sectors. Her experience in executive leadership and management is coupled with roles as an experienced non-executive and independent director and in an advisory capacity for community corporations, government agencies and ministerial councils.

Since 2008, Ms Buontempo has been the Managing Director of Kasali Migration Australia, a global migration consultancy practice. She also provides training and consulting services in corporate governance, organisational and board development and strategy, predominantly for the for-purpose sector including Aboriginal corporations in regional and remote locations.

Ms Buontempo has extensive experience in social, cultural and economic development and has managed organisations and services in the areas of social housing, law, education and training, disability, family, youth and children's services, culture and the arts and humanitarian and refugee resettlement programs.

Her current governance and advisory roles include Foundation Housing Ltd, Western Australia's key affordable housing property developer and manager, and she chairs the FHL Tenant Services and Engagement Committee, the Australian Broadcasting Corporation Advisory Council and Australian Scholarships Foundation Assessor Panel.

Ms Buontempo has postgraduate qualifications in migration law and is an alumna of the International Fellows Program of the City University of New York Centre for Philanthropy and Civil Society, a Member of the Australian Institute of Company Directors and an Associate Fellow of the Australian Institute of Management.

Ms Buontempo's term expires on 30 November 2023.

Outgoing Directors

John Williams PSM



John Williams was appointed to the NAATI Board from 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 (Belgrade) from 1975 to 1977 and 1983 to 1985, the Australian Embassy (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.

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 a consultancy to assist multicultural communities to better connect with and access services within society.

Mr Williams' term expired on 31 August 2020.

Mary Gurgone



Mary Gurgone was appointed to the NAATI Board from 1 November 2014.

She is the Director of the Centre for Capability and Culture with extensive executive experience in government, private and community organisations.

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, Bachelor of Arts and qualifications in governance, teaching, training, interpreting and translating.

She introduced several translating and interpreting vocational education and training programs and presented at international, national and state conferences on policy, evaluation, diversity and inclusion.

She has leadership roles in international and national organisations such as Zonta International and the Mental Health Foundation of Australia, focusing on culturally and linguistically diverse services, governance, language, culture, aged care and domestic violence.

She has significant experience in working with Aboriginal communities in Western Australia.

Ms Gurgone's term expired on 31 October 2020.



Dr Michael Cooke

Dr Michael Cooke was appointed to the NAATI Board from 1 December 2017.

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 expired on 30 November 2020.





Year in Review

Highlights

The last 12 months have been unique and challenging globally, with the COVID-19 pandemic sweeping the world and causing huge disruptions across lives and livelihoods. With this as the backdrop, NAATI has had some significant achievements worth celebrating.

As at 30 June 2021, there were



13,178 current certified practitioners holding **17,950** credentials across **185** languages, including **38** Indigenous languages.



33 institutions in the Endorsed Qualification program including four in New Zealand, offering a total of **82** qualifications.



NAATI has reached the milestone of **50** languages available for its first level of interpreting tests (Certified Provisional Interpreter), including **13** Aboriginal and Torres Strait Islander languages, Deaf interpreting and Auslan.



During the COVID-19 pandemic, NAATI was able to expedite plans for online testing and continue testing with minimal disruption. Since September 2020, all Certified Translator tests have been conducted online, with **938** Certified Translator tests delivered to 30 June 2021.



NAATI has contributed to the industry by providing a **50%** reduction in recertification fees for the year, which supported over **3,500** practitioners to recertify.

Credential types held by practitioners

Credential types	Number at 30 June 2021
Certified Advanced Translator	76
Certified Conference Interpreter	75
Certified Interpreter	2,507
Certified Provisional Interpreter	4,973
Certified Translator	9,014
Recognised Practising Interpreter	946
Recognised Practising Translator	359
TOTAL	17,950

Top ten languages credentials are held in

- Chinese (translation only)
- Mandarin (interpreting only)
- Arabic
- Persian
- Auslan
- Vietnamese
- Spanish
- Japanese
- Korean
- Italian

Focus on Certification of Translators and Interpreters

Despite the challenges imposed by COVID-19, NAATI's focus has been on continuing to make certification testing available in more community languages and in a variety of test skills while introducing improvements to the Certification System. There have also been stronger opportunities to engage with the community about certification, including through preparing candidates for testing and current practitioners for recertification.

NAATI reached the milestone of 50 languages available for its first level of interpreting tests (Certified Provisional Interpreter) including 13 Indigenous languages, Deaf interpreting and Auslan. Certified Interpreter tests are offered in 16 languages, and Certified Translator tests are available in 30 languages.

Certified Specialist Interpreter tests were developed and made available in an additional three languages (Arabic, Spanish and Auslan) in both the health and legal specialisations, while the Certified Conference Interpreter test became available in an additional three languages (Spanish, Russian and Auslan).

Auslan in the Spotlight

Auslan interpreters have been very visible throughout the COVID-19 pandemic, being broadcast to homes around the country as they support Ministers, Chief Health Officers and the Prime Minister to deliver public health updates to the community.

This aligned with NAATI's work to design and develop three additional tests for Auslan candidates – the Certified Specialist Health Interpreter test, Certified Specialist Legal Interpreter test and Certified Conference Interpreter test. This makes the full certification pathway available for this high demand language.

The Certified Specialist Interpreter test is comprised of two parts: a Knowledge Test and an Interpreting Test. The Knowledge Test is a prerequisite to sit the second part of the test and allows an assessment of whether the candidate holds the necessary knowledge in the health or legal fields. The first Knowledge Test for the Certified Specialist Legal Interpreter test in Auslan was made available in June 2021.

Online Testing

When the COVID-19 pandemic hit, Australia experienced several lockdowns across the country, which resulted in a significant number of tests, both translating and interpreting, being cancelled or rescheduled. This meant that NAATI had to innovate to continue fulfilling its mission.

In these early stages, NAATI moved many non-professional tests, such as Credentialed Community Language and Community Language Aide tests online, with approximately 12,000 conducted via Microsoft Teams as an interim measure.

Community Language Aide tests are used by the public and private sectors to determine eligibility for language allowances. These tests help organisations identify employees who can communicate at a basic level in a language other than English in the workplace. Someone who has passed a Community Language Aide test is not qualified as a professional translator or interpreter.

NAATI had been discussing online testing platforms with several providers since mid-2019 to find a secure, cost-effective and candidate-friendly solution to meet its testing requirements from 2022. Due to the inability to deliver in person testing consistently through the pandemic, these discussions became more urgent.

NAATI considered several online testing platforms before adopting its preferred online solution for translation tests. The selected platform offers a professional testing experience with high-level security and proctoring.

All Certified Translator tests have been conducted using this since September 2020, and all Credentialed Community Language tests since January 2021. Positive feedback has been received from candidates in both test types, and it has allowed people to take the tests from overseas or in lockdown.

Certified Provisional Interpreter and Certified Interpreter tests were delivered via a mix of face-to-face and online options as COVID-19 lockdowns have persisted. NAATI continues to deliver interpreter testing in a face-to-face format where appropriate and safe to do so, with some individual test tasks delivered online.

NAATI is continuing to investigate options for alternative platforms to enhance and expand the delivery of online interpreting tests into the future.

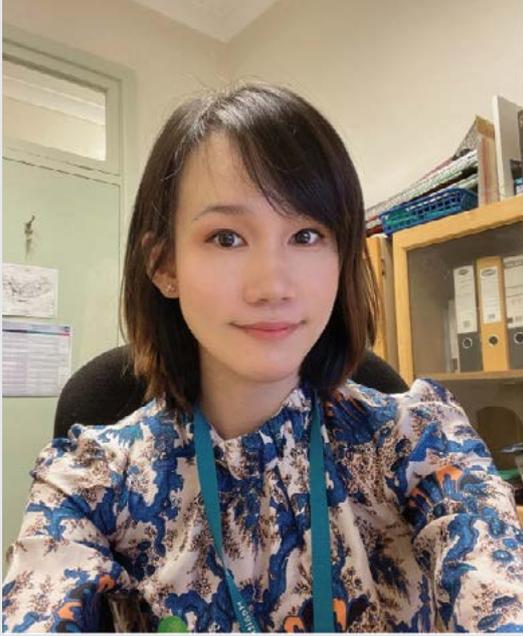
Continuous Improvement Program

Recognising that this is the third year of implementing the Certification System, NAATI has initiated a Continuous Improvement Program (CIP) as part of its quality assurance processes to start refining aspects of the system.

The primary aim of the CIP is to ensure that NAATI's certification tests continue to be reliable and practical to run. This will involve an in-depth analysis of the past performance of the Certification System.

Broad in scope, this program will primarily focus on non-specialist certification tests, namely the Certified Translator test, the Certified Provisional Interpreter test and the Certified Interpreter test. The project targets six specific focus areas: Examiner panels' training and performance, test reliability, test delivery and technology, prerequisites, task design and assessment rubrics.

In consultation with industry experts, the CIP will span over several years and follow a staged and cyclical approach. The first stage focuses on refining Examiner training, candidates' testing experience and test administration, and starting a test reliability study.



INTERPRETING IN THE HEALTHCARE SECTOR

Hui Tao holds a Master of Conference Interpreting and a Master of Research and is currently a PhD candidate at Macquarie University. Her research 'A New Model of Interpreter-mediated Aphasia Assessment for People from Diverse Language Backgrounds' was well received by interpreters and speech pathologists. Hui is a Certified Translator (English into Chinese) and Certified Interpreter in both Mandarin and Cantonese, with a strong interest in interpreter-mediated speech pathology assessments.

Working as a health care interpreter is never as easy as people think. We need to have knowledge of medical terminology to be able to do the job, have the skill to confidently switch between simultaneous and consecutive interpreting modes, and we also need to prepare ourselves for emotional or difficult situations that do not typically occur in other settings.

I have worked in a range of scenarios that are common to health care interpreters, but I am most passionate about interpreter-mediated language assessments or therapy sessions with speech pathologists. I can still remember the feeling of working with speech pathologists in my freshman year and being asked about the features of the patients' language. Once I was interpreting for a patient with aphasia – a disorder resulting from damage to parts of the brain that are responsible for language – and at the end of the assessment, the speech pathologist asked me about the intelligibility of the patient's utterances. Another speech pathologist asked me to help prepare for a speech therapy session by thinking of a list of one syllable to three or four syllable words in the patient's language.

I was drawn to research the complexities and challenges managed by the interpreter in interpreter-mediated language assessment or therapy sessions with patients who have acquired communication disorders. In this context, the interpreter's role is often different from their usual role. We can veer away from strictly meaning-based interpreting when confronted by a person whose utterances or sentences do not make sense. The interpreter may need to do verbatim interpreting of nonsensical words, and have metalinguistic knowledge to explain any grammatical, syntactic or phonological errors in the patient's utterance causing difficulties in comprehension.

The interpreter is also more collaborative with the speech pathologist than in other settings. Literature emphasises that close collaboration between interpreters and speech pathologists is necessary for a good speech assessment and therapy outcome for patients, and often requires a thorough pre-session briefing and debriefing between the two professionals. The interpreter must be knowledgeable about speech pathology and their working languages, while the speech pathologist needs to understand the role of interpreters and be able to explicitly advise the interpreter of the expectations in a particular context. This is in line with the patient-centred care principle in the Australian health system.

Working as a health care interpreter in the speech pathology domain is a continuous learning process. I am still passionate about my job despite working full time for many years as a health care interpreter. It is an interesting and challenging career that has given me much fulfilment and enjoyment.

Aboriginal and Torres Strait Islander Languages

Indigenous language interpreters in Australia play a vital role in ensuring Aboriginal and Torres Strait Islander people can participate equitably in Australian society. The work that interpreters do is critical to breaking down language barriers that can prevent access to services and to promoting and strengthening Aboriginal and Torres Strait Islander languages.

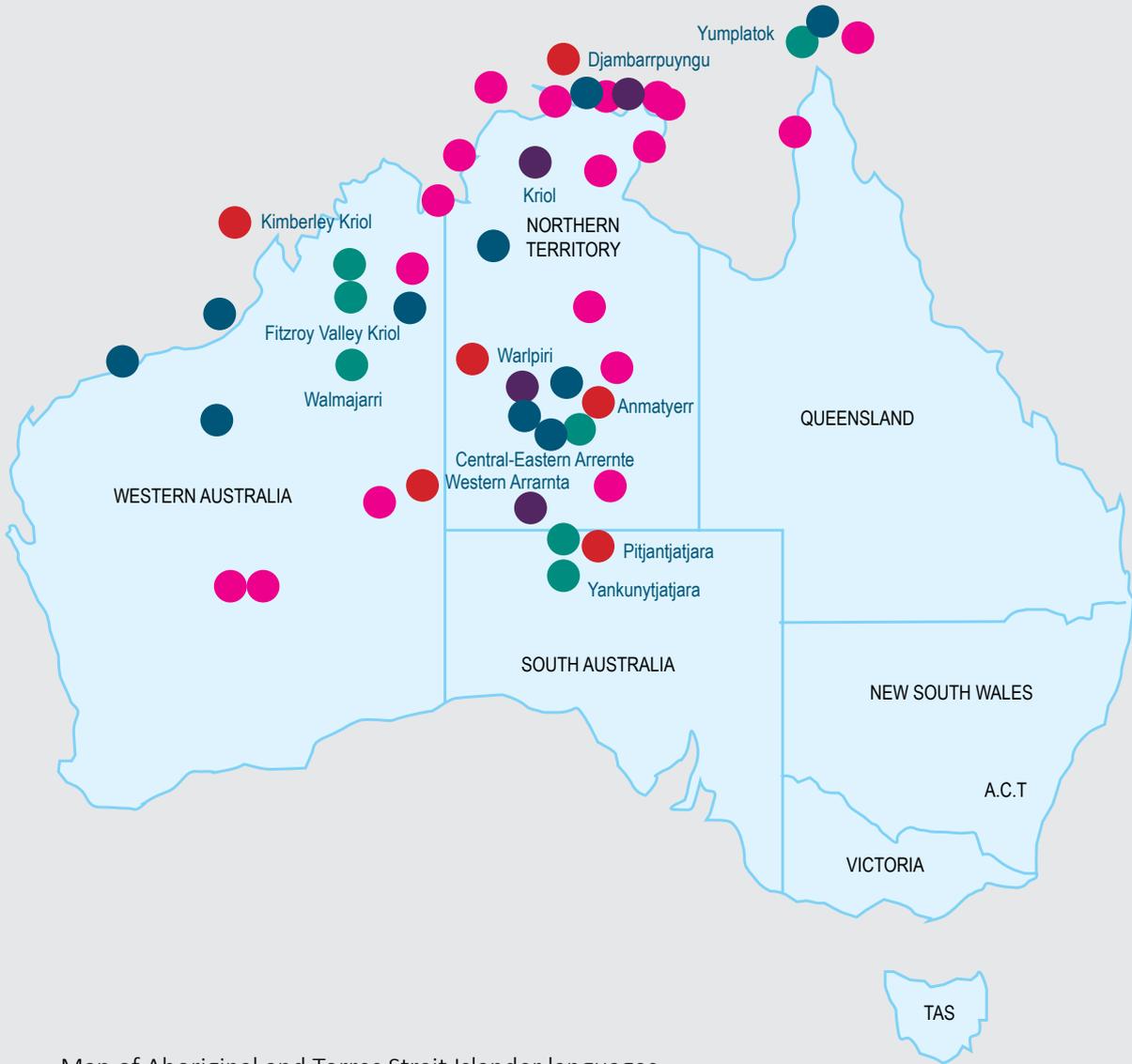
NAATI has continued its Indigenous Interpreting Project since 2012 to increase the number of certified Indigenous language interpreters, and the range of Aboriginal and Torres Strait Islander languages for which there are certified practitioners. This is primarily achieved through:

- building the pipeline of aspiring interpreters
- preparing aspiring interpreters for certification
- certifying interpreters and supporting them to maintain their skills
- advocating for the Indigenous interpreting industry.

NAATI certification assures professionals and Aboriginal and Torres Strait Islander language speakers that the interpreting will be to a high standard. It also protects interpreters by articulating their role clearly. The COVID-19 pandemic has highlighted the vulnerability of Aboriginal and Torres Strait Islander communities and the importance of accurate and timely communication. Interpreters and translators across Australia have worked around the clock to ensure their communities have been informed of the risks, rules, safety measures and progress regarding the pandemic at each stage. Their success reinforces the importance of ongoing work on this project.

NAATI works in collaboration with many stakeholders to deliver this project, including NAATI's National Indigenous Languages Interpreting Advisory Committee, Aboriginal Interpreting WA, Aboriginal Interpreter Service NT, Aboriginal and Torres Strait Islander language service providers, training institutions such as TAFE SA, Indigenous Language Centres, AUSIT and the Commonwealth Government.

The Commonwealth Government has supported this work through funding since 2015. In June 2021, the National Indigenous Australians Agency confirmed new funding to continue the Indigenous Interpreting Project for a further two years.



Map of Aboriginal and Torres Strait Islander languages with number of current NAATI certified practitioners

Total NAATI certified practitioners

- 1-4 ● 5-7 ● 8-12 ● 19-24
- Six new Certified Provisional Interpreter certifications



Candidates for the Certified Provisional Interpreter test.

Developing and Certifying Interpreters

The success of online video conferencing to connect with interpreters across Australia was critical to supporting interpreters during a year that was marked by constantly changing travel restrictions. Interpreters from 25 locations across four states accessed both face-to-face and online training and development opportunities offered by NAATI. This included a dedicated team of interpreters from the Alice Springs Hospital who diligently progressed towards achieving certification.

NAATI supported 53 uncertified interpreters to prepare for certification through 790 hours of training across professional ethical competency, intercultural competency and certification test preparation.

Candidates sat:

- 17 Ethical Competency tests
- 14 Intercultural Competency tests
- 20 Certified Provisional Interpreter tests in nine different languages.

As a result of certification testing, six new Certified Provisional Interpreter certifications were awarded in six languages – Djambarrpuyngu, Western Arrarnta, Pitjantjatjara, Anmatyerr, Kimberley Kriol and Warlpiri.

NAATI delivered 220 hours of training to 56 certified interpreters to help them to improve their skills and become Examiners and Role-players, and 10 professional development sessions. As a result of this, 17 new Examiners were trained across eight new language panels to support the setting and marking of certification tests.

NAATI delivered testing in nine Aboriginal and Torres Strait Islander languages – Djambarrpuyngu, Pitjantjatjara, Pintupi-Luritja, Western Arrarnta, Anmatyerr, Alyawarr, Kimberley Kriol, Warlpiri and Central-Eastern Arrernte. These languages are in addition to four languages tested previously – Yumplatok, Kalaw Kawaw Ya, Gumatj and Dhuwaya – which equals a total of 13 Aboriginal and Torres Strait Islander languages tested since the beginning of the Certification System in 2018. Risk planning was undertaken prior to each workshop to ensure the safety and wellbeing of our interpreting candidates, Examiners, Role-players and staff.



Newly certified interpreters, Jennifer Armstrong and Harry Wilson.

In January 2021, NAATI launched its first Aboriginal and Torres Strait Islander language interpreting newsletter which aims to connect interpreters, language professionals and advocates within the Aboriginal and Torres Strait Islander language interpreting profession. Its focus is to share training and professional development opportunities and celebrate the hard work, commitment and passion of interpreters in these languages.

NAATI'S ROLE IN MIGRATION

NAATI is a key part of Australia's multicultural fabric. It ensures that Australia has an adequate supply of appropriately certified translators and interpreters, but this is not the only way that NAATI supports multiculturalism.

NAATI is the skills assessing authority for the translator and interpreter occupations on the Department of Home Affairs' skilled occupations list, which means NAATI provides direct support to aspiring migrants.

Skills Assessments

Both translator and interpreter remained on the skilled occupations list throughout the year, enabling aspiring migrants who are certified translators or interpreters to apply for specific skilled migration visas.

Of the people who gained a certification credential, 421 advised that they were applying for the credential for migration purposes.

Assessing Overseas Qualifications and Skilled Employment

There are several skilled migration visas in Australia that require applicants to score a minimum number of points to qualify for a permanent visa. Aspiring migrants can gain points towards one of these visa applications if they demonstrate they have overseas qualifications or skilled employment experience as a translator or interpreter.

As part of its role as a skills assessing authority, NAATI provides an opinion about the comparable Australian level qualification of an interpreting or translating qualification obtained at an overseas institution and an assessment of verifiable skilled employment as a translator or interpreter undertaken in the last ten years.

Credentialed Community Language Testing

Part of the motivation behind implementing the Certification System in 2018 was to enable a better understanding of how many practising translators and interpreters are in the community at any given time. The development and delivery of a separate Credentialed Community Language, or CCL, test is one way that NAATI achieves this.

Aspiring migrants can gain points towards a skilled migration application, known as the Credentialed Community Language points, by proving their language abilities at a community level.

In the past, people who wanted to gain CCL points towards skilled migration visa applications only had the option of applying for NAATI accreditation (the former translator and interpreter credentialing system). This meant that many people who held an accreditation never actually intended to practise as a translator or interpreter in the community.

People who gain a certification credential can still use this to gain CCL points towards a skilled migration visa. However, delivering the CCL test as a separate testing service provides migrants with more options and NAATI with better records.

During the year, 18,507 CCL tests were delivered.



Filming of Certified Specialist Interpreter test materials.

Introducing NAATI Certification for New Zealand Interpreters

NAATI is one of the few certifying bodies for translators and interpreters in the world, and is the only universal, national system that certifies practitioners in such a high number of languages.

The New Zealand Ministry of Business, Innovation and Employment has approached NAATI to support the rollout of NAATI certification as a requirement for any interpreters working for the New Zealand Government from 1 July 2024.

From 1 July 2021, the New Zealand Government will begin what is referred to as the transition to NAATI certification. For the next three years, during the transition phase, interpreters in New Zealand will be offered financial support and assistance from the New Zealand Government for training and NAATI certification test fees. NAATI is providing technical advice and support to the Ministry in preparation for this.

This is an exciting new venture for NAATI, being the first time NAATI's Certification System will be adopted by another country.





Supporting
the Profession

NAATI reinforces its commitment to the ongoing development of the translating and interpreting sector through its Research Fund and Industry Development Fund and through direct engagement at relevant forums and conferences.

Research Fund

NAATI's Research Fund was established in 2018 in response to an identified need for ongoing investment in industry research. The aim of the fund is to broaden the scope of industry research projects and collaborations.

The research priorities are set by NAATI annually. This year's priorities were:

- Certification System quality and scope
- translating and interpreting practice
- Endorsed Qualifications
- broader industry.

Monash University completed its project on *Identification of current gaps in Professional Development opportunities for translators and interpreters in Australia in 2020*.

Ongoing projects approved for funding by the NAATI Board include:

- Monash University
Deafblind communication and interpreting: building professional competencies
\$20,000 over two years
This Australian Research Council Linkage Project will inform recommendations for developing training resources for deafblind interpreters and provide a foundation for skill set descriptions that could underpin a deafblind interpreting credential.
- University of NSW
Judicial Officers' communication strategies when working with court interpreters
\$65,000 over three years
This Australian Research Council Linkage Project aims to improve access to justice in criminal courts by producing evidence-based guidelines for judicial officers.
- Western Sydney University
Translation of official documents: ensuring quality and enhancing security
\$30,000 over two years
This project aims to propose guidelines and protocols for the translation of official documents.

Industry Development Fund

The NAATI Board has set aside up to \$250,000 per year since 2018 for the Translating and Interpreting Industry Development Fund. The main purpose of the fund is to assist projects that aim to address industry issues such as capability, capacity building and innovation that will support the industry into the future.

During the year, five projects funded under the Industry Development Fund were completed:

- ASLIA
Building capacity in the Auslan space
\$20,000 over one year
This culminated in several short video clips being developed on a range of topics, including ethics and vicarious trauma. The videos are available on ASLIA's website.
- TAFE SA
Development of four-unit skill set for use with Auslan language users
\$40,000 over two years
This has involved the development of an Auslan version of the Interpreting Skills for NAATI Certification four-unit skill set, and has already been delivered to an initial cohort of 11 students.
- AUSIT
Development of webinar regarding National Standards for Legal Interpreting
\$3,840 over one year
This involved the delivery of a professional development webinar in two parts on the Judicial Council on Cultural Diversity's (JCCD) *Recommended National Standards for Working with Interpreters in Courts and Tribunals*, promoting knowledge of the standards amongst court and tribunal interpreters. The webinar was recorded and is available on the AUSIT Learnbook Platform.
- Tasmanian Department of Communities
Interpreting Skill Set Program – Interpreting Skills for NAATI Certification – Tasmania
\$10,000 over one year
This project provided scholarships to support access to the RMIT online four-unit skill set. Two scholarship rounds were offered in priority languages, with five recipients completing the skill set in the first round and 13 completing in the second round.
- Aboriginal Interpreter Service (AIS) (Northern Territory)
Securing a Murrinh-Patha Interpreter Workforce
\$20,781 over one year
This project ran a camp for young Murrinh-Patha speakers from the Wadeye Aboriginal community with the aim of delivering induction training and helping them develop a support network that will ultimately assist them to obtain NAATI certification. The AIS identified the need to create the pool of interpreters as Murrinh-Patha is one of the more common Aboriginal languages in the Northern Territory and Aboriginal people from the Wadeye community are one of the Aboriginal groups that are overrepresented in the Northern Territory criminal justice system.



Murrinh-Patha speaking participants at the AIS training camp.

Current projects approved for funding by the NAATI Board include:

- Office of Multicultural Interests, NAATI and AUSIT
Establish a training fund to support practitioners in WA to undertake a four-unit skill set to meet NAATI test eligibility criteria
 \$15,000 over one year, with contributions from the Office of Multicultural Interests and AUSIT. Scholarship recipients received a sponsored skill set (co-paying \$200), a free NAATI credential application (Recognised Practising Interpreter or Certified Provisional Interpreter, depending on language) and free AUSIT membership and professional development opportunities. Most scholarship recipients have obtained Recognised Practising Interpreter or attempted the Certified Provisional Interpreter test, with a few Certified Provisional Interpreter tests scheduled for the second half of 2021. Sufficient funds remain to offer a second scholarship round, to begin in early 2022.
- National Ageing Research Institute
Dementia training for interpreters: supporting communication and assessment
 \$90,000 over three years
 This National Health and Medical Research Council Partnership Project will develop a workshop on interpreting health consultations with dementia patients and develop an online delivery platform for this workshop.
- ASLIA
Interpreter Awareness Training
 \$20,000 over one year
 This project will develop training sessions to educate the public and users of interpreting services on working with Auslan interpreters.
- AUSIT
Queensland Preparing Interpreters Project
 \$25,000 over one year
 This project was co-funded by NAATI and AUSIT to cover the full cost of the four-unit skill set for scholarship recipients in high-demand languages. One round of scholarships has been delivered to eight students and sufficient funds remain to offer a second scholarship round.

- Tasmanian Department of Communities
Interpreter Training Scholarship Program 2021
\$20,000 over two years
This project will provide scholarships to students undertaking the four-unit skill set at RMIT in priority languages, including Auslan.
- Judicial Council on Cultural Diversity
Update to the Recommended National Standards for Working with Interpreters in Courts and Tribunals
\$29,000 over one year
This project will review the *National Standards for Working with Interpreters in Courts and Tribunals* and include an awareness campaign.

Industry and Community Engagement

There were many challenges in getting together this year due to restrictions and lockdowns in response to the COVID-19 pandemic; however, the industry continued to demonstrate its commitment to learning and engaging on relevant issues. Many of the conferences and events that were able to go ahead were held online or in hybrid settings, with some participants gathering in person and others joining online.

Some of the key events that NAATI attended included:

- Presentation to the Chinese Interpreters Association of Australia AGM, September 2020
- Launch of the University of Melbourne's Research Hub for Language in Forensic Evidence, October 2020
- AUSIT National Conference, November 2020
- Multicultural NSW Scholarship Graduation ceremony, November 2020
- UNSW Symposium on Legal Interpreting, December 2020
- Presentation to Arab Translators Association Worldwide, December 2020
- Polaron Language Services' VicForum, March 2021
- Presentation to Legal Professional Development Working Group, May 2021
- Presentation and panel discussion at the New Zealand Society of Translators & Interpreters (NZSTI) Conference, May 2021.

In more direct support to the industry, NAATI was proud to have sponsored the following events:

- AUSIT National Conference, November 2020
- Polaron Language Services' VicForum, March 2021
- NZSTI Conference, May 2021.

NAATI also continued to contribute to ongoing forums and committees that support the industry, including the Multicultural NSW Language Services Advisory Forum, the Monash Industry Advisory Board, the Working Group and the Australian Mirror Committee (CS 117) to the ISO Committee on Translating, Interpreting and Related Technology (ISO TC37/SC5).

Stronger Community Engagement

Staff in regional offices have been working hard to connect with the community, aspiring translators and interpreters and practitioners.

The team in Western Australia had a booth at the Perth Careers Expo 2021 with support from local Endorsed Qualifications institutions, AUSIT, the Australian Sign Language Interpreters' Association (ASLIA) and a number of current practitioners to talk to people about becoming a translator or interpreter. The NAATI WA team also attended the CaLD (culturally and linguistically diverse) Jobs Expo, run by Status Employment and supported by the City of Stirling, and met with hundreds of people.



NAATI booth at the Perth Careers Expo 2021. From left: Hélène Jaccomard (University of Western Australia), Dominic Wong (Cantonese Certified Provisional Interpreter and Role-player), Dylan Moraday (NAATI) and Jacob Lu (Babel International College)

In Victoria and South Australia, NAATI has conducted information sessions for students currently completing an Endorsed Qualification to support them with information on how to apply for a certification test after graduation. NAATI Endorsed Qualifications are tertiary translation and interpreting qualifications (diploma-level or higher) conducted by Vocational Education & Training (VET) and Higher Education institutions that have been acknowledged by NAATI as teaching and assessing the skills and knowledge required by the translating and interpreting profession.

NAATI has received feedback from test facilitators and Role-players that there is a gap in the training available to support people in preparing for certification tests. In response, NAATI continues to investigate ways to support test candidates with preparation, including delivering webinars to test candidates in South Australia.



NAATI staff, including Test Invigilators and Role-players, attending a cultural awareness training session by Deaf Can:Do in May 2021. Back row, from left: Annette Bardsley, Cheryl Appelkamp de Valenzuela (NAATI Regional Operations Manager SA), Marcus Sales and Rebecca Curson. Middle row, from left: Pascale Johnstone (NAATI Operations and Testing Supervisor), Kamila Kornet, Irene Tunis and Ray Chammas. Front row, from left: Angie Morony, Anna Mazzone, Kate Frost (Auslan Instructor), Deborah Kalei and Lynette Mollard.

At the other end of the process, NAATI recognises that some practitioners can benefit from more support with understanding recertification requirements and career development opportunities. Recertification workshops have been delivered in Victoria and Western Australia about how best to engage with this process. In Victoria, eight recertification sessions have been delivered, both face-to-face and online depending on the public health restrictions at the time, reaching more than 60 practitioners. Webinars are planned for Tasmania’s practitioners to advise about the NAATI pathways to applying for and achieving a higher credential.



Recertification workshop, Melbourne, April 2021

As part of efforts to engage more directly with the industry, NAATI has also started a collaboration with All Graduates by contributing to the *Conversations: Interpreting and Translating* podcast launched in July 2020. NAATI’s CEO and senior managers have participated in podcast episodes throughout the year. This has been an opportunity for NAATI to inform the community about the Certification System and to address practitioner and candidate queries about NAATI tests and the industry more broadly.

TRANSLATING THROUGH THE COVID-19 PANDEMIC

Thad Patradoon is a Certified Translator (Thai into English, and English into Thai), and a registered landscape architect and urban designer with the Australian Institute of Landscape Architects. He graduated from Chulalongkorn University in Thailand and has a master's degree from the University of Melbourne. Apart from design and language, he is passionate about cooking and travelling, and has documented his extensive travel to Thailand and Japan over the past decade in photographs and sketchbooks.

When I was a university student in Thailand, my lecturer at the Architectural School always used Australian cities as our case studies. Being a new country with one of the most advanced planning systems in the modern world, I was intrigued by the idea of seeing the 'real' Australia. My dream came true when I got into the School of Architecture at Melbourne University.

I decided to stay on, working as an apprentice with numerous design studios in Melbourne after my study. Then one day, an opportunity came knocking on my door – I was offered work with a renowned Australian golf course architect who was designing golf courses and planning golf estates worldwide. I got to travel to Thailand with this job, and ended up being an interpreter for my Australian colleagues and the Thai clients and documenting the golf course and landscape master plans in Thai.

After the Asian golf course construction boom subsided, I was back to the drawing board in Melbourne. Working day in and day out in my design and planning realm, I started to miss using my translation savvy. I decided to sharpen my skills by attending language courses and gain a certification, enabling me to express myself and communicate professionally. NAATI was my vehicle to fulfil that commitment. I pursued more translation work and happily put in extra hours after my day job as a landscape architect to keep my interest going. I started to go out into the community and saw even more opportunities to help my fellow country people who had migrated.

It was evident during the pandemic in 2020 that I was busier being a translator rather than a designer, helping various public and private organisations to disseminate information to the community. Due to COVID-19, there were a lot of new uncertainties for everyone. We seemed to always be one step slower than the transmission speed of information. There were so many translators working hard at the same time, and we didn't have time to adjust and sort out our vocabulary and terminology. Inconsistently translated media was published and caused much confusion in the community. Fortunately, we turned that around and improved the situation over time, becoming part of the acceptable 'COVID-normal' nowadays.

I learnt from working as an urban designer that information dissemination to the community is an important aspect. If we are introducing a new space to the community, be it a market or a park, we must be very careful and smart with our message communication. The principles are the same between design and translation – we must aim for a clear directive with the least ambiguity to bring our audience along with us as much as possible. I now call Australia home and am grateful that I live in the city of my younger years' fascination. I can do what I always love most: design and translation.







Our People

Our Culture

A key priority this year has been to strengthen workplace culture through a variety of activities that focus on increasing productivity, effectiveness, capability, engagement, development and employee wellness.

All activities undertaken have been underpinned by the NAATI values of respect, integrity and professionalism.



NAATI continues to focus on growing a 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 behaviours such as bullying, harassment, victimisation and discrimination
- enables employees to feel confident to contribute their ideas and diverse perspectives leading to more creativity and innovation.

At 30 June 2021, NAATI employed over 600 people in full-time and part-time roles, including casual Test Invigilators and Role-players who support with the delivery of testing.

Employment type	Total	Female	Male
Full-time	51	36	15
Part-time	19	14	5
Casual	580	398	182

NAATI's diversity was reflected in a recent informal survey, which found that 75% of full-time and part-time staff speak at least one language other than English (LOTE), with half speaking more than one LOTE. Some of these staff members are also practising translators or interpreters, with 15% holding a current NAATI certification.



Staff celebrating Harmony Week in the NAATI National Office, 2021

Staff Committees and Working Groups

NAATI enables several staff-led initiatives that aim to encourage staff engagement and continue to improve and develop NAATI's services to the industry.

NAATI has committed to developing its first Reconciliation Action Plan (RAP) to support the national reconciliation movement. The RAP Working Group of staff from across the country was established in 2020 to support its development, with guidance from Reconciliation Australia and an external working group member Dr Curtis Roman, a Larrakia man and Director of the Aboriginal Interpreting Service in the Northern Territory. NAATI's first RAP is nearing completion and will be launched in the next financial year.

A Staff Consultative Committee was formed to facilitate consultation between employees and management on workplace issues. The committee meets at least quarterly and has supported initiatives such as the rollout of cultural awareness training and the Staff Engagement Survey.

Through the Work Health and Safety Committee, NAATI has also made a commitment to be a healthier workplace and has taken an additional pledge to be a Mentally Healthier Workplace via the ACT Government's Healthier Workplaces initiative. These initiatives are being developed and implemented nationally to ensure all NAATI staff have access. During the year, NAATI launched several key employment initiatives and frameworks to support and measure success.

Performance and Development Framework

A revised Performance and Development Framework was launched in 2020, focusing on measurables relating to business outcomes and NAATI's values. The framework also enables staff to participate in learning and development activities that align with NAATI's strategic objectives. These are aimed at increasing skill and capability of individual staff and NAATI overall.

Staff Engagement Survey

NAATI conducted a Staff Engagement Survey in partnership with an external management consultancy group, the Voice Project. All full-time and part-time staff were surveyed in February 2021 to measure engagement, wellbeing and progress as staff navigated the challenging external environment faced by the company during the COVID-19 pandemic.

It was encouraging to receive favourable scores across the following survey dimensions:



All results were between 15% and 20% above industry benchmarks, resulting in NAATI being awarded a Voice Project 2021 Best Workplace Award.



Learning and Development

NAATI focused on delivering a number of learning and development initiatives to support business success and staff professional development.

- Launch of the Team Management Systems (TMS) work style profiling tool for all full-time and part-time employees.
- Online customer service training for the frontline team to support a positive candidate experience.
- Mental Health First Aid Training delivered to 13 staff, including those working on the Indigenous Interpreting Project, to support project requirements and staff health and wellness.

Employee Wellbeing

The health and wellbeing of employees continues to be a priority and several wellbeing activities have been undertaken to support employees in the workplace and at home. With snap lockdowns throughout the year, remote working arrangements have remained available.

NAATI provides an Employee Assistance Program (EAP) to all staff and their families that offers counselling services, self-help tools, a mobile app, checklists and resources as well as regular webinars.

Examiners

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 selected following a two-step process before joining a panel of Examiners in their specific language to set and assess tests. Each Examiner participates in setting and marking training and ongoing quality assurance processes.

This year, NAATI continued to expand the number of languages available for certification testing in different test types. An additional 54 Examiners were engaged across 16 languages.



INTERPRETING IN THE AUSTRALIAN COURT SYSTEM

Silvia Martinez is a Certified Translator (Spanish into English, and English into Spanish) and Certified Interpreter (Spanish and English). Silvia holds a Bachelor of Business with a focus on industrial relations and a Graduate Diploma in Interpreting and Translation. She has extensive experience working as an interpreter in the Australian court system and has recently applied for a Certified Specialist Legal Interpreter credential.

I moved to Australia as a child from Uruguay with my family, so my first language was Spanish. My parents made sure that my brother and I maintained and developed our Spanish while becoming fluent in English, and I realised as an adult that I wanted to use both languages as a professional tool. This brought me to sit translating and interpreting tests with NAATI in the late 1990s, at a time when people didn't need training to become accredited. I was very conscious that speaking both languages well and holding the accreditations didn't give me the skills or knowledge needed to be a good practitioner, so I completed a Graduate Diploma in Interpreting and Translation at the University of Western Sydney. Sandra Hale was the head of the program then, so the legal interpreting content was really strong and I found it particularly interesting. I now focus my interpreting practice on conference and legal settings, and the latter tends to be in the NSW criminal system.

It is a common law right in Australia to be present at one's own trial or hearing for procedural fairness, and generally an interpreter will be provided by the court so the person can be "linguistically" present. Working as an interpreter in the courts means using a combination of different interpreting modes: simultaneous mode (particularly when working with defendants who are represented, and who need to hear everything that is said in court relating to their case), consecutive mode (whenever a witness or defendant addresses or is questioned by the court), and sight translation of documents, including of the police fact sheets which state the facts that led to the person being charged. I think it's so important for agencies to allocate interpreters who have experience working in the legal sector and to contribute to building

capacity within the sector. Multicultural NSW, for example, invests in the profession by offering mentoring programs for interpreters working in emerging languages to work alongside an experienced interpreter at their first hearings, which is fantastic.

In court we are always dealing with conflict of some kind, and these are always extremely personal and difficult situations that people are dealing with. It is never a pretty situation, but some cases really stand out and are more difficult to forget about. I've interpreted at cases about sexual assaults, domestic violence, cases dealing with children and young people, and suicide. As interpreting happens in first person, our brain needs to learn to process that what we are saying has not personally happened to us. Some language service providers have employee assistance programs with access to free counselling, but not all, so learning how to work and deal with those traumatic experiences and to minimise the risk of vicarious trauma is a significant professional and personal challenge.

The first step to taking all interpreting jobs is good preparation, which includes asking for preparation materials from the agency or client to understand the context I'll be working in. As an example of an interpreting job that I was unprepared for, I once interpreted at a counselling session for a woman whose son had gone fishing and had died after being swept away by waves. I had no preparation in advance that this was going to be discussed, and it was so difficult to hold myself together throughout that session. I wanted to cry with her, but that is not the role of the interpreter.

When we step forward to be in this profession, we are signing up to enable communication between other people. We have to do so knowing that it's not about our own experience. If I walk out of a session feeling that everybody has been able to understand the other party and has been able to fully express what they want to express and have their voice heard, then that is positive experience – even in the most traumatic of cases.

NAATI 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.

Technical Reference Advisory Committee

This committee has been operating since 2017 and is a key source of expert advice to the Board and NAATI's staff on technical translating and interpreting matters. The Technical Reference Advisory Committee continues to provide independent technical and strategic policy advice to ensure that NAATI remains fit-for-purpose.

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

- Magdalena Rowan (Chair)
- Gulnara Abbasova
- Ismail Akinci
- Tea Dietterich
- Dr Miranda Lai
- Dr Marc Orlando
- Dr Teresa Lawrence
- Christine Le
- Professor Ludmila Stern (former Chair, term ended December 2020)
- Sandra Leane (term ended December 2020).



The TRAC were able to meet in person in March 2021. Back row, from left: Mark Painting (CEO), Christine Le, Tea Dietterich, Dr Marc Orlando, Gulnara Abbasova and Aurélie Sheehan (Manager, Certification Policy and Development). Front row, from left: Dr Miranda Lai, Magdalena Rowan (Chair) and Ismail Akinci. Absent: Dr Teresa Lawrence.

National Indigenous Languages Interpreting Advisory Committee

The National Indigenous Languages Interpreting Advisory Committee (NILIAC) fosters communication between NAATI and Aboriginal and Torres Strait Islander communities in support of NAATI's objective to improve the supply of, and demand for, qualified Aboriginal and Torres Strait Islander language interpreters.

The NILIAC is an advisory body comprised of members with expertise in Aboriginal and Torres Strait Islander language interpreting, training, education and/or service provision. Its role is to provide advice to the Board about issues relating to Indigenous language interpreting.

The following people served on the committee during this year:

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

Regional Advisory Committees

NAATI convenes Regional Advisory Committees quarterly to provide NAATI with advice on local matters relevant to industry needs and professional issues in their region.

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.

There are active Regional Advisory Committees in Queensland, New South Wales, Victoria, Tasmania, South Australia and Western Australia.





5

Financial Summary

The following financial summary is based on audited financial statements for 2020-2021 and provides comparisons to the 2019-2020 financial year.

Operating Result

NAATI ended the year with a surplus of \$316K compared to a surplus of \$3.1M for 2019-2020. This has resulted in a profit margin of 2% in 2020-2021 (14% in 2019-2020).

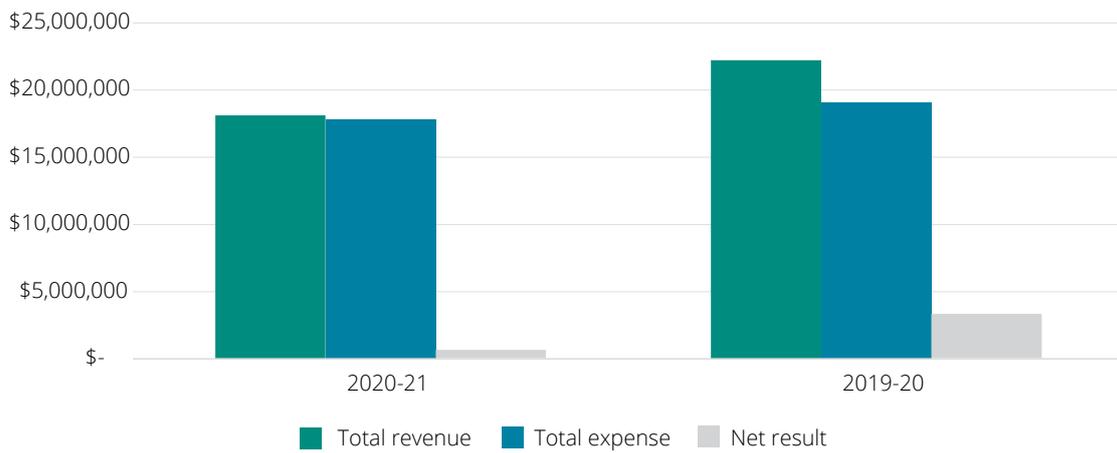


Figure 1: Comparison of 2020-2021 performance with the previous year

The lower operating result for 2020-2021 is mainly due to reduced testing revenue. This reduction in testing revenue is due to exceptional demand for tests in the previous year.

Revenue

NAATI ended the year with a revenue of \$18.1M, comprised of the following:

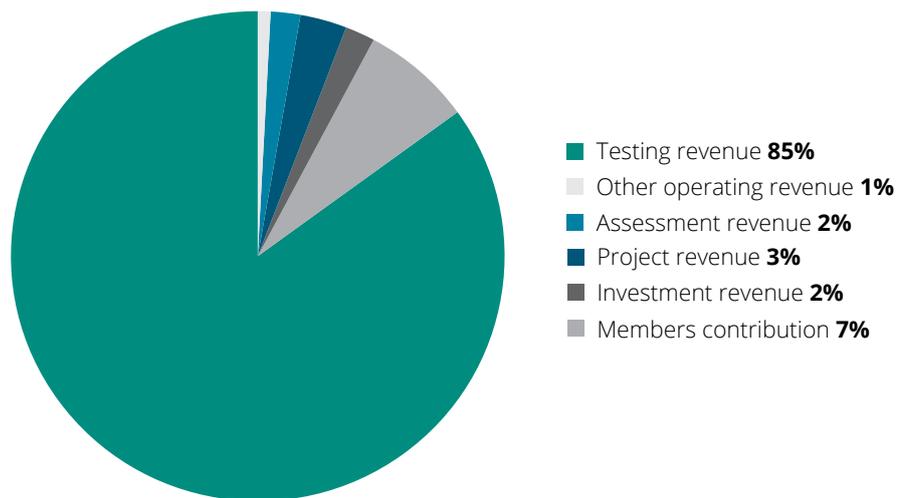


Figure 2: Composition of revenue for the year ended 30 June 2021

Comparison of 2020-2021 revenue with the previous year:

The revenue for 2020-2021 was \$18.1M compared to \$22M in 2019-2020. The main reasons for the decrease are as follows:

- **Reduced testing revenue due to fewer tests conducted during the year.**

The reduction in testing revenue is related to exceptional demand for tests in the previous year. The COVID-19 pandemic impacted the ability to deliver tests face-to-face; however, the ability to innovate and adopt online testing ensured the impact on revenue was minimised.

- **Reduced revenue from Accreditation By Approved Course and transition applications.**

The cut-off date for transitioning from the accreditation system to the current Certification System was in 2019-2020 which resulted in no corresponding transition revenue in the current year. The cut-off date for Accreditation By Approved Course was 30 June 2021. NAATI received 282 applications for Accreditation By Approved Course in 2020-2021 compared to 2,020 applications received in 2019-2020.

Expenditure

During the 2020-2021 year, NAATI incurred \$17.9M in expenditure. The composition of the expenditure was as follows:

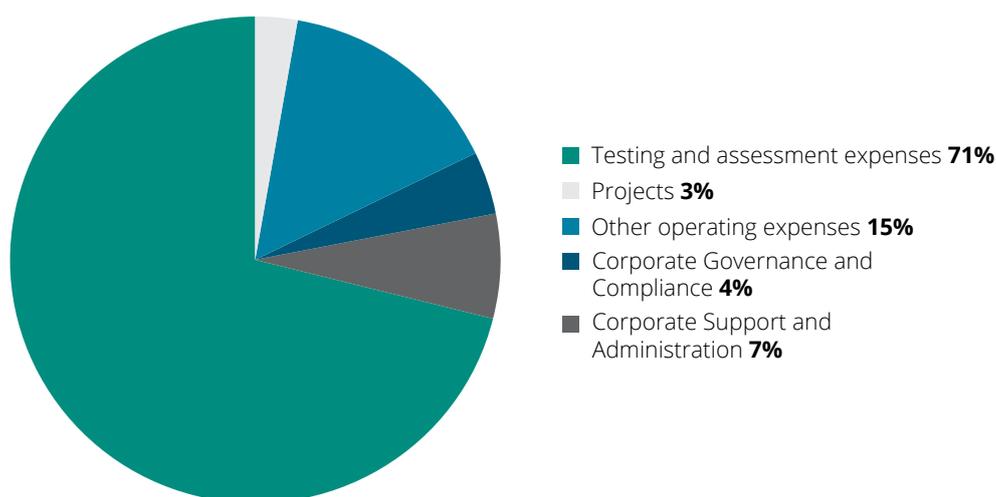


Figure 3: Composition of expenditure for the year ended 30 June 2021

Comparison of 2020-2021 expenditure with the previous year:

The expenditure for 2020-2021 was \$17.9M compared to \$19M in 2019-2020. The main reasons for the decrease are as follows:

- Decrease in testing expenses, Examiner payments and bank charges in line with the reduced number of tests conducted.
- Decrease in venue hire expenses due to tests being conducted online.
- Decrease in travel expenses due to travel restrictions related to COVID-19.
- Decrease in information technology (IT) expenses as major IT projects such as cloud migration and changes to the myNAATI customer portal were completed in 2019-2020.

Assets

NAATI had \$27M in assets as at 30 June 2021. The composition of assets is as follows:

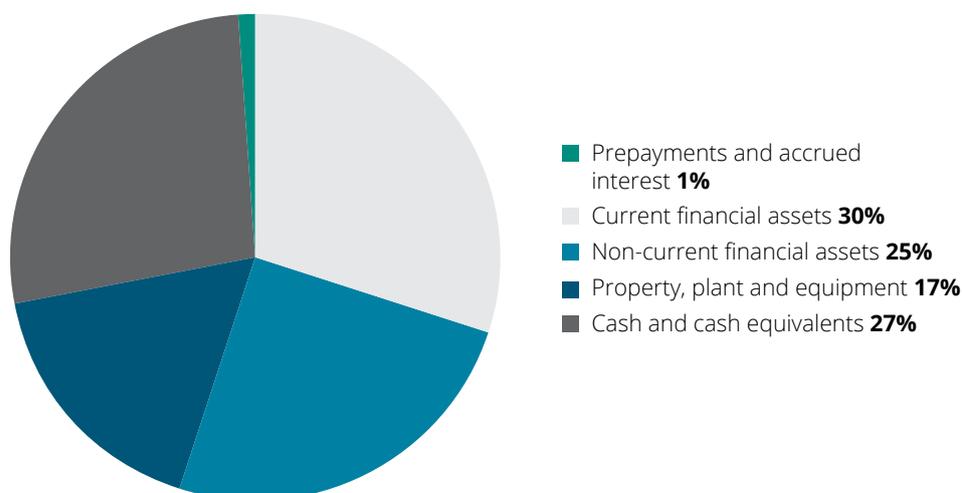


Figure 4: Composition of assets as at 30 June 2021

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, funds held in the cash trust accounts of the investment portfolios and term deposits with a maturity date of less than three months.
- 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 had \$10M in liabilities as at 30 June 2021. The composition of liabilities is as follows:

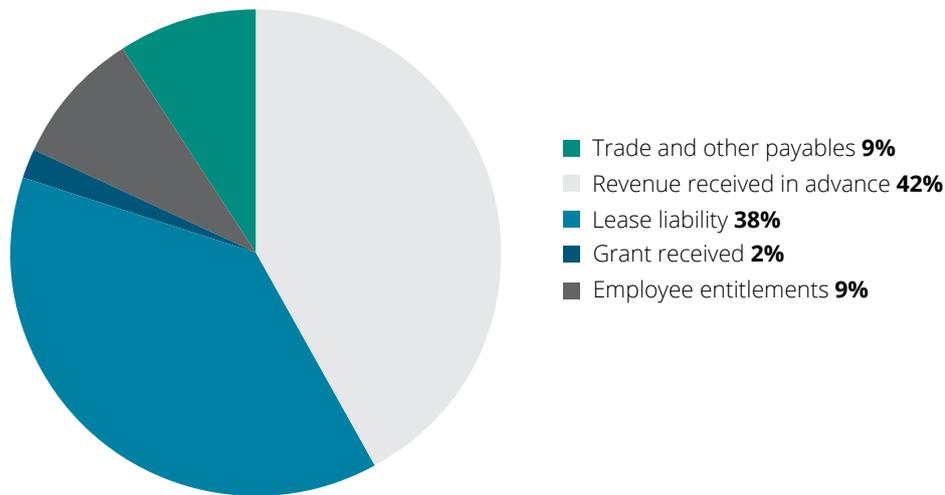


Figure 5: Composition of liabilities as at 30 June 2021

The major components of liabilities are as follows:

- Revenue received in advance relates to testing revenue received for tests which had not been sat by 30 June 2021.
- Lease liability relates to liability recognised on leased office premises in accordance with AASB 16.
- Trade payables was nil as at 30 June 2021. Other payables include accrued expenses and liabilities to be cleared on submission of Business Activity Statement for June 2021.
- Employee entitlements include annual and long service leave entitlements.

The 2020–2021 Audited Financial Statements are available on NAATI’s website at
www.naati.com.au



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