



2021-22 Annual Report  
***Embracing diversity***



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## Message from the Chair

It gives me great pleasure to present my fifth annual report as the Chair of the NAATI Board. This year's annual report theme 'embracing diversity' celebrates Australia's rich cultural and linguistic diversity and acknowledges the vital role that translators and interpreters play in enabling people to engage in society.

Inspired by our vision for a connected community without language barriers, NAATI worked closely with the Australian Red Cross, Host International and AMES Australia to deliver a pilot program to support refugees from Afghanistan who are receiving assistance under the Australian Government's Humanitarian Settlement Program. Eligible applicants were provided mentoring, support and modified pathways in addition to discounted rates or full sponsorship to gain a NAATI credential as an interpreter or to get recognition of their bilingual skills as a community language aide in their work environment. NAATI also worked with Multicultural NSW and other stakeholders to offer a similar pathway to aspiring Ukrainian interpreters to meet the immediate needs of these newly arrived migrants to Australia. Each humanitarian group differs in their previous experience and needs, requiring that the support provided be unique each time.

NAATI received significant interest internationally due to the uniqueness of its Certification System. No other country has a universal national certification system covering the vast number of languages, credential types and specialisations. NAATI presented as part of the US-based Blue Horizons Cross-Cultural Communications interpreting training webinar series in May and June, in addition to holding direct meetings with several other countries and bodies to find synergies or explore opportunities. From 1 July 2021, New Zealand commenced transitioning to NAATI certification for interpreters working for the New Zealand Government, with full implementation expected to be completed by 2024. Over 260 applications have been received from New Zealand interpreters, with several credentials issued this year and most applicants scheduled to sit a test in the next financial year.



A significant project during the year was our Continuous Improvement Program. It involved an in-depth analysis of NAATI's Certification System to ensure it remains fit for purpose and that our certification tests remain valid, reliable and practical to run. The program mainly focused on non-specialist certification tests and involved extensive stakeholder engagement and data analysis through examiner and candidate surveys, more than 200 examiner training workshops, expert working group consultations and an inter-rater reliability study. The final report was presented to the Board in May 2022 with all 20 recommendations being endorsed, most of which will be implemented next year. The Board and I thank all those involved in this important program, with particular thanks to the NAATI project team and expert working group for their substantial input and expertise.

The Board commenced work to develop NAATI's Strategic Plan 2022-2026. The new plan will be finalised next year and provide a platform to continue to deliver NAATI's vision of a connected community without language barriers.

On behalf of the Board, I thank our Member Governments, the Technical Reference Advisory Committee, the National Indigenous Languages Interpreting Advisory Committee and Reconciliation Action Plan Working Group for their support and expert advice. We also thank NAATI's CEO, Mark Painting, and NAATI staff for their commitment and dedication during another busy year.

**Voula Messimeri**

Chair



## Message from the CEO

In another challenging year due to COVID-19 disruptions, NAATI remained committed to delivering certification testing, with over 2,100 tests delivered either face-to-face or online, over 740 credentials issued and over 2,800 applications for recertification. There are currently more than 10,900 practitioners holding over 15,500 credentials across 177 languages.

NAATI now has 60 languages available in Certified Provisional Interpreter (CPI) testing, including 14 Aboriginal and Torres Strait Islander languages, Deaf interpreting and Auslan. Development work continued for Certified Interpreter and Certified Translator testing, with tests offered in 17 and 37 languages respectively.

Significant work has been undertaken to assist candidates in preparing for NAATI certification testing. This work arose from the candidate survey feedback under NAATI's Continuous Improvement Program and involved the launch of online preparation modules for candidates wishing to sit a certification test. We remain committed to considering feedback and taking actions to improve the candidate experience.

Australia now has its first ever Certified Specialist Health Interpreters and Certified Specialist Legal Interpreters. These are new credentials under NAATI's Certification System and recognise that interpreters working in the health and legal sectors often need highly developed specialist skills and an in-depth understanding of their roles in these settings. Certified Conference Interpreter credentials were also awarded to Spanish and Auslan candidates.

I was also personally pleased to be part of the development and launch of the Judicial Council on Cultural Diversity's second edition of its *Recommended National Standards for Working with Interpreters in Courts and Tribunals* in April 2022. The Recommended National Standards aim to establish and recommend optimal practices for Australia's courts and tribunals for working with interpreters, an invaluable contribution to the interpreting industry and to social justice in Australia. The second edition of the standards incorporates the various credentials in NAATI's Certification System.

NAATI launched its first Reflect Reconciliation Action Plan (RAP) in September 2021. We believe that we cannot be truly connected as a community without reconciling the past and creating a future that is inclusive. NAATI's RAP provides us with opportunities to build stronger relationships with Aboriginal and Torres Strait Islander people and a foundation to progress our reconciliation activities now and into the future.

With funding by the Commonwealth Government, NAATI continued its work to increase the number of certified Aboriginal and Torres Strait Islander language interpreters as well as the range of languages for which there are certified practitioners. During the year, three CPI testing workshops were delivered in Katherine, Cairns and Port Adelaide and 20 CPI tests (including five supplementary tests) were delivered in four languages across the Northern Territory, South Australia and Queensland.

NAATI continued to strengthen workplace culture, learning and development and employee wellbeing. NAATI has a strong culture of diversity and inclusion and high levels of staff engagement, further underpinning this year's annual report theme of 'embracing diversity'. NAATI's staff engagement survey, conducted in February 2022, showed that over 90% of staff were engaged, 20% higher than industry comparisons.

I thank our Member Governments, professional associations, education institutions, examiners and other key stakeholders for their support and contributions. I also acknowledge the dedication and commitment of the NAATI management team and staff and thank them for their hard work.

Finally, I thank the Chair and Board members for their leadership and look forward to working with them and the team to deliver NAATI's strategic priorities next year.

**Mark Painting**  
CEO





# 1 ABOUT NAATI

# About NAATI

## Who we are

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

NAATI is a public 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 global leader in the provision of certification services for translators and interpreters, to provide quality services, and to be responsive to the communities 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, and
- 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

Encompassing NAATI's vision and mission are the strategic priorities, which are part of the existing three-year Strategic Plan 2019-2021. The next strategic plan is being developed by the Board to be implemented in the near future.



# 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

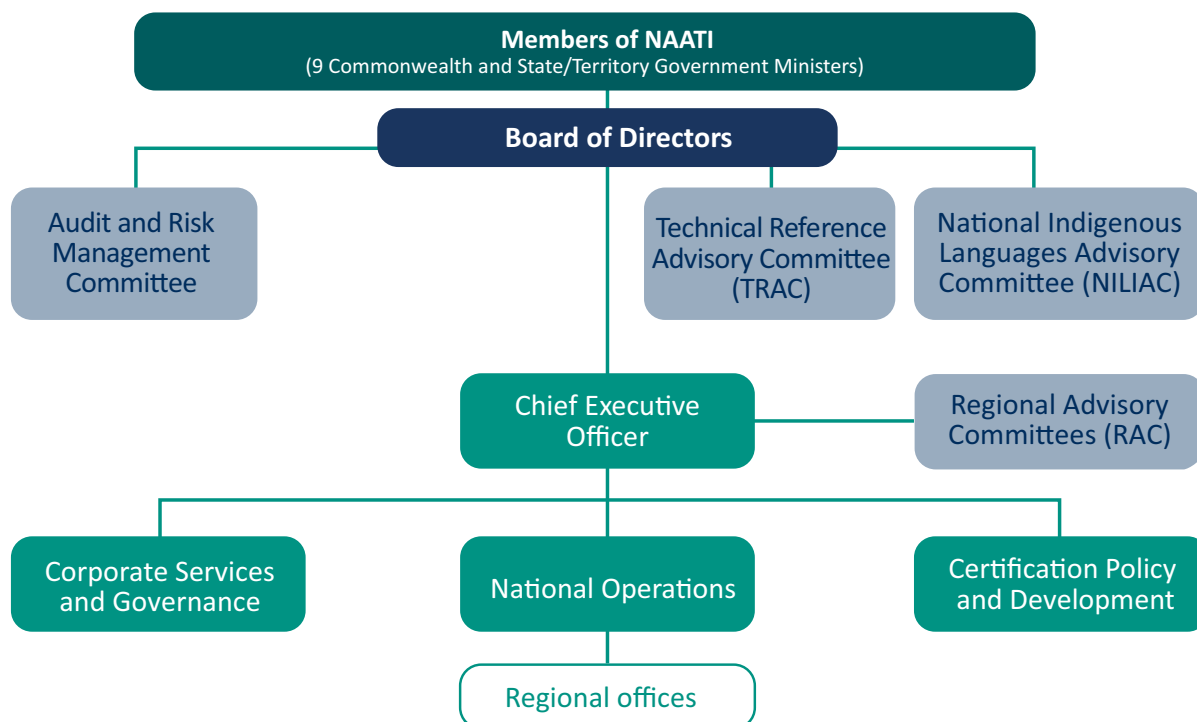
Strengthening capacity by streamlining core business and information technology processes and developing policy and people capability.

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.

## Governance Structure



## 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 2022) are:

Member	Representative
<b>Commonwealth</b>	
<b>The Hon. Andrew Giles MP</b> Minister for Immigration, Citizenship, and Multicultural Affairs	<b>Ms Alexandra Mond</b> A/g Assistant Secretary Migrant English and Language Services Branch Refugee, Humanitarian and Settlement Division Department of Home Affairs
<b>Australian Capital Territory</b>	
<b>Ms Tara Cheyne MLA</b> Assistant Minister for Economic Development Minister for the Arts Minister for Business and Better Regulation Minister for Human Rights Minister for Multicultural Affairs	<b>Ms Jenny Wells</b> Division Senior Director Inclusion and Participation Division Community Services Directorate, ACT Government
<b>New South Wales</b>	
<b>The Hon. Mark Coure MP</b> Minister for Seniors Minister for Multiculturalism	<b>Mr Joseph La Posta</b> Chief Executive Officer Multicultural NSW

Member	Representative
<b>Northern Territory</b>	
<b>The Hon. Selena Uiibo MLA</b> Minister for Aboriginal Affairs Minister for Essential Services Minister for Housing and Homelands Minister for Renewables and Energy Minister for Treaty and Local Decision Makings	<b>Ms Mischa Cartwright</b> Executive Director Aboriginal Affairs Strategic Partnerships Department of Chief Minister and Cabinet
<b>Queensland</b>	
<b>The Hon. Leanne Linard MP</b> Minister for Children and Youth Justice Minister for Multicultural Affairs	<b>Mr Wayne Briscoe</b> Executive Director Multicultural Affairs Department of Children, Youth Justice and Multicultural Affairs
<b>South Australia</b>	
<b>The Hon. Zoe Bettison MP</b> Minister for Tourism Minister for Multicultural Affairs	<b>Ms Justine Kennedy</b> Director, Multicultural Affairs Department of the Premier and Cabinet
<b>Tasmania</b>	
<b>The Hon. Nicholas (Nic) Street MP</b> Minister for Community Services and Development Minister for Hospitality and Events Minister for Local Government Minister for Science and Technology Minister for Sport and Recreation	<b>Ms Wanda Buza</b> Assistant Director - Specialist Policy Communities, Sport and Recreation Tasmania Department of Premier and Cabinet
<b>Victoria</b>	
<b>The Hon. Ros Spence MP</b> Minister for Multicultural Affairs Minister for Community Sport Minister for Youth	<b>Mr Colin Carver</b> A/g Director Multicultural Affairs Policy Department of Families, Fairness and Housing
<b>Western Australia</b>	
<b>The Hon. Dr Antonio (Tony) De Paulo Buti MLA</b> Minister for Finance Minister for Lands Minister for Sport and Recreation Minister for Citizenship and Multicultural Interests	<b>Mr James Jegasothy</b> A/g Executive Director Office of Multicultural Interests Department of Local Government, Sport and Cultural Industries

## 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 public '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 on 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 board of PRONIA and as chair of the Board of 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.

Dr Gentile has a long-standing relationship with NAATI, including being a former Board Chair.

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 Translation Studies, 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'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 deputy chair of Link Wentworth Housing Ltd and chair of the Compliance and Risk Committee of Gleneagles Asset Management Limited. Mr Hansra is a non-executive director of Have a Voice Pty Ltd and Children's Tumour Foundation of Australia Ltd. He is also an independent member of the Audit and Risk Committees for the Property and Place Group, NSW Department of Planning & Environment and NSW Greater Cities Commission. He recently retired as Chair of Campbell Page Limited and previously held roles as non-executive director of Eureka Group Holdings Limited, Kuringai Financial Services Limited and Council of the Ageing (NSW) Inc.

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 Australia and New Zealand 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, Industree Ltd, Australian Pharmaceutical Industries Ltd, Fujitsu Australia Ltd and Texas Instruments Australia Ltd.

Mr Hansra's term expires on 30 October 2023.



## **Jovanka Naumoska**

Jovanka Naumoska was appointed to the NAATI Board from 1 August 2020 and became a member of the 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 Imagination Biosystems Ltd and a non-executive director for Security Matters Ltd. She is also a council 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 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 deputy chair of the Foundation Housing Ltd (Western Australia's key affordable housing property developer and manager) and chair of its Tenant Services and Engagement Committee, panel assessor for the Australian Scholarships Foundation, and deputy chair of the Australian Broadcasting Corporation Advisory Council.

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.





## **Our Chief Executive Officer**

### **Mark Painting**

Mr Mark Painting joined NAATI as Chief Executive Officer in July 2015 and has overseen the organisational transformation of NAATI, including the implementation of the national Certification System.

Mark is the chair of the Australian Mirror Committee (CS117) to the ISO Committee on Translating, Interpreting and Related Technology (ISO TC37/SC5). He is also a member of the Judicial Council on Cultural Diversity and the Industry Advisory Board for Monash University's translating and interpreting program.

Prior to joining NAATI, Mark held several corporate and operational roles at senior executive levels in the Australian Public Service. In addition to his public sector career, Mark also has experience as Board Director and sat on several governance and audit committees. He has also been a lecturer/tutor at TAFE and university levels.

Mark holds a Master of Public Administration, a Graduate Certificate in Management and a Bachelor of Business. Mark is a Graduate Member of the Australian Institute of Company Directors, a Fellow of the Institute of Management and Leadership and an Executive Fellow of the Australia and New Zealand School of Government (ANZSOG).





# 2 YEAR IN REVIEW

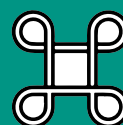
# Key highlights

At 30 June 2022, there were:

- **10,991** certified practitioners holding **15,575** credentials across **177** languages, including **31** Indigenous languages.
- **35** institutions in our Endorsed Qualification program, including five in New Zealand, offering a total of **86** qualifications.



NAATI has reached the milestone of **60** languages available for its first level of interpreting tests (Certified Provisional Interpreter), including Deaf interpreting, Auslan and **14** Aboriginal and Torres Strait Islander languages.



NAATI launched its first Reconciliation Action Plan in September 2021, marking its commitment to reconciliation.



NAATI continued its online transformation with the launch of a new learning management system called NAATI Learn, which now hosts practice materials, a portal for Endorsed Qualification institutions and training for staff, role-players and examiners.



The first phase of the Continuous Improvement Program was finalised, identifying **20** recommendations for implementation.



Australia welcomed its first ever Certified Specialist Health Interpreters (three) and Certified Specialist Legal Interpreters (four). One of these practitioners passed both of the tests and now holds both specialised credentials.



Of the **15,575** current credentials held by practitioners, **748** were issued this year.

Credential types	Number at 30 June 2022
Certified Advanced Translator	72
Certified Conference Interpreter	78
Certified Specialist Legal Interpreter	4
Certified Specialist Health Interpreter	3
Certified Interpreter	2,445
Certified Provisional Interpreter	4,234
Certified Translator	7,361
Recognised Practising Interpreter	1,021
Recognised Practising Translator	357
<b>TOTAL</b>	<b>15,575</b>



## Top ten languages credentials are held in

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

## Milestones in the certification of translators and interpreters

NAATI had some major achievements in the implementation of the Certification System this year. NAATI now offers 60 languages for its first level of interpreting tests (Certified Provisional Interpreter) including 14 Aboriginal and Torres Strait Islander languages, Deaf interpreting and Auslan. Certified Interpreter tests are offered in 17 languages, and Certified Translator tests are now available in 37 languages.

Two Spanish and two Auslan candidates passed Certified Conference Interpreter tests, with one of the Auslan candidates passing the test in both directions. The testing calendar through to 2025 was released, providing further confidence to candidates, tertiary institutions and other stakeholders about what is being tested and when. Every session includes an online option to provide access to testing for remote, regional and international candidates.

NAATI continued to improve the support offered to candidates, offering in-language test practice materials on its new learning management system, called NAATI Learn. Endorsed Qualification (EQ) institutions are supported through this system on the EQ hub, which includes access to live anonymised student data to enable further improvements to candidate training and test preparation. NAATI Learn also provides a space for online training opportunities for staff, role-players and examiners.

### Australia's first specialist interpreters

The first ever Certified Specialist Health Interpreters (Mandarin/English) and Certified Specialist Legal Interpreters (Mandarin/English and Spanish/English) passed their tests and gained credentials this year. One of these practitioners passed both of the tests and now holds both of these high-level, specialised credentials.

These are new credentials under the Certification System, and their introduction recognises that interpreters working in the health and legal sectors often need highly developed specialist skills to support their roles. The certification process for these credentials incorporates an interpreting test, as well as a specific test to assess the candidate's health or legal knowledge, including terminology, systems, advanced interactional management and research.

These credentials acknowledge the training and continuous professional development in specialist health or legal interpreting that these practitioners undertake. Certified Specialist Interpreters have a sophisticated understanding of their roles in a health or legal setting as well, for example supporting medical research consultations between international partners or as officers of the court.

### Online testing

NAATI continued the trend of delivering tests online where possible to meet the needs of the market. This enables testing to continue throughout lockdowns or other disruptions, and also extends availability and accessibility of testing to remote and regional areas of Australia, as well as overseas.

In the previous financial year, NAATI made significant advances towards secure delivery of online testing. Now, all Credentialed Community Language, Community Language Aide, Certified Translator and non-live interpreting tasks are able to be delivered online, with dedicated online testing options becoming a standard offering to candidates from January 2022.



## Targeted support to humanitarian entrants

It is always a challenge for NAATI to facilitate interpreter testing for newly arrived migrant communities, particularly in languages not already tested under the Certification System. NAATI holds translators and interpreters to a high standard for the benefit of clients, practitioners and the community. However, humanitarian entrants, who may arrive with few material possessions or little access to finances, can find the pathway to a NAATI credential a barrier to gaining employment as an interpreter in Australia.

In response to increased demand for interpreters and bilingual workers among newly arrived humanitarian entrants, NAATI launched two pilot projects in partnership with Australian Red Cross and Multicultural NSW to begin delivering targeted support to refugees from Afghanistan and Ukraine respectively. These pilot projects aim to support refugees to gain NAATI credentials as interpreters or bilingual workers (also known as community language aides).

To the end of June 2022, seven Afghan candidates who worked with the Australian Defence Force and other international organisations in Afghanistan had passed initial screening tests and were completing ethics and intercultural training under the pilot. These candidates are on their way to becoming NAATI-credentialed. One Afghan candidate, referred by the Australian Red Cross and HOST International Ltd under the pilot, has already completed both training and ethical and intercultural competency testing, and has been awarded a Recognised Practising Interpreter credential.

NAATI screened 30 aspiring Ukrainian interpreters under the pilot project with Multicultural NSW in June 2022 and from this over 20 credentialed Ukrainian interpreters are expected by September 2022.



## **NAATI's first Reflect Reconciliation Action Plan**

In striving to achieve NAATI's vision for a connected community without language barriers, NAATI's Board and CEO acknowledge that reconciliation must be a core part of the business. Aboriginal and Torres Strait Islander peoples are the first people and custodians of the country that all Australians now call home. We cannot be truly connected as a community without reconciling the past and creating a future that is inclusive.

In recognition of this, and guided by the internal Reconciliation Action Plan Working Group, NAATI launched its first Reflect Reconciliation Action Plan (RAP) in September 2021. The RAP program provides a framework for organisations to support the national reconciliation movement.

This marked the beginning of NAATI's reconciliation journey, and provided an opportunity to leverage the company's national reach to engage with our internal and external stakeholders around reconciliation. The RAP is a strategic document that supports NAATI's business plan, and is structured around three key areas: relationships, respect and opportunities, as well as governance.

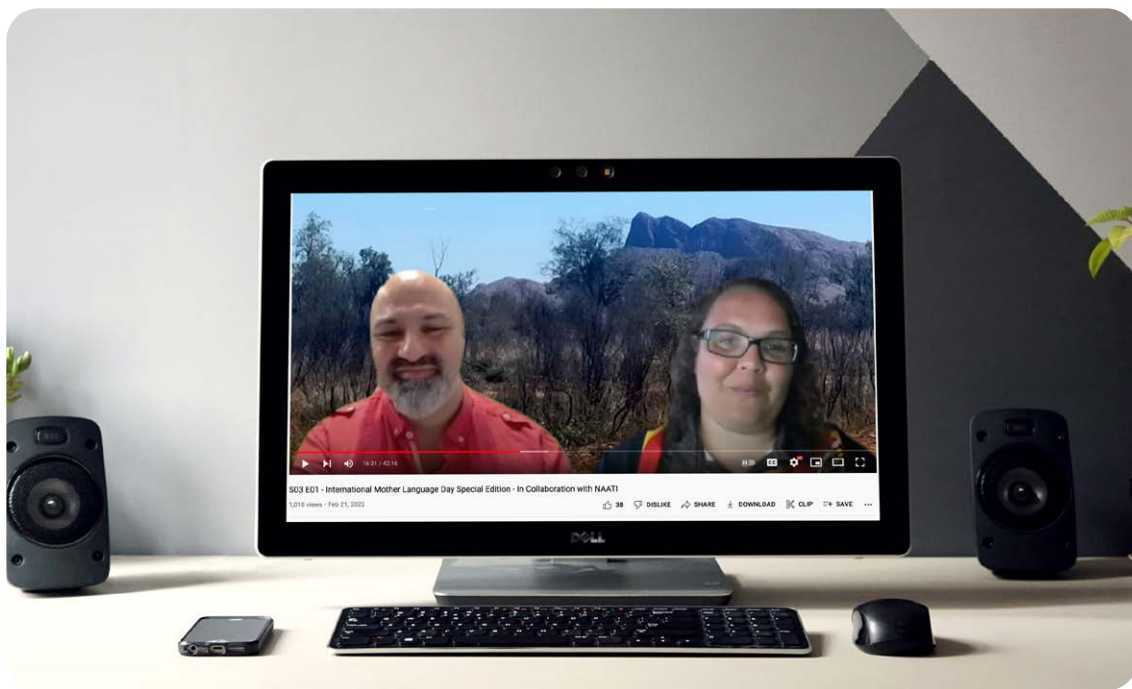




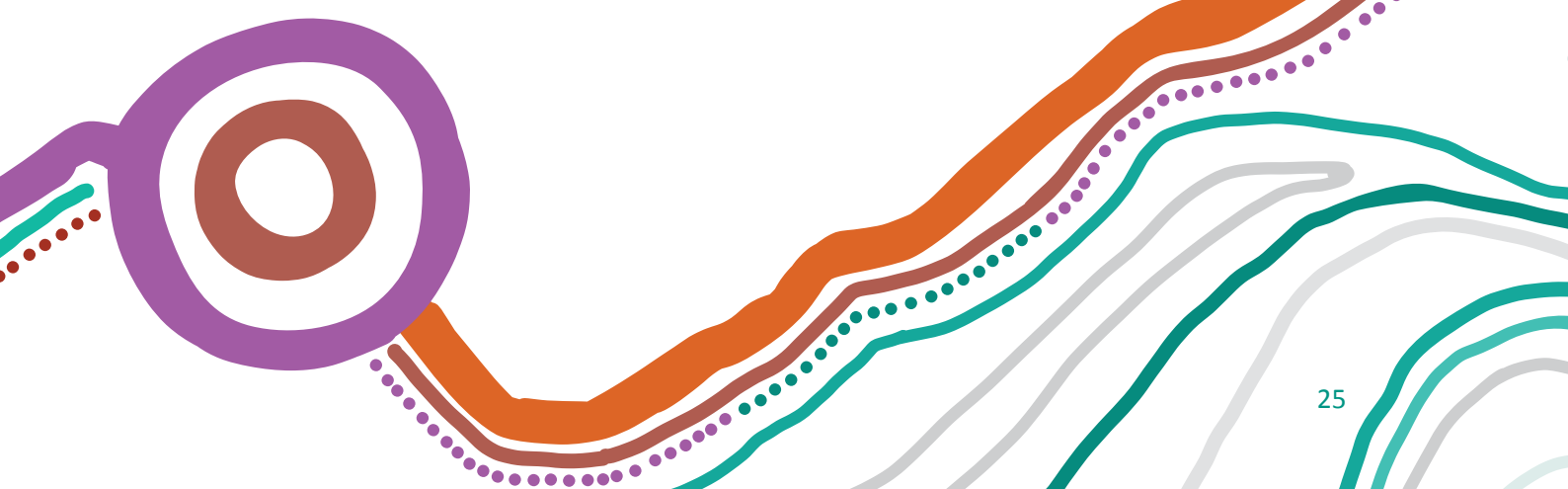
Below are some of the key achievements under the RAP this year:

- Developed new procurement guidelines with specific advice on procuring from Indigenous-owned businesses.
- Supported staff with guidance on how to deliver authentic Acknowledgements of Country.
- Added an Acknowledgement of Country to NAATI staff signature blocks, as well as Aboriginal Country names on internal signature blocks to raise awareness among staff.
- Delivered cultural awareness training to all staff on practical reconciliation activities and the meaning behind “closing the gap”.
- Encouraged staff to learn more about and attend events relating to NAIDOC Week and National Reconciliation Week.

The Reflect RAP can be found on the NAATI website under About us:  
<https://bit.ly/NAATI-RAP>.



All Graduates and NAATI celebrated UNESCO’s International Mother Language Day in February 2022 with a special edition of the Conversations Podcast.



## Continuous Improvement Program

Since the launch of the Certification System in 2018, NAATI has rolled out certification testing in 60 languages and will be continuing to offer more over the coming years. A significant amount of data has been accumulated in that time, with several thousand tests now complete, providing an opportunity to conduct the first refinement of the system.

As part of its commitment to proactive continuous improvement, NAATI launched a Continuous Improvement Program (CIP) in March 2021.

The primary aim of the CIP is to undertake an in-depth analysis of the Certification System to ensure it remains fit for purpose, and to ensure that NAATI's certification tests remain valid, reliable and practical to run. The program focuses on non-specialist certification tests: Certified Translator (CT), Certified Provisional Interpreter (CPI) and Certified Interpreter (CI).

The program targets six specific focus areas:

- Examiner Panels' Training & Performance
- Test Reliability
- Test Delivery & Technology
- Prerequisites
- Task Design
- Assessment Rubrics.

The initial consultation process and data-collection phase was completed in June 2022. This involved gathering data through comprehensive surveys of NAATI Examiners and test candidates, an inter-rater reliability study, more than 200 examiner training workshops and 30+ hours of consultations with a dedicated CIP Working Group of experts.

The first phase of this program identified 20 recommendations for implementation from July 2022, all of which have been endorsed by the NAATI Board of Directors. Some of these recommendations are test-specific, others are broader and may involve external stakeholders. NAATI aims to implement most of the recommendations by the end of the 2023-2024 financial year.

The recommendations can be viewed on the website:  
<https://bit.ly/NAATI-CIP>.

## CASE STUDY: SPECIALIST INTERPRETING IN HEALTH AND LEGAL SECTORS



Liying (Lynn) Geng studied Conference Interpreting at Nankai University in China and completed her Master of Interpreting at the University of Queensland. She has worked as a Certified Interpreter for eight years and taught the Diploma of Interpreting at the Sydney Institute of Interpreting and Translating for five years. Lynn recently became the first practitioner to pass both the Certified Specialist Health Interpreter and Certified Specialist Legal Interpreter tests in Mandarin and English, and also holds a Certified Interpreter (Mandarin and English) credential.

Mark Twain said, “find a job you enjoy doing and you will never have to work a day in your life”. Being an interpreter has always been my dream job and I love every aspect of it. The preparation before, the action during and the sense of achievement afterwards. For example, researching new topics for an upcoming trial, interpreting very technical or specific witness testimony during the trial and being able to come away from the job knowing my service helped someone participate more fully in our judicial system. I treat each and every job seriously and take great pride in being of service to other people.

However, this job is never easy and one of the most difficult parts is the self-doubt. Even though I have studied and worked as an interpreter for over 10 years, I still constantly feel like I do not know enough, especially working in highly technical environments such as medical or legal settings. These two areas are often extremely specialised and require years of learning and practice. However, I have never studied medicine or gone to a law school.

All of my tertiary education focused on interpreting and translating theories, techniques and general background research into different industries. Physicians have specialties, and even sub-specialties, and lawyers choose a certain field they would like to practice. But as an interpreter, we are somewhat like a generalist. We know something about everything but are not an expert in anything. A jack of all trades but master of none.

That’s why preparation is so vital. It is the only chance to gather enough knowledge to be able to sufficiently understand a technical topic so that we can interpret with confidence. When we do health community interpreting assignments for example, we come across patients at different stages of their journey of care. We work in almost every department in the hospital for patients with vastly different medical histories. There is no extra information provided due to the sensitivity of patient’s private information beyond the specific department/health facility. It essential for us to not only have general health knowledge but to be familiar with more specialised medical information. The specialist interpreter tests that NAATI offers provide a benchmark for the level of knowledge interpreters can reach in these fields.

For legal interpreting, accuracy and impartiality are of paramount significance for us in discharging our role. But almost every day, we encounter circumstances that put us into an ethical dilemma. We do have AUSIT’S Code of Ethics to guide us, but learning and internalising these basic principles may not be sufficient to help us make practical and sometimes high-stakes decisions in a split second. Preparing for the Knowledge Test and studying the relevant materials such as the Recommended National Standards compiled by the Judicial Council on Cultural Diversity afford us the opportunity to be more familiar with the practicality of being a court interpreter.

When I first heard about NAATI’s Certified Specialist Health and Legal Interpreter tests, I was extremely excited. It provided me an opportunity to systematically review the knowledge I have accumulated over the years and identify the areas that require more work. Through preparing for these tests, I gained an even deeper understanding of the important role we interpreters play and this has motivated me to be better and do better.

## Aboriginal and Torres Strait Islander languages

Aboriginal and Torres Strait Islander language interpreters in Australia play a vital role in ensuring that Indigenous people can participate equitably in Australian society. Having a supply of NAATI-certified interpreters assures all parties that the interpreting will be to a high standard. It also protects interpreters by articulating their role clearly, which is important in small language communities where role boundaries and the impartiality of interpreters are often put to the test.

Since 2012, NAATI has been working with Australian governments and Indigenous organisations to increase both 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 achieved through:

- building awareness of NAATI certification amongst interpreters and bilingual staff who are being used as interpreters
- preparing aspiring interpreters for prerequisite and certification tests
- certifying interpreters and supporting them to maintain their skills, and
- advocating for the engagement and development of Indigenous interpreters.

NAATI works in collaboration with many stakeholders, including the National Indigenous Languages Interpreting Advisory Committee (NILIAC), Aboriginal language interpreting services, other employers of Indigenous language interpreters, training institutions such as TAFE SA, and individual practitioners.

The current project funding arrangement with the Commonwealth Government extends until June 2023.

### Project impact this year

The pandemic again increased the complexity of delivering a project with a national scope. In addition, many Aboriginal and Torres Strait Islander interpreters come from remote regions that are at greater risk from COVID-19. NAATI continued to deliver testing opportunities and achieved some significant outcomes by delivering prerequisite preparation courses online, offering creative solutions such as multimodal test delivery (a hybrid of online and face-to-face), and increased involvement of state-based operational staff.

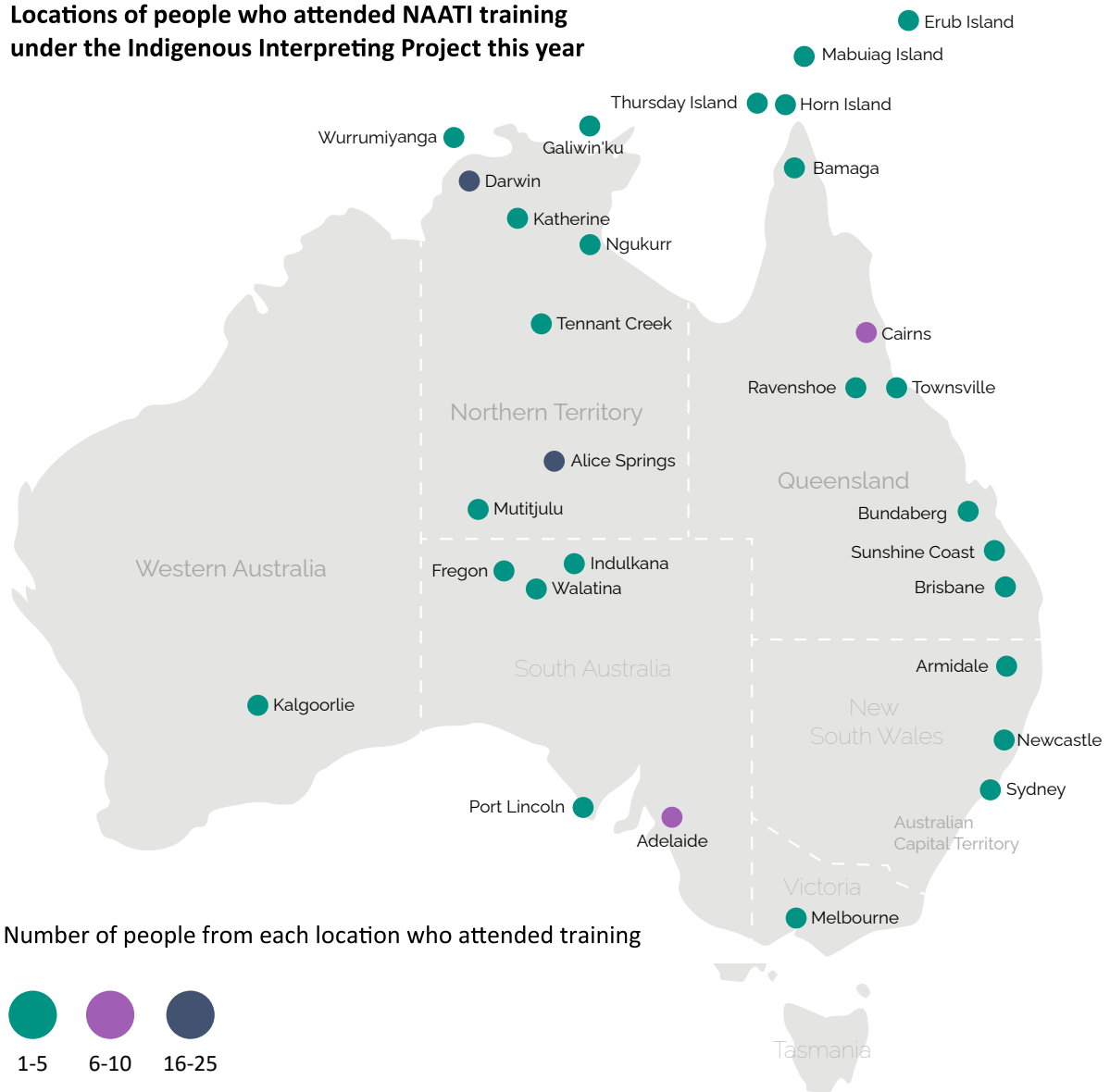
*NAATI delivered more than 900 hours of training to 83 Indigenous test candidates, certified interpreters, role-players and examiners, who video-called or travelled in from 30 different locations around Australia.*



Training in action.



## Locations of people who attended NAATI training under the Indigenous Interpreting Project this year



## Interpreter credentials are held in the following Aboriginal and Torres Strait Islander languages

Alyawarr	Kalaw Kawaw Ya (dialect of	Nyangumarta
Anindilyakwa	Kala Lagaw Ya)	Pintupi-Luritja
Anmatyerr	Kimberley Kriol	Pitjantjatjara
Burarra	Kriol	Tjupan
Central-Eastern Arrernte	Kukatja	Walmajarri
Dhuwaya	Kunwinjku	Wangkatha
Djambarrpuyngu	Luritja	Warlpiri
Fitzroy Valley Kriol	Martu Wangka	Warumungu
Gupapuyngu	Miriwoong	Western Arrarnta
Gurindji Kriol	Modern Tiwi	Yankunytjatjara
	Murrinh-Patha	Yumplatok

This year, 59 interpreters participated in test preparation training, resulting in the delivery of:

- 19 Ethical Competency tests
- 19 Intercultural Competency tests
- 20 Certified Professional Interpreter (CPI) tests in four languages, resulting in nine new CPI practitioners holding credentials in Central-Eastern Arrernte, Northern Territory Kriol, Yumplatok and Pitjantjatjara.

CPI testing was conducted at face-to-face workshops in Katherine (Northern Territory), Cairns (Queensland) and Adelaide (South Australia), with five supplementary CPI tests being conducted online.



Certified Provisional Interpreter Yumplatok workshop, Cairns, March 2022.

There was a notably increased awareness of Indigenous language interpreting and NAATI certifications in Queensland, in part due to Eddie Sailor, a Yumplatok Certified Provisional Interpreter, who joined the NAATI team in 2021. The launch of the Aboriginal Language Interpreting Service (ALIS) in South Australia has also boosted engagement of practitioners in SA.

This year, 35 certified interpreters engaged with NAATI professional development and training as role-players and examiners. This involvement contributes towards practitioners' recertification and provides valued opportunities to build a sense of professional solidarity.

Professional development webinars have continued to involve a diverse group of practitioners who usually do not have opportunities to connect with their peers and have allowed collaboration with international language interpreters. Webinars covered topics such as phone interpreting (in collaboration with NSW Health), interpreter ethics refreshers and an interpreting skills refresher with a special focus on Health Care Rights. To celebrate International Mother Language Day, NAATI and All Graduates produced a webcast featuring certified Indigenous language interpreters talking about their love of language and interpreting.

This year marked a milestone as all interpreters with current Aboriginal and Torres Strait Islander language credentials have been either certified or recertified under the Certification System. This gives the community a greater assurance of consistency regarding NAATI practitioners' skills and active status in the industry.

## Looking to the future

NILIAC and other stakeholders have highlighted an increasing demand for Indigenous language translations. In response, NAATI commissioned a scoping paper on the feasibility of offering translation credentials. The Aboriginal Resource and Development Service (ARDS) and Ms Leonora Adidi (Chair of NAATI's National Indigenous Languages Interpreting Advisory Committee) led two industry roundtable discussions that provided valuable information on the Indigenous translation industry.

## 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, 246 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 such a visa application if they demonstrate that they have overseas qualifications or skilled employment experience as a translator or interpreter.

Once someone has been awarded a successful skills assessment (see above), they can apply for NAATI to provide an opinion about the comparable Australian level of an interpreting or translating qualification obtained at an overseas institution, or an assessment of verifiable skilled employment as a translator or interpreter undertaken in the last ten years.

### Credentialed Community Language testing

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. People can gain these points either by holding a NAATI certification as a translator or interpreter or by passing a Credentialed Community Language (CCL) test with NAATI.

During the year, there were 15,598 CCL tests delivered across 49 languages, including nine languages that are not tested under the Certification System.

## Systems and online security

Over the past several years, NAATI has experienced continuous growth and change. This has required the company to continue adapting to the current environment, with further improvements to its online systems and security throughout the year.

All end-user computing was brought in-house from July 2021, which enables greater flexibility and responsiveness to staff facing IT-related issues. NAATI has commenced work on compliance with the Essentials Eight security standards from the Australian Cyber Security Centre to ensure the company is demonstrating best practice in IT security.

On 1 July 2021, a new finance system, Wiise, was implemented following an approach to market. Wiise is an efficient and advanced finance system which meets the company's diverse financial needs, including the ability to process a growing number of transactions simultaneously.

## Community Language Aide testing

Government agencies and businesses are increasingly aware that language services are essential to reach their customers and clients effectively, increase market share, or deliver on their mission. Additionally, they are critical in mitigating risk and ensuring equity and understanding.

Bilingual workers, also known as community language aides, have a role to play alongside translators and interpreters in the delivery of language services. A community language aide is someone who uses their language other than English (LOTE) in the course of their work to assist customers or clients.

NAATI's Community Language Aide (CLA) test is designed to give businesses and government departments confidence that their bilingual staff can effectively and competently communicate to non-English speaking clients, students or stakeholders in a two-way conversation. It assesses a candidate's ability to communicate in a simple and direct exchange of information on familiar and routine matters. The test is now available in 40 languages, including three languages that are not tested under the Certification System: Kirundi, Malayalam and Ilocano.

NAATI introduced an online CLA Knowledge Competency Course, housed on NAATI Learn and designed to increase understanding of the complementary but different roles played by interpreters and bilingual workers in the delivery of language services.

Several organisations, including Services Australia and Multicultural NSW, have adopted CLA testing for their staff.

## **NAATI certification of New Zealand interpreters**

NAATI's Certification System is unique. It is one of the few certifying bodies for translators and interpreters in the world, and is the only universal, national system to certify practitioners in so many languages and credential types.

From 1 July 2021, the New Zealand Government began what is referred to as the transition to NAATI certification. Any interpreter working for the New Zealand Government from 1 July 2024 will be required to hold a NAATI certification or Recognised Practising credential. The New Zealand Ministry of Business, Innovation and Employment is offering these interpreters financial support and assistance to access training and NAATI certification tests until mid-2024.

A total of 265 certification applications have been received from New Zealand interpreters, with over 1,000 expressions of interest for support under the program, 11 credentials issued, and most applicants scheduled to sit a test in the next financial year.



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# 3 SUPPORTING THE PROFESSION

# 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, and 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, and
- broader industry.

In early 2022, two projects supported by this fund were completed:

- Macquarie University's project on *Effective public messaging in online communication for all Australians*.
- Western Sydney University's project on *Translation of official documents: Ensuring quality and enhancing security*.

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.

- **Menzies School of Health Research**

*The Communicate Study – Transforming healthcare experience in northern Australia*

\$65,000 over five years

This National Health and Medical Research Council Partnership Project will improve intercultural communication between Indigenous patients and healthcare providers in northern Australia, by increasing utilisation of Aboriginal interpreters in hospitals; improving the recruitment, retention and experience of interpreters and improving patient experience, health literacy and outcomes.



## 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.

In early 2022, the Judicial Council on Cultural Diversity (JCCD) completed its project *Update to the Recommended National Standards for Working with Interpreters in Courts and Tribunals*, with support from a committee of experts, including NAATI's CEO, Mark Painting. Having robust and consistent standards that provide for the proper and effective use of an interpreter is essential to the fair and equal administration of justice. The second edition of the Recommended National Standards aims to provide courts with guidance on engaging and working with interpreters to ensure procedural fairness for people with limited English proficiency.



The Hon. Helen Bowskill (Chief Justice of Queensland), Carla Wilshire OAM (CEO, Social Policy Group), the Hon. Shannon Fentiman (Queensland Attorney-General and Minister for Justice), Gail Ker OAM (CEO, Access Community Services) and Mark Painting (NAATI CEO) at the launch of the JCCD Recommended National Standards (second edition) in April 2022.

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, with contributions from the Office of Multicultural Interests and AUSIT

This project aims to increase the pool of qualified and credentialed interpreters in Western Australia by providing scholarships for training, a free NAATI credential application and free AUSIT membership and professional development opportunities.

- **AUSIT**

*Queensland Preparing Interpreters project*

\$25,000

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 a second scholarship round with three students is nearing completion.

- **National Ageing Research Institute**

*The MINDSET Study: Dementia training for interpreters: supporting communication and assessment*

\$90,000 over three years

This National Health and Medical Research Council Partnership Project will develop training on interpreting health consultations with dementia patients and develop an online delivery platform for this workshop.

- **ASLIA**

*Interpreter Awareness Training*

\$20,000

This project will develop training sessions to educate the public and users of interpreting services on working with Auslan interpreters.

- **Monash University**

*Optimising the availability and provision of Indigenous language interpreting in circuit courts*

In-kind support

This project aims to investigate the availability of interpreters in Northern Territory circuit courts and discern the impact that the presence or absence of an interpreter has on the experience of Indigenous people engaging with the justice system.

- **Newcastle Women's Domestic Violence Court Advocacy Service**

*Interpreting court hearing resources*

\$5,000

This project will develop recordings of interpreted audio/video court resources to inform women about court hearing procedures.

- **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.

## Industry and community engagement

Some of the key events that NAATI attended this year included:

- Perth SkillsWest Careers & Employment Expo, August 2021
- CIUTI Conference as an Associate Member, September 2021
- *WA Voluntary Assisted Dying Act* event on promoting understanding for culturally and linguistically diverse people, October 2021
- Launch of Interpreter Training Boost Program in Queensland, February 2022
- Webinar on Health Services meets Languages Services in collaboration with 2M Language Services, April 2022
- UN Women International Women's Day event, March 2022
- Launch of Judicial Council on Cultural Diversity (JCCD) Recommended National Standards, April 2022
- Welcoming Australia Symposium, May 2022
- Launch of the South Australian Aboriginal Language Interpreting Service (ALIS), June 2022
- 11th National Deafblind Conference, June 2022
- FECCA Conference, June 2022.

NAATI is proud to have sponsored the following events:

- ASLIA National Conference, September 2021
- AUSIT National Conference, November 2021
- Polaron Language Services' VicForum, March 2022
- SlatorCon Remote, March 2022.



Welcome to Country at the AUSIT Conference.



NAATI CEO, Mark Painting and other participants at the Polaron Language Services' VicForum.

In addition, staff 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 and Critical Link International. NAATI's CEO is the chair of the Australian Mirror Committee (CS117) to the ISO Committee on Translating, Interpreting and Related Technology (ISO TC37/SC5) and a member of the Judicial Council on Cultural Diversity. NAATI also joined the International Federation of Translators (FIT) and the Victorian Government's Language Services Quality Committee, as well as being represented on the AUSIT Ethics Committee.

NAATI continued to find new ways of engaging with the translating and interpreting community, including through participating in as many webinars as possible. This year, NAATI contributed to or delivered the following webinars and articles:

- Article about certification in a Slator publication, July 2021
- All Graduates Ask NAATI podcasts, July and November 2021
- Polaron Ticker Talks episode, "Interpreting the Past, Present and Future", November 2021
- All Graduates webinar to celebrate International Mother Language Day, February 2022
- Article in AUSIT's In Touch magazine about Indigenous interpreting, Autumn 2022
- Webinar presentations about NAATI certification on the US Blue Horizons Cross-Cultural Communications interpreting training webinar series, May and June 2022.



In February 2022, NAATI was proud to attend the launch of the Interpreter Training Boost Program in Queensland, a collaboration between the Queensland Government, TAFE SA and 2M Language Services. This program aims to support 120 aspiring interpreters through a subsidised interpreter training program.



Celebrating the launch of the Queensland Interpreter Boost Program in February 2022. From left to right: Kate Connors (Deputy-Director General, Strategy, Department of Children, Youth Justice and Multicultural Affairs), Magdalena Rowan (Senior Lecturer, Interpreting and Translating, TAFE SA), Gerase Hatungimana (scholarship recipient), Tea Dietterich (CEO, 2M Language Services) and Mark Painting (CEO, NAATI).

The team in Western Australia worked with the Association for Culturally Appropriate Services (AfCAS) and All Graduates to deliver a seminar to promote understanding of the WA *Voluntary Assisted Dying Act 2019* for culturally and linguistically diverse people in October 2021. They also supported numerous events in the state, including the WA Museum's Auslan Exhibition in September 2021 and the Perth SkillsWest Careers & Employment Expo in August 2021.



The NAATI booth at the Perth SkillsWest Careers & Employment Expo. From left to right: Sarnjeet Rikhranj (NAATI), Robyn Tsapazi, Bente Sorensen and Kym McDowell (NAATI Regional Operations Manager for WA).



NAATI staff in South Australia at the launch of the Aboriginal Language Interpreting Service.

## CASE STUDY: A CERTIFIED TRANSLATOR'S PERSPECTIVE



Heba Kassoua was born in Syria and migrated to Australia in 2005. She studied a Bachelor of Arts (Government & International Relations) at the University of Sydney and completed a Master in Interpreting and Translation at the University of Western Sydney. Heba is a Certified Interpreter (Arabic and English) and Certified Translator (Arabic and English in both directions), and has worked at SBS Radio, NSW Parliament, NSW Police and now with Multicultural NSW.

When I first arrived in Australia 17 years ago, I had to learn English. It was one of the hardest experiences of my life. As a 16-year-old who didn't speak the language, I very quickly had to become my parents' eyes and ears. The more English I learnt, the more empowered I felt. Language was the gate to a whole new world and knowing how much people like my parents struggle to navigate the complicated system around them when arriving in a new country, I was determined to help and give back.

I started freelancing when I was very young, still a university student who wasn't sure what her calling is. As the years went past, I realised that this is more than a profession or a job. It is a rewarding experience where with every assignment, you are there to assist someone who is in so much need.

That being said, I need to also acknowledge the positive impact being certified had on my career. It is without a doubt the best selling point in any job interview. I worked in the media, government and even the police and the fact that I was a certified translator was the one thing that gave me the advantage.

During COVID-19, I saw a whole new side to translation and interpreting. All of a sudden, I had to learn new words and phrases. I had to research illnesses and side effects. I had to make sense of a one-in-a-hundred-year pandemic and help Arabic speakers make sense of it too. But that's the reality of it: as a translator, you never stop learning, you never quit working on improving yourself and, most importantly, you never get bored. It gets overwhelming, lonely and sometimes challenging but that's what makes it all worth it.

I remember one of my university lecturers saying a translator without a dictionary are like a soldier with no artillery. I still think that's true to some extent but to me my dictionary is not my most important asset. It is my lived experience as a person who was once in the shoes of those I have helped over the years. Not knowing what is said to you in a legal or medical setting is terrifying. And when your whole future depends on a few written or spoken words, every word and every breath in between become vital.

Having worked in the field for over 13 years now, and after completing my official training and NAATI accreditation eight years ago, I now know that a translator is much more than a bilingual person who repeats what is said in the other language. A translator is a voice to those who are voiceless. A translator is a lifeline to those who need it most.





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# 4 OUR PEOPLE

# Our People

NAATI continues to prioritise its commitment to consultative and collaborative relationships with staff. This approach strengthens workplace culture through a variety of activities that aim to increase productivity, effectiveness, capability, engagement and employee wellness.

As NAATI is an organisation guided by its values, all staff are required to read and understand the principles outlined within the Code of Conduct as they relate to their work activities. The Code of Conduct has been designed to assist staff to understand what living NAATI's values means in practical terms and to define the expectations and standards to which all staff are held accountable.



## Respect

We treat everyone with dignity and respect



## Integrity

We are honest and trustworthy and lead by example



## Professionalism

We strive for excellence in everything we do

## Staff engagement and wellbeing

NAATI operates across Australia with staff located in Canberra, Brisbane, Sydney, Melbourne, Adelaide, Hobart, Perth and Cairns. As at 30 June 2022, NAATI employed 791 people in full-time, part-time and casual roles, which include test invigilators and role-players who support the delivery of testing.

Employment type	Total	Female	Male
Full-time	48	34	14
Part-time	21	18	3
Casual	722	509	213

## Staff-led committees and working groups

### Reconciliation Action Plan Working Group

NAATI finalised and launched its first Reflect Reconciliation Action Plan (RAP) this year. The RAP Working Group has been busy working on action items that support greater cultural understanding, change and education about the traditional custodians of this land. Read more about the key achievements under the RAP on page 24.

## Staff Consultative Committee

The NAATI Staff Consultative Committee meets quarterly and has continued its work throughout the year, providing a vital consultation link between staff and management on workplace issues. This year, the committee has supported the rollout of the performance and development framework to an online platform, the staff engagement pulse survey and an open Q&A forum for staff. It has also reviewed and provided feedback on initiatives such as the rollout of cultural awareness training.

## Work Health and Safety Committee

The role of the Work Health and Safety (WHS) Committee is to assist NAATI in discharging its WHS responsibilities under the relevant WHS legislation. The committee plays a vital role in reviewing and providing feedback on related policies and, over the past 12 months, has supported implementation of the COVID-19 Pandemic Response Plan and COVID-19 safe plans for each office.

The committee has also worked in conjunction with senior leaders within NAATI to ensure practical application of various changes to legislation and codes of practice, one of the most recent being the management of psychological risks and hazards in the workplace.

## Staff engagement: Pulse survey 2022

As part of NAATI's ongoing commitment to organisational performance through improved work practices, productivity, engagement and wellbeing, NAATI conducted a pulse survey in February 2022 as a follow up on the Staff Engagement Survey undertaken in February 2021. This survey included full-time and part-time staff with a 78% response rate. With continuing external pressure and uncertainty due to COVID-19 impacting 'how' the organisation works, it was important to receive valuable feedback from staff to ensure high levels of engagement, wellness and progress.

### 2022 survey results

Category	Percentage of staff who agree or strongly agree	Industry comparison
Engagement	91%	Up 20% on the industry average
Progress	89%	Up 15% on the industry average
Wellbeing	85%	Up 14% on the industry average

NAATI is industry-benchmarked against Associations, Professional and Peak Bodies.

NAATI's management team also undertook a 360-degree feedback activity via the providers of the staff survey. This helped to inform and shape areas of development required, both collectively and individually, and assisted in shaping performance and development plans.

## Learning and development

The Human Resources team launched a number of initiatives, via NAATI Learn, for all staff, including:

- a cultural awareness training suite exploring gender, culture, disability, age, LGBTQIA+ and Aboriginal and Torres Strait Islander information, interviews and quizzes
- implementation of the performance and development process online
- WHS training, with the rollout of an online induction program planned for next year.

There were also a number of collective and individual learning and development initiatives made available during the year. These included:

- manager's HR workshops to ensure all managers and team leaders have the practical skills to navigate their leadership commitments and responsibilities
- manager's Self Awareness and Self Development workshops focusing on social identity and self-compassion
- partnerships with the Australian Institute of Management to deliver a variety of courses to individuals including new supervisor, leadership, effective communication, customer service, confident speaking and design thinking.

## Employee wellbeing

NAATI's Employee Assistance Program (EAP) provider, Benestar, continued to support the overall wellness of our team nationally. The service allows individuals and managers to access support on issues in their professional and personal lives. The service offers coaching and counselling services, self-help tools, a mobile app, checklists and resources as well as regular webinars.

To complement this, NAATI appointed two internal Mental Health First Aid Officers who staff can reach out to for support and direction.

## 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.

An additional 108 examiners were engaged this year for certification testing, as well as five new examiners focused on ethical and intercultural competency testing. Six New Zealand-based examiners were also engaged to assess Certified Provisional Interpreter test materials for suitability for use in New Zealand interpreter testing.

## CASE STUDY: INDIGENOUS LANGUAGE INTERPRETING IN QUEENSLAND



Leonora Adidi is a Torres Strait Islander from the Suy-Baydham Clan of Bamaga and Saibai. She is a linguist, fluent in Kalaw Kawaw Ya and Yumplatok, a Certified Provisional Interpreter (CPI) in both languages, and passionate about preserving and revitalising Aboriginal and Torres Strait Islander culture and heritage. Leonora has been the Chair of NAATI's National Indigenous Languages Interpreting Advisory Committee (NILIAC) since 2020, has supported as a mentor at NAATI workshops for Aboriginal and Torres Strait Islander interpreter candidates and assisted with test delivery for CPI Yumplatok testing.

Interpreting was actually a bit of an unexpected career path twist for me! I graduated from linguistics at Batchelor College in the Northern Territory (NT), looking at a career in academia, but was offered the lecturer position

for the Diploma of Interpreting, working with Aboriginal language interpreters from NT, South Australia (APY Lands) and Western Australia.

When I got back to Queensland in the late 2000s, well, word got around somehow, and I got involved with local language service providers. I started translating for them. They offered me interpreting jobs, but I turned them down. I was a fluent language speaker of two languages, I had worked as a 'family interpreter' going to Centrelink, filling out forms and that kind of thing. I knew interpreting theory, but I didn't have the qualifications to practice.

I investigated and realised that Indigenous language interpreting qualifications were nearly non-existent in Queensland. There had been some attempts to get things going, some people had been trained and the odd job request came through, but it was lacking. I wanted to fix the problem. I wanted to establish that industry in Queensland, like they had in NT and the Kimberley. I knew we had to get up to speed and benefit from the services of qualified interpreters like in other states and territories. What's more, we need systems and services that work across the borders because we are mobile people! People move and come to Queensland for health services, education, work or court cases every day. There is constant cross border activity.

I wanted us to establish standards. People here were doing it with no qualifications and no linguistic background. They weren't aware that interpreting was a profession with ethics and that required qualifications and standards.

And so in 2014, Aunty Rose (MacRose Elu) and I undertook the test and got accredited with NAATI in both Yumplatok and Kalaw Kawaw Ya.

That revived it. After the haphazard efforts in Queensland, it felt like the start of a groundswell movement. Before, there had been no comprehensive support from the top or bottom, just some passionate people in the middle. With the support of NAATI and the Commonwealth Government, and 2M Language Services recruiting and booking jobs, being able to connect with Kimberley Interpreting Service (KIS, now Aboriginal Interpreting WA - AIWA) and the Aboriginal Interpreter Service (AIS) in the NT through the NILIAC, things have been building. Industry and community awareness of interpreting services is growing. Interpreting and translation are not something that stand alone though, they are part of a cultural renaissance in Queensland. Projects and committees like QILAC (Queensland Indigenous Languages Advisory Committee) are getting off the ground.

We are now in the UN International Decade of Indigenous Languages (2022-2032). Here is my wish list for Indigenous language interpreting in Queensland: I would like to see the establishment of an Indigenous languages interpreting service in Queensland, certification in translation in Indigenous languages, I'd like to see more and more of our mob gain qualifications and certification in interpreting, to the highest levels. More trainers and examiners. And that the engagement of interpreters, and government messaging in Indigenous languages as well as other languages, is part of normal practice. And that we deliver a high standard of service nationwide.

## Our committees and working groups

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. NAATI's committees have no executive powers, supervisory functions or corporate decision-making authority on behalf of NAATI.

### 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  
Dr Miranda Lai  
Dr Teresa Lawrence  
Christine Le  
John Antonopoulos  
Julie Judd  
Associate Professor Marc Orlando (term ended December 2021)  
Tea Dietterich (term ended December 2021).

### 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 members for the year were:

Leonora Adidi (Chair)  
Jody Barney  
Anita Bogdanovski  
Deanne Lightfoot  
Dr Douglas Marmion PSM  
Georgina Nou  
Robert 'Bo' Carne (resigned from NILIAC May 2022).

Mr L. MacDonald, the greatly respected Pintupi-Luritja interpreter, was also a member of the NILIAC. His passing in October 2021 was deeply felt by the whole Indigenous interpreting sector.

## 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 New South Wales, Queensland, South Australia, Tasmania, Victoria and Western Australia.







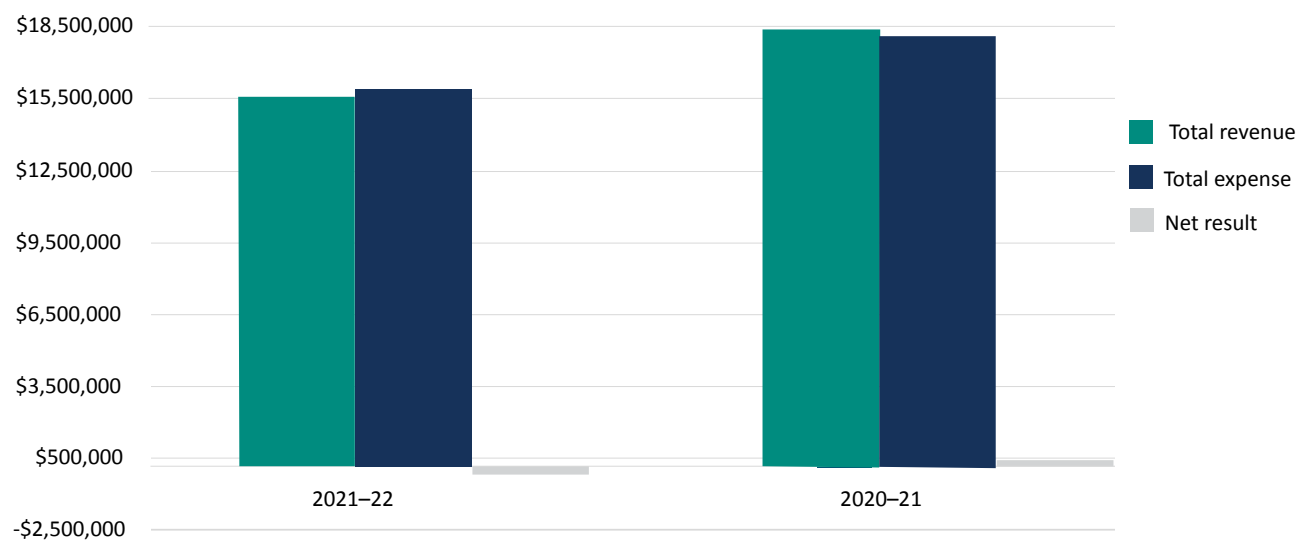
# 5 FINANCIAL SUMMARY

# Financial Summary

The following financial summary is based on audited financial statements for 2021–2022 and provides comparisons to the 2020–2021 financial year.

## Operating result

NAATI ended the year with a deficit of \$566K compared to a surplus of \$316K for 2020–2021. This has resulted in a deficit of 4% in 2021–2022 compared to a surplus of 2% in 2020–2021.



**Figure 1:** Comparison of 2021–2022 performance with the previous year

The operating result for 2021–2022 was less than the previous year due to reduced testing revenue. In total, 18,005 tests were delivered in 2021–2022 compared to 20,822 in 2020–2021.

# Revenue

NAATI ended the year with a revenue of \$15.7M, comprised of the following:

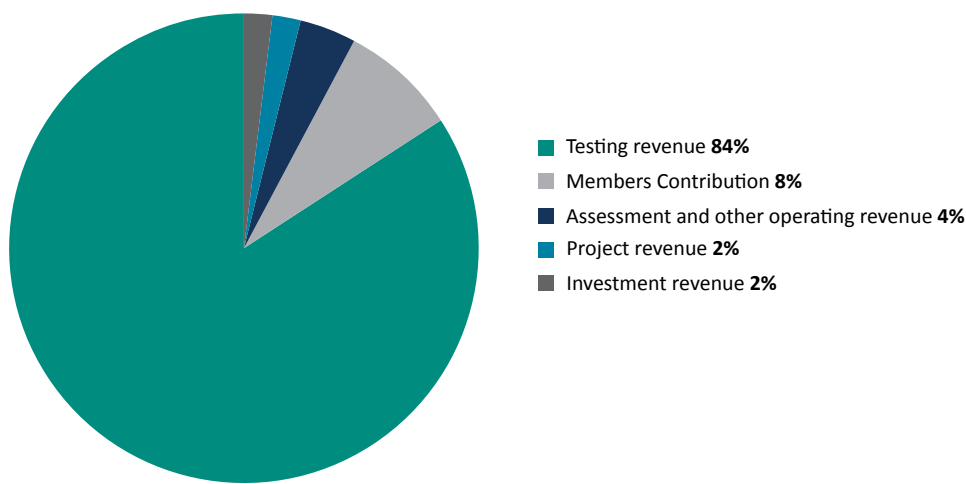


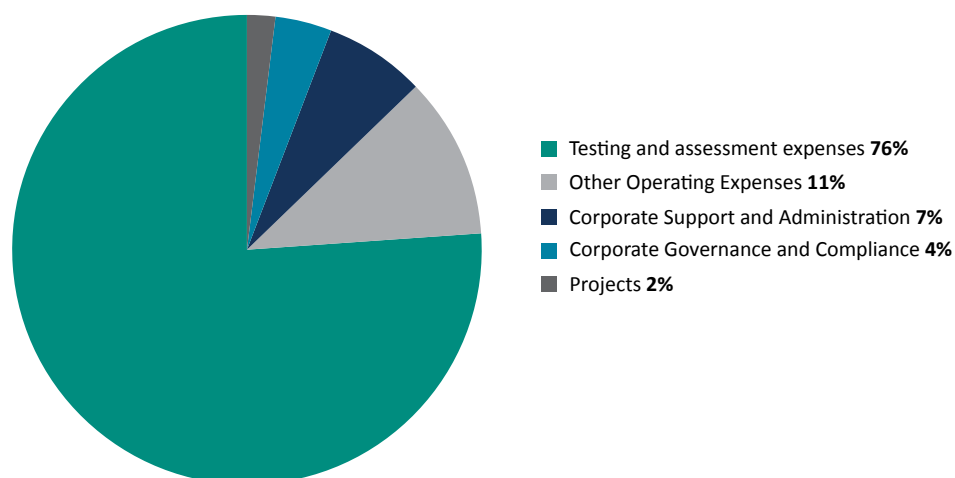
Figure 2: Composition of revenue for the year ended 30 June 2022

## Comparison of 2021–2022 revenue with the previous year:

The revenue for 2021-2022 was \$15.7M compared to \$18.1M in 2020-2021. The COVID-19 pandemic reduced international demand for testing services and impacted face-to-face delivery, however with innovations and adoption of online testing, NAATI was able to meet demand.

## Expenditure

During the 2021–2022 year, NAATI incurred \$16.3M in expenditure. The composition of the expenditure was as follows:



**Figure 3:** Composition of expenditure for the year ended 30 June 2022

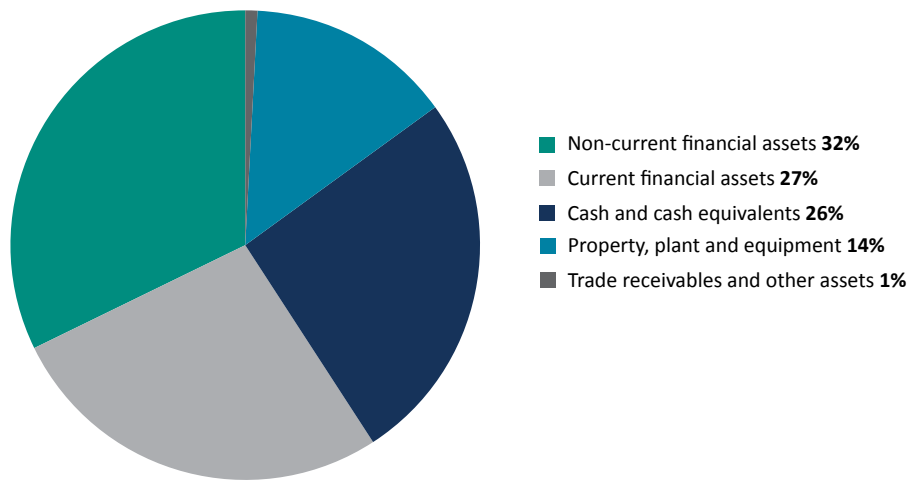
### Comparison of 2021–2022 expenditure with the previous year:

The expenditure for 2021–2022 was \$16.3M compared to \$17.9M in 2020–2021. The main reasons for the decrease are as follows:

- Decrease in testing expenses and examiner payments in line with the reduced number of tests conducted.
- Decrease in venue hire and test invigilator expenses due to tests being conducted online.
- Decrease in technology expenses as no major enhancements were undertaken during the year. Maintenance and support expenses also reduced due to efficiencies from prior enhancements.

## Assets

NAATI had \$25M in assets as at 30 June 2022. The composition of assets is as follows:



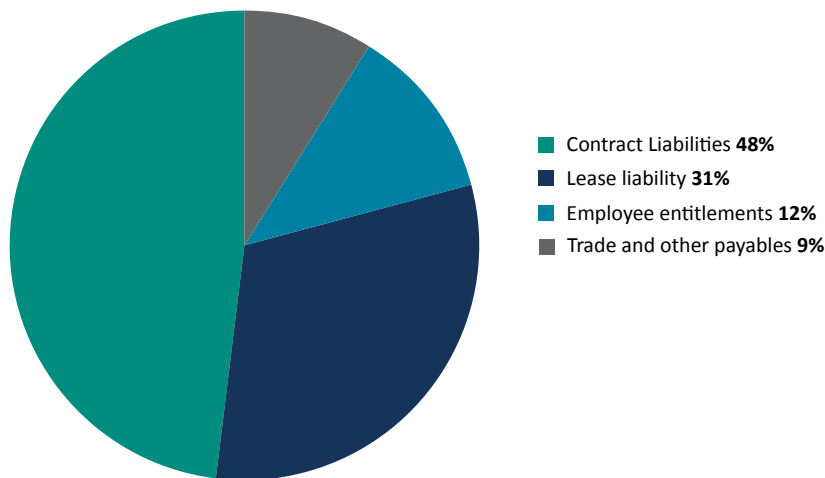
**Figure 4:** Composition of assets as at 30 June 2022

The major components of assets were as follows:

- NAATI has an investment strategy to ensure long-term sustainability and efficient utilisation of surplus funds. In accordance with the strategy, NAATI has invested in operational and long-term portfolios. The funds invested in the operational portfolio along with investment in term deposits constitute current financial assets. Investment in 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 \$9M in liabilities as at 30 June 2022. The composition of liabilities was as follows:



**Figure 5:** Composition of liabilities as at 30 June 2022

The major components of liabilities were as follows:

- Contract liabilities relate to testing revenue received in advance, but tests which had not been sat by 30 June 2022.
- Lease liability relates to liability recognised on leased office premises and testing venues in accordance with AASB 16.
- Trade payables was nil as at 30 June 2022. Other payables include accrued expenses and liabilities to be cleared on submission of Business Activity Statement and Payroll Tax for June 2022.
- Employee entitlements include annual and long service leave entitlements.

The 2021–2022 Audited Financial Statements are available on NAATI's website at  
**[www.naati.com.au](http://www.naati.com.au)**

## Acknowledgement of Country

*In the spirit of reconciliation, NAATI pays respect  
to Aboriginal and Torres Strait Islander peoples  
as the speakers of its first languages.*

*NAATI acknowledges the richness that Indigenous,  
signed, and all languages bring to Australia  
and celebrates the role interpreters  
and translators play in connecting us all.*

## **Contact us**

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