

A photograph of a woman wearing a black hijab and glasses, smiling and looking towards a man whose profile is visible on the left. The background is blurred, showing what appears to be a festive or social gathering with lights.

2022–23

Annual Report



National Accreditation Authority
for Translators and Interpreters LTD

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.

2022–23

Annual Report



National Accreditation Authority
for Translators and Interpreters LTD

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Message from the Chair

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

I begin my message by acknowledging the Traditional Owners and Custodians of Country throughout Australia and their continuing connection to land, waters and the community. I pay my respects to the people, the cultures, and the Elders past and present. I recognise the traditional lands on which NAATI has offices, being the traditional lands of the Gadigal, Kurna, Ngambri, Ngunnawal, Turrbal, Whadjuk Nyoongar, Wurundjeri Woi-wurrung and Bunurong Boon Wurrung peoples.

On behalf of the Board, I affirm our support for recognising Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia through an Aboriginal and Torres Strait Islander Voice enshrined in the Australian Constitution. We believe that Aboriginal and Torres Strait Islander peoples should be recognised and heard.

Since 2012 NAATI has been working to increase the number of Aboriginal and Torres Strait Islander language interpreters and the number of Aboriginal and Torres Strait Islander languages for which there are interpreters. NAATI is committed to the delivery of the Indigenous Interpreting Project. This project is funded by the National Indigenous Australians Agency, and the Board thanks the Agency for committing to fund this project for another three years.

NAATI's commitment to reconciliation was formalised with the development of NAATI's Reflect Reconciliation Action Plan (RAP) in 2020. The implementation of the Reflect RAP continued this year and the Board thanks the RAP Working Group for supporting NAATI's vision for reconciliation.

The Board thanks the Member Governments of NAATI for committing to fund NAATI for another three years. This funding assists NAATI to ensure high standards for the translating and interpreting profession in Australia and increase access and equity for people from culturally and linguistically diverse communities, the Australian Deaf community, and Aboriginal and Torres Strait Islander communities.

This year, the implementation of the recommendations from NAATI's Continuous Improvement Program (CIP) report progressed well. The aim of this project is to ensure NAATI's Certification System remains fit for purpose and that the certification tests remain valid, reliable, and practical to conduct. NAATI continues to invest in relevant research into test methodologies and emerging technologies to support ongoing improvement and ensure that NAATI's Certification System maintains best practice. Of the 20 recommendations in the CIP report, eight have been implemented and eight are in progress. Some of the recommendations are very complex, requiring data integration, piloting exercises, e-learning design, and stakeholder engagement, and the Board acknowledges the expertise of all of those involved.

I take this opportunity to especially acknowledge the stakeholders in New Zealand as NAATI continues to implement the Certification System there. I thank the Ministry of Business, Innovation and Employment, the New Zealand Society for Translators and Interpreters, and the training institutions for their support and collaboration. I also congratulate the interpreters that have attained their certification over the last year and look forward to more of them in the next year.

On behalf of the Board, I thank the Technical Reference Advisory Committee, chaired by Magdalena Rowan, and the National Indigenous Languages Interpreting Advisory Committee, chaired by Leonora Adidi, for providing expert advice to the Board during the year. I also thank NAATI's CEO, Mark Painting, for his exceptional leadership, and NAATI staff for their dedication and commitment.

Finally, I thank my fellow Directors for their tremendous contributions to the Board.

I look forward to working with the Board, NAATI's CEO and staff in the year ahead as we continue to implement our 2022-26 Strategic Plan and deliver our vision for a connected community without language barriers.

Voula Messimeri
Chair



Message from the CEO

I welcome this opportunity to reflect on our achievements this year as we continued our efforts to set and maintain high standards for the translating and interpreting sector.

As stated in the message from the Chair, I begin by acknowledging that NAATI supports recognising Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia through an Aboriginal and Torres Strait Islander Voice enshrined in the Australian Constitution.

NAATI had another busy year, with an increased number of certification tests. This year, almost 2,400 tests were conducted, and this represented the highest annual number of tests since NAATI certification commenced in 2018. Of this number, over 900 Certified Provisional Interpreter tests and almost 750 Certified Translator tests were conducted. Recertifications increased this year also, with over 2,000 practitioners being recertified. At the end of 2022-23, over 14,900 NAATI Certification credentials were held by over 10,000 individual practitioners in 179 languages.

NAATI's certification design and development continued apace this year. NAATI now has 65 languages for Certified Provisional Interpreter (CPI) testing, 37 languages for Certified Translator testing, and 23 languages for Certified Interpreter testing. There are 14 Indigenous languages available for testing at the CPI level, and the full certification pathway is available for Auslan interpreters (from CPI to Certified Conference Interpreter).

NAATI remains committed to supporting the Australian Deaf community and this year launched a new credential for deaf practitioners. NAATI now offers the Recognised Practising Translator credential in written English into Auslan for deaf translators. With the launch of this credential, NAATI became one of the first organisations in the world to offer a credential in signed language translation. This is an important development for NAATI and the Australian Deaf community.

As we continue to strengthen NAATI's workplace culture, our staff report exceptional levels of job satisfaction and staff commitment. Results from a staff survey conducted by Voice Project in February 2023 showed that one hundred percent of staff believed in the purpose and values of NAATI and 97% of staff were proud to tell people that they worked for NAATI. In recognition of the strong survey results, Voice Project awarded NAATI with a Best Workplace Award for 2023.

In support of NAATI's strategic objective to build a resilient and innovative business, this year we continued to work on our digital capability and cyber security. Notably, NAATI achieved maturity level three on the Essential Eight security standards from the Australian Cyber Security Centre. This is a significant milestone that provides NAATI with a high level of confidence in our ability to implement and maintain the integrity of data and protection of personal information.

I thank the Member Governments of NAATI for committing to fund NAATI for another three years. I thank also professional associations, education institutions, examiners, role-players, test invigilators, and other stakeholders for their support and contributions during the year.

I acknowledge the outstanding contributions of the NAATI management team and staff this year and thank them for all their work.

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

Mark Painting
Chief Executive Officer

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About NAATI

NAATI Certification
of Translators and
Interpreters

NAATI Certification System



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 limited by guarantee that has nine members. The members are the Commonwealth, state and territory ministers who have policy responsibility for multicultural affairs, ethnic affairs and/or translating and interpreting services within their respective governments. NAATI is governed by a Board of Directors, who are appointed by the members.

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 high 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 enable the existence of an adequate supply of appropriately certified translating and interpreting professionals, responsive to the changing needs and demography 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 current four-year Strategic Plan 2022-26.

There are four strategic pillars underpinning our strategic plan:

1. Ensuring the ongoing quality and integrity of the certification system

The certification system is contemporary, adaptable and well positioned in line with best practice and technological advancements.

2. Support the growth and sustainability of the profession

NAATI supports the growth and sustainability of the translating and interpreting profession.

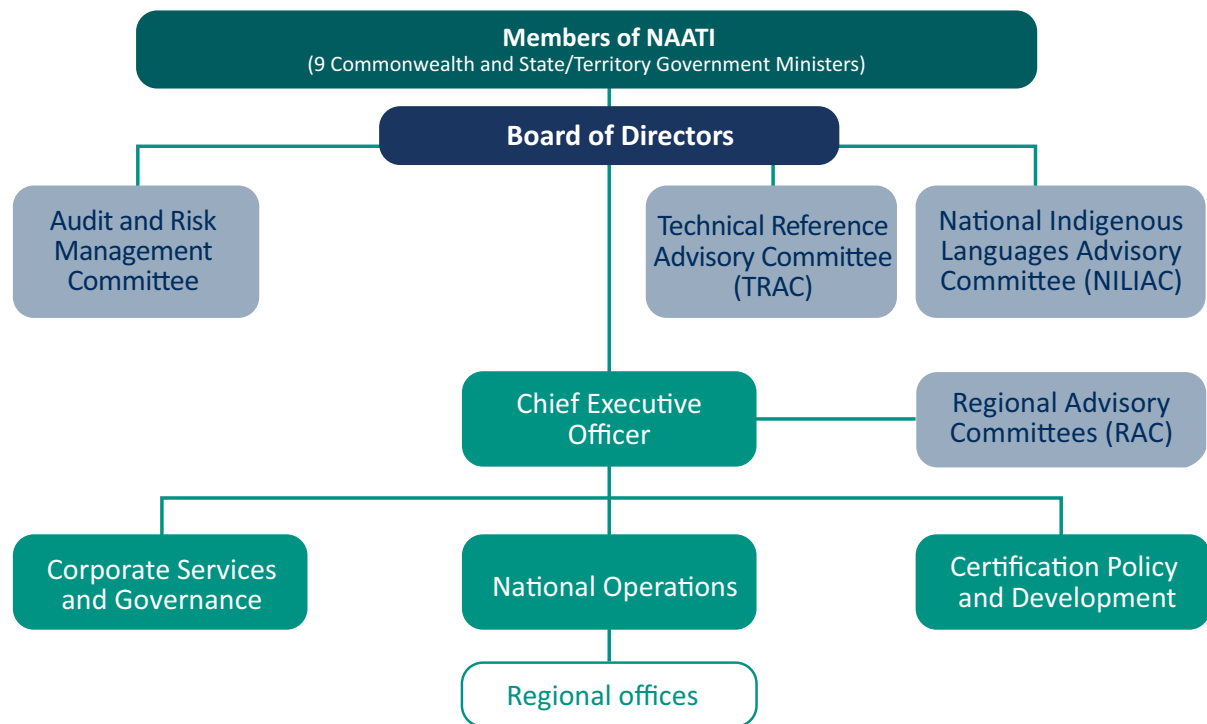
3. Build a resilient and innovative business

NAATI and its certification system is sustainable.

4. Strengthen NAATI's brand

NAATI is a policy influencer and thought leader with a trusted brand in the community and the translating and interpreting sector.

Governance Structure



Members and their representatives

NAATI's Members are those ministers responsible for multicultural affairs, ethnic affairs and/or translating and interpreting services in each of the Commonwealth, state and territory governments.

Members may also appoint a representative to exercise any of their powers under NAATI's Constitution.

The current (as of 30 June 2023) Members and their appointed representatives are:

Member	Representative
Commonwealth	
The Hon Andrew Giles MP Minister for Immigration, Citizenship, and Multicultural Affairs	Ms Alexandra Mond Assistant Secretary, Migrant English and Language Services 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 Division Senior Director, Inclusion and Participation Division Community Services Directorate, ACT Government

Member	Representative
New South Wales	
The Hon Stephen Kamper MP Minister for Small Business Minister for Lands and Property Minister for Multiculturalism Minister for Sport	Mr Joseph La Posta Chief Executive Officer, Multicultural NSW
Northern Territory	
The Hon Selena Uiibo MLA Minister for Aboriginal Affairs Minister for Essential Services Minister for Housing and Homelands Minister for Renewables and Energy Minister for Treaty and Local Decision Making	Ms Mischa Cartwright Executive Director, Aboriginal Affairs Strategic Partnerships Department of Chief Minister and Cabinet
Queensland	
The Hon Leanne Linard MP Minister for Multicultural Affairs Minister for the Environment and the Great Barrier Reef Minister for Science	Mr Wayne Briscoe Executive Director, Multicultural Affairs Department of Children, Youth Justice and Multicultural Affairs
South Australia	
The Hon Zoe Bettison MP Minister for Tourism Minister for Multicultural Affairs	Ms Justine Kennedy Director, Multicultural Affairs Department of the Premier and Cabinet
Tasmania	
The Hon. Nicholas (Nic) Street MP 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	Ms Sarah Thomson Assistant Director, Community Policy and Engagement Department of Premier and Cabinet
Victoria	
The Hon Colin Brooks MP Minister for Multicultural Affairs Minister for Housing	Ms Rachel Cecilio Director, Multicultural Affairs Policy Department of Families, Fairness and Housing
Western Australia	
The Hon Dr Antonio (Tony) De Paulo Buti MLA Minister for Education Minister for Aboriginal Affairs Minister for Sport and Recreation Minister for Citizenship and Multicultural Interests	Mr James Jegasothy 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 on 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 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 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 and Vice President on the Board of PRONIA and as chair of the Board of Settlement Services International (SSI).

Ms Messimeri's term expires on 30 June 2024.



Dr Adolfo Gentile

Dr Adolfo Gentile was appointed to the NAATI Board on 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 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 has a long-standing relationship with NAATI, including being a former Board Chair.

Dr Gentile's term expires on 30 June 2024.

Nirmal Hansra

Nirmal Hansra was appointed to the NAATI Board on 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 14 years' board and corporate advisory experience.

He is the deputy chair of the Board and chair of the Audit and Risk Committee of Link Wentworth Housing Ltd and chair of the Compliance and Risk Committee of Gleneagles Asset Management Limited. Mr Hansra is chair of the Audit and Risk Committee for the Property and Place Group and independent member of the Audit and Risk Committee of Greater Cities Commission, both at NSW Department of Planning and Environment. He recently retired as director of Children's Tumour Foundation of Australia Ltd and Have A Voice Pty Ltd. and previously held roles as Chair of Campbell Page Limited and non-executive director of Eureka Group Holdings Limited, Kuringai Financial Services Limited and Council on 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, Industrea 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 on 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 public administration, corporate law, intellectual property and corporate governance. She holds a Bachelor of Laws (Honours) and Bachelor of Science (Honours) and has a Graduate Diploma in Applied Corporate Governance from the Governance Institute of Australia.

She is a non-executive director for Imagion Biosystems Ltd and a council member of the Australian Dispute Resolution Advisory Council. She is also 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 on 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 31 July 2023.



Josephine Buontempo

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

Ms Buontempo has, for over 25 years, been in executive, legal, government and social sectors. Her experience in executive leadership and management is coupled with roles as an experienced non-executive and independent director.

She has developed and managed services in the areas of housing, education, training, family, youth and children's services, community law, community development and humanitarian and refugee resettlement.

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.

Her current governance and advisory roles include Deputy Chair of Foundation Housing Ltd in Western Australia, Chair of the Australian Scholarships Foundation Assessment Panel, and Deputy Chair of the Australian Broadcasting Corporation Advisory Council.

Ms Buontempo has postgraduate qualifications in migration law, 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 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 Diversity and Inclusion 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 a 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).

A woman with long dark hair, wearing a black headset, is smiling and looking towards the left. She is wearing a dark sweater with a patterned sleeve. Her hands are visible, typing on a keyboard. The image is partially covered by a teal overlay on the left and a semi-transparent teal rectangle in the center. The number '2' is positioned above the text 'Year in review' in the teal rectangle.

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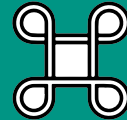
Year in review

Key highlights and statistics

As at 30 June 2023, there were 10,353 NAATI certified practitioners across 179 languages.



Over 100,000 tests delivered since 2018 when the Certification System was implemented, with more than 60,000 of those delivered online since 2020.¹



Implementation began on NAATI’s Continuous Improvement Program. Read more on page 25.



NAATI’s new Strategic Plan 2022-26 approved in October 2022 (read more about the Strategic Pillars on page 11). This is supported by the development of NAATI’s Marketing & Communications Strategy 2023-24 and creation of a new suite of public resources.



Launch of the first digital translator stamp and ID card for practitioners. Read more on page 24.



NAATI launched a new credential: Recognised Practising Translator in written English to Auslan. This makes NAATI one of the first organisations in the world to offer a credential in signed language translation. Read more on page 24.



Launch of a practitioner logo and examiner badge to support awareness raising and consistent external communications. Read more on page 23.



The Essential Eight security standards from the Australian Cyber Security Centre were fully embedded at NAATI this year, ensuring the company is demonstrating best practice in IT security.

¹ This includes testing for translators and interpreters, and NAATI’s non-professional tests (Credentialed Community Language and Community Language Aide tests).

As at 30 June 2023, there were:

- **10,353** certified practitioners holding **14,904** credentials across **179** languages, including **29** Indigenous languages.
- **35** institutions in our Endorsed Qualification program, including five in New Zealand, offering a total of **89** qualifications.

Current credentials held by practitioners

Credential types	Number at 30 June 2023
Certified Conference Interpreter	80
Certified Specialist Legal Interpreter	5
Certified Specialist Health Interpreter	5
Certified Interpreter	2,441
Certified Provisional Interpreter	4,148
Recognised Practising Interpreter	1,066
Certified Advanced Translator	70
Certified Translator	6,714
Recognised Practising Translator	375
TOTAL	14,904



Top ten languages credentials are held in

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







Certification of translators and interpreters

This year, NAATI continued to refine and develop its Certification System. NAATI now offers 65 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 23 languages, and Certified Translator tests are now available in 37 languages. Certified Specialist Interpreter tests (in the health and legal domains) are available in six languages, while Certified Conference Interpreter is available in seven languages.

The majority of tests run by NAATI are now delivered online due to significant investments into the testing platform and its proctoring (online test invigilation) system. This enables test candidates from regional and remote Australia, as well as overseas, to have greater access to NAATI testing without needing to travel to an Australian capital city. In the last year, tests were delivered to candidates in 89 countries. Televic is a key partner in NAATI’s online testing capability and was a finalist in the International E-Assessment Awards 2023 due to their large-scale project transforming NAATI’s testing environment.

NAATI continued working with the New Zealand Ministry of Business, Innovation and Employment on the transition to NAATI certification for interpreters working with the New Zealand Government. A total of 616 certification applications have been received from New Zealand interpreters, with over 1,600 expressions of interest for support under the program and 64 credentials issued to 30 June 2023.

As part of the Continuous Improvement Program (more on page 25), the Certified Interpreter test was simplified by removing the dialogue tasks from the test. This has streamlined the interpreting tests by only testing dialogue interpreting at the Certified Provisional Interpreter (CPI) level, and requiring all Certified Interpreter (CI) test candidates to also pass the CPI test. The CI test can now be delivered completely online due to the nature of the tasks, enabling NAATI to increase the number of languages available for testing and the testing frequency.

Certified Interpreter credential	
<div><div></div><div>CPI Test Certified Provisional Interpreter</div></div> <div>Face to face or online</div> <div>Non-complex, non-specialised</div> <div>3 tasks</div> <div><div></div><div>3 x Live Consecutive Dialogues LOTE into English (10-12 minutes each)</div></div> <div>On successful completion of the CPI test: Congratulations! You will now have a CPI Credential*</div>	<div><div></div><div>CI Test Certified Interpreter</div></div> <div>Online only</div> <div>Complex, non-specialised</div> <div>6 tasks</div> <div><div></div><div>2 x Sight Translation Tasks One in each direction (about 200 words)</div></div> <div><div></div><div>2 x Simultaneous Recorded Monologues One in each direction (about 300 words)</div></div> <div><div></div><div>2 x Consecutive Recorded Monologues One in each direction (about 300 words)</div></div> <div>On successful completion of both the CPI Test and the CI Test: Congratulations! You will now have a CI Credential**</div>

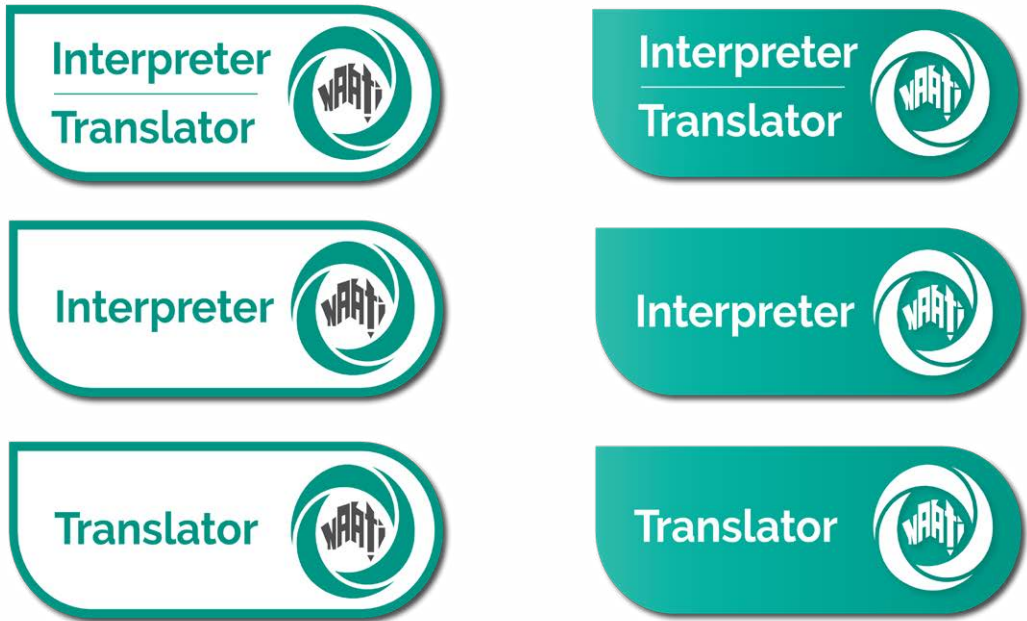
The relationship between the Certified Provisional Interpreter and Certified Interpreter tests.

NAATI’s learning management system, NAATI Learn, continued to be developed with more practice materials available in more languages. 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.

NAATI launched paid assessed practice tests for Certified Translator (and Credentialed Community Language) test candidates this year. This enables candidates to take the test in the same conditions that they will experience during their upcoming test and receive genuine feedback from NAATI examiners to assist them in determining their readiness for the actual test.

New resources and tools for practitioners

This year saw significant improvements to the experience of NAATI’s valued certified translators and interpreters. In late 2022, NAATI launched the first practitioner logo in response to ongoing queries about the use of the NAATI logo for personal use. The practitioner logo enables people who hold a certification to promote their status as a translator, interpreter or both in a consistent way on their website, social media, professional page or signature block.



NAATI practitioner logo options in two designs.

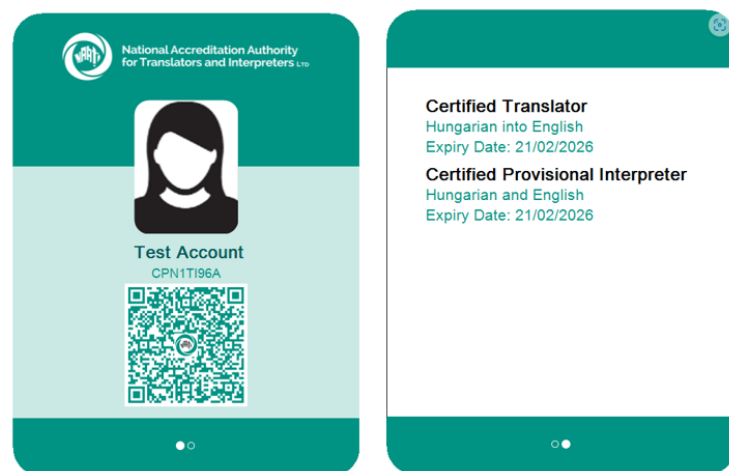
In March 2023, NAATI launched the first digital translator stamp and digital ID card for practitioners. These are available to anyone holding a NAATI certification or recognition if they have multi-factor authentication enabled on their myNAATI account. Practitioners can now choose to use either a physical translator stamp or ID card, or the digital option which provides additional security for practitioners and their clients.

The QR code on each downloaded digital translator stamp is unique, and NAATI can disable individual stamps in the case of fraud or misuse without impacting all other work the translator has done.



Digital translator stamp.

Digital ID cards are available to all NAATI-certified practitioners who have current credentials and differ from physical cards in the inclusion of a scannable QR code with the second screen displaying existing credentials. Scanning the QR code will show the details of current or expired credentials held by that person and will clearly state if the digital ID card is valid.



Digital ID card.

Launch of first signed language translation credential

In March 2023, NAATI launched one of the world's first signed language translation credentials: Recognised Practising Translator (Written English into Auslan).

Auslan translation consists of translating complex English source documents or videos into Auslan and is typically conducted by deaf practitioners. This is in line with industry trends and culturally accepted practices. As a result, only deaf people are eligible to apply for this credential. It is important to note that Auslan translation is different from sight translation (which is tested in NAATI's Certified Interpreter test) as it deals with complex written source texts.

As at 30 June 2023, four practitioners held this new credential.

Targeted support to humanitarian entrants continues

It is always a challenge for NAATI to facilitate interpreter testing for newly arrived migrant communities, especially 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, this can be difficult for humanitarian entrants to achieve, particularly those who may arrive with few material possessions or little access to finances.

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 last financial year to begin delivering targeted support to refugees from Afghanistan and Ukraine respectively. These pilot projects aimed to support refugees to become recognised or certified interpreters and credentialed bilingual workers (also known as community language aides) through targeted training and testing opportunities.

By 30 June 2023, over 30 Afghan and Ukrainian interpreters and community language aides have received credentials through this program.

Continuous Improvement Program

NAATI commenced the implementation of its Continuous Improvement Program in August 2022. The Program is the result of a thorough review exercise started in 2021 and which led to a series of 20 recommendations around six key areas: examiner training & performance, test reliability, test delivery & technology, task design, assessment rubrics and test prerequisites. The recommendations can be viewed on the website. (bit.ly/NAATI-CIP)

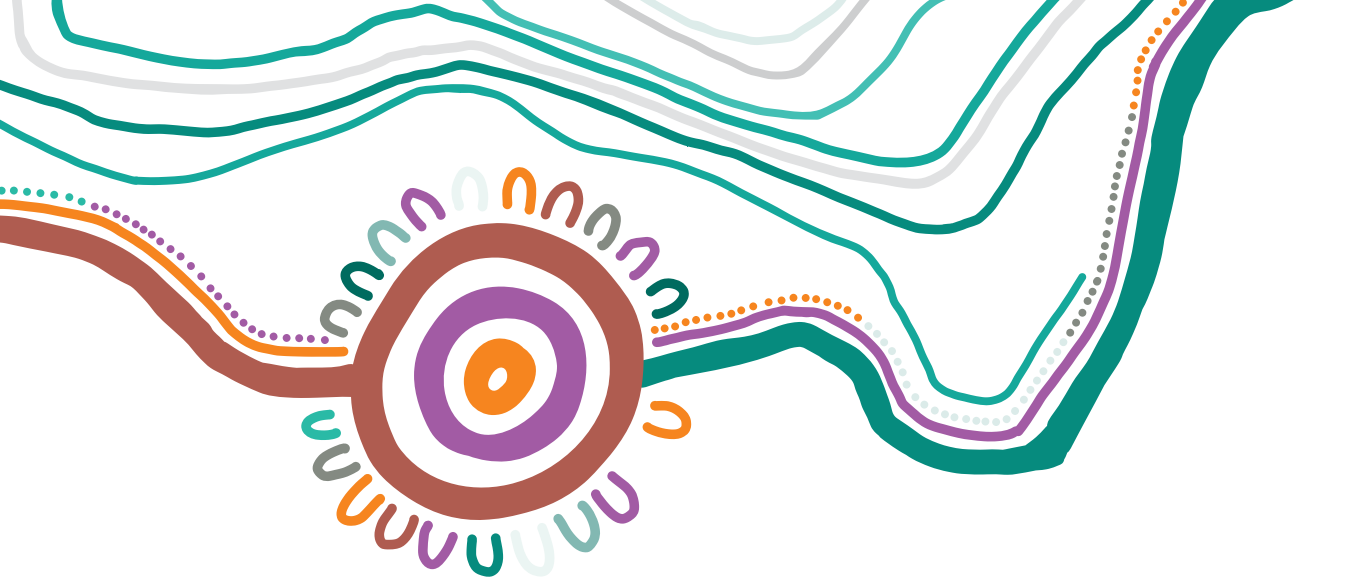
At 30 June 2023, NAATI had implemented eight of the 20 recommendations with the primary focus being on the test delivery & technology and task design areas. This translated into the streamlining of the interpreting testing pathway and the introduction of more technological features in the interpreting and translation streams. These improvements support more alignment between the candidates' testing experience and the day-to-day professional reality of translators and interpreters within the constraints of a testing environment. These include access to online resources, mark-up and spell-check functionalities, and some small improvements on specific task features.

NAATI values its examiners and their expertise and launched an Examiner badge to recognise its examiners' status as part of the program. Examiners are provided with an Examiner badge once they are onboarded and for the duration of their engagement with NAATI. This is an acknowledgement of their skills and training to set and mark tests as per NAATI's standards.

After a successful year of implementation, NAATI is committed to deliver another eight recommendations by June 2024.



Example of a NAATI Examiner badge.



NAATI's 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 people are the first people and custodians of the country that all Australians now call home.

In recognition of this, NAATI continued implementation of its first Reflect Reconciliation Action Plan (RAP), guided by the internal RAP Working Group. The RAP program provides a framework for organisations to support the national reconciliation movement, which became increasingly visible throughout the year as Australia moved towards holding its Referendum on establishing an Indigenous Voice to Parliament in late 2023.

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.



Some of the Canberra team with Tyronne Bell from Thunderstone Aboriginal Cultural Services Pty Ltd following Acknowledgement of Country training in Ngunnawal Language.

This year, NAATI continued to embed the actions of the RAP and find new ways of engaging staff. Guidance for staff on delivering an Acknowledgment of Country or organising a Welcome to Country was developed and published, supported by optional training on delivering an Acknowledgment of Country. Staff in the Canberra office were invited to attend Acknowledgement of Country training in Ngunnawal Language.

Cultural training was included in the NAATI Online Induction Program as a requirement for all existing and new staff to complete. Managers who were involved in the delivery of outcomes under the RAP were encouraged to share their experience with staff via video-recorded interviews. Staff engagement in important cultural events, such as National Reconciliation Week and NAIDOC Week, was encouraged across the company, with staff attending external events and coordinating internally driven events where possible.

The Reflect RAP can be found on the NAATI website under About Us. (bit.ly/about-NAATI)



NAATI's sponsored banner as part of the Perth Reconciliation Week Street Banner Program, 2023.



Case Study: Observations from a Certified Specialist Legal Interpreter



Junjing Song arrived in Australia from Henan, China in 2010. She completed a Master in Translation and Interpreting Studies at RMIT University, and is currently based in Port Hedland, WA. Junjing holds several NAATI credentials: Certified Translator (Chinese and English, both directions), Certified Interpreter (Mandarin and English), and Certified Specialist Legal Interpreter (Mandarin and English).

I love the work I do. It gives me a sense of gratitude for what I have in my life and has also blessed me with lifelong friends. By following our code of ethics and continuously working on developing and improving we need not worry about the impact of future technologies. Best of all we give a voice to those who cannot express themselves as succinctly as they could in their native languages.

Colleagues become lasting friends:

I've been a practicing interpreter and translator since 2013 and have been fortunate to make a few long-term friends. As interpreters we perform a critical role in delivering good outcomes to those we represent. As such I believe we have a responsibility to continuously improve through practice and expand our knowledge base. It's for this reason I decided to work towards getting the NAATI legal specialisation: it pushed me to find new ways to practice and expand my skillset. I've found that most of my learning came from observing colleague's work and as a result have made a few lasting friends in the process.

The Interpreters Code of Ethics (ICE):

I teach interpreting at colleges in Melbourne and Perth, I enjoy it because I get to work with new interpreters and influence how they see our profession. It also gives me the opportunity to emphasise our code of ethics.

It's been said that the best way for us to gain a deeper understanding on a subject is to teach it to others. I'm grateful to teach as it has given me a deeper understanding and appreciation for our code of ethics. I believe that when faced with uncertainty or tough decisions, using it to guide us rarely results in wrong choices.

The future of interpreting:

The dominant opinion amongst those in our profession is that we may be replaced by emerging technologies (ChatGPT comes to mind). Personally, I believe that technology has created the need for us to evolve and feel NAATI's specialist certification to be a step in that direction. We've been given the opportunity to set a new standard our clients will demand, one that machine learning cannot match at present and may not match for some time.

Consider region-specific idioms. We may not translate them word-for-word but instead convey their message and meaning making us a conduit for effective communication. We are also constantly adapting when we translate, and responding to changes brought about by technology is an extension of this. By focusing on improving ourselves through specialisation we remain relevant and set a standard demanded by the industry.

Aboriginal and Torres Strait Islander language interpreting

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 the Australian government and Indigenous organisations to increase the number of certified Aboriginal and Torres Strait Islander language interpreters. This is achieved through:

- building awareness of NAATI certification amongst interpreters and bilingual staff who are doing interpreting work
- preparing aspiring interpreters for prerequisite and certification tests
- certifying interpreters and supporting them to maintain their skills and recertify, and
- advocating for the Indigenous interpreting industry.

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 project receives funding from the Australian Government through the National Indigenous Australians Agency (NIAA) with the commitment to extend the funding arrangement for a further three years until June 2026.



Lauren Campbell and Eddie Sailor (NAATI staff) with CPI Yumplatok workshop attendees, Cairns, August 2022.

Project impact this year

With the International Decade of Indigenous Languages (2022-2032) getting underway, this year has been important for NAATI to advocate for the inclusion of interpreting in policies to support Aboriginal and Torres Strait Islander languages on a national scale. The team has collaborated with stakeholders on many fronts to maintain connections with interpreters on the certification pathway as well as experienced and established interpreters and supporting organisations and those advocating for the profession.

NAATI has continued to deliver an accessible pathway for Aboriginal and Torres Strait Islander language interpreters to achieve NAATI certification – providing regular live online prerequisite courses and test preparation followed by Certified Provisional Interpreter (CPI) testing opportunities. This year saw the delivery of the first full CPI testing workshop online. Training materials for the accredited Interpreting Skill Set Course tailored to Aboriginal and Torres Strait Islander interpreters have been developed in collaboration with TAFE SA. NAATI plans to promote these in the coming years to increase access to accredited training opportunities.



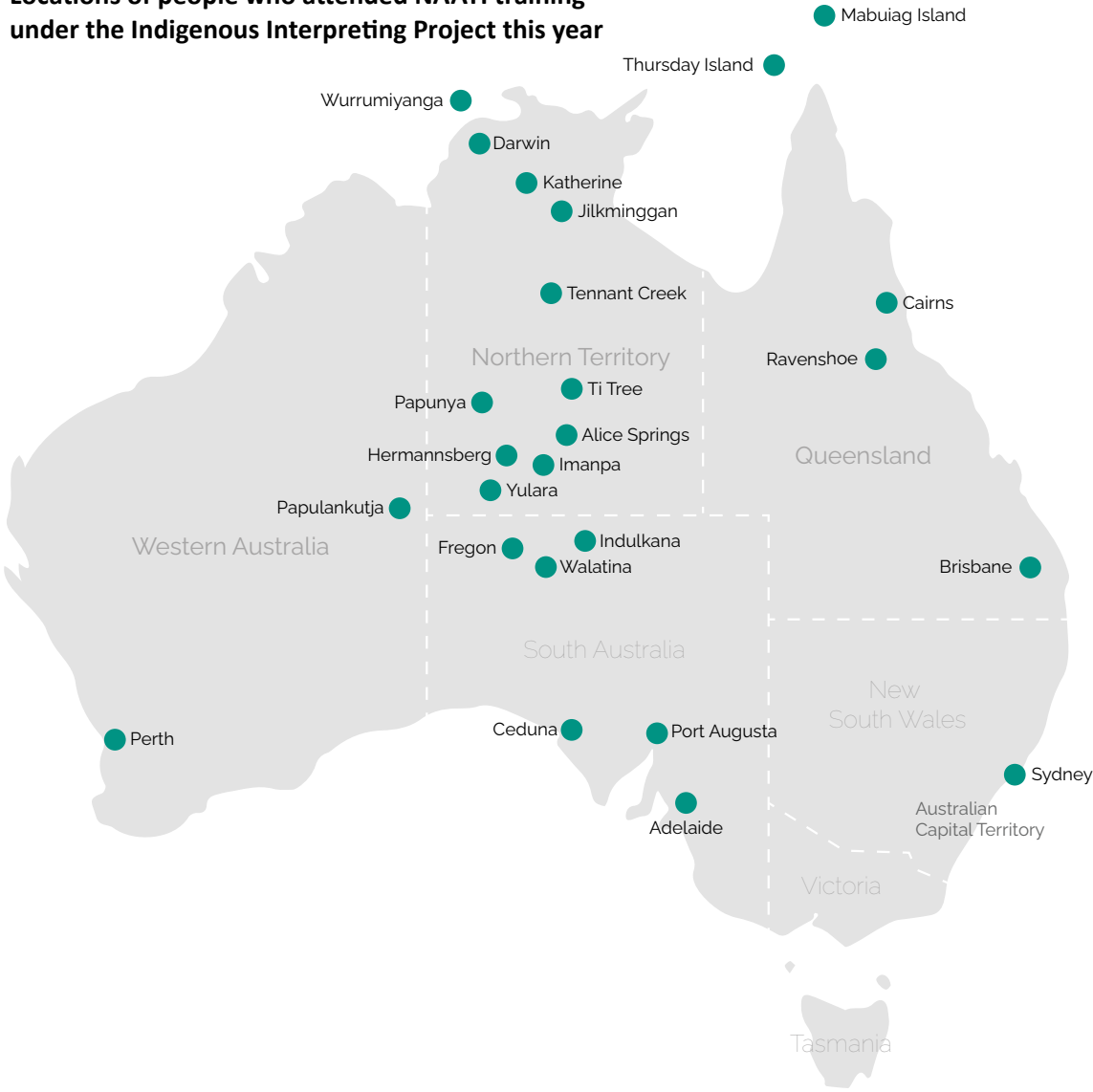
Professional development webinar on ‘Heart Stories’, presented by Royal Darwin Hospital interpreters in December 2022.

This year, 44 interpreters attended prerequisite and preparation training, resulting in the delivery of:

- 17 Ethical Competency tests
- 18 Intercultural Competency tests
- 12 CPI tests in four languages – Yumplatok, Western Arrarnta, Anmatyerr and Yolngu Matha (Djambarrpuyng and Dhuwaya).

CPI testing was conducted at face-to-face workshops in Cairns (Queensland) and Alice Springs (Northern Territory), and one workshop was held entirely online with candidates and role-players based in Darwin (Northern Territory).

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 Kala Lagaw Ya) | • Ngaanyatjarra |
| • Anindilyakwa | • Kimberley Kriol | • Nyangumarta |
| • Anmatyerr | • Kriol | • Pintupi-Luritja |
| • Burarra | • Kukatja | • Pitjantjatjara |
| • Central-Eastern Arrernte | • Kunwinjku | • Walmajarri |
| • Dhuwaya | • Luritja | • Wangkatha |
| • Djambarrpuyngu | • Martu Wangka | • Warlpiri |
| • Fitzroy Valley Kriol | • Miriwoong | • Warumungu |
| • Gurindji Kriol | • Modern Tiwi | • Western Arrarnta |
| | • Murrinh-Patha | • Yankunytjatjara |
| | | • Yumplatok |

NAATI delivered more than 800 hours of training to 80 people: candidates, recertifying interpreters, role-players, and examiners, who video-called or travelled in from 24 different locations around Australia.



Lauren Campbell and Lavinia Heffernan (NAATI staff) with CPI Anmatyerr and Western Arrarnta workshop attendees, Alice Springs, February 2023.

This year, 15 Indigenous NAATI-certified interpreters were involved in mentoring, test preparation, test delivery and examining. They were also involved in the development of CPI practice materials in an additional six Indigenous languages which are now available on our learning platform, NAATI Learn. This involvement contributes towards practitioners' recertification and provides valued opportunities to build a sense of professional solidarity.

Professional solidarity and valuing the opportunities that bring interpreters together to support each other has been a strong current this year. At the AUSIT National Conference in November 2022, Lavinia Heffernan presented on behalf of NAATI on 'Building each other up: The added value of NAATI business for Aboriginal and Torres Strait Islander interpreters.' The professional development webinars delivered this year have again reinforced this, bringing together a diverse group of practitioners who do not have regular opportunities to connect with their peers. A collaboration with Professor Ludmilla Stern from UNSW on court interpreting and the *Recommended National Standards for Working with Interpreters in Australian Courts and Tribunals* was well attended in October 2022. The interpreting team at Royal Darwin Hospital drove the agenda in December 2022, presenting a professional development session on interpreting 'Heart Stories.'

Torres Strait Islander interpreters are often very spread out geographically, so also valued the opportunity to gather in a multi-modal networking roundtable in August 2022, on the back of a CPI testing workshop. These activities contributed to the professional development logs of 27 interpreters working towards their recertification, with 16 interpreters successfully recertifying this year.

Looking to the future

The current national push to value Aboriginal and Torres Strait Islander languages through policy mechanisms is urgent and very welcome. This year, NAATI has paid close attention to this and has sought to add support to the inclusion of the interpreting industry in these considerations, for its integral role in ensuring effective communication, better outcomes for Indigenous Australians, and as a valued profession and employment option for Language speakers. We are hopeful that the First Nations Languages Policy Partnership, formed to establish a national approach and drive progress on Closing the Gap Target 16 – 'Cultures and languages are strong, supported and flourishing' and the work around developing Indigenous Languages priorities will recognise the vital role Aboriginal and Torres Strait Islander interpreters play.

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 migrants who are certified translators or interpreters to apply for specific skilled migration visas.

Of the people who gained a certification credential, 69 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 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

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.

From this year, NAATI began offering candidates the opportunity to sit a CCL test in person at a testing venue in either Karachi, Pakistan or Abu Dhabi, United Arab Emirates. This was in recognition of the high demand for testing in these countries, as well as internet speeds often required to sit the test which is sometimes not available to test candidates.

The validity of CCL credentials was amended from three to five years from August 2022 to align it with the Community Language Aide test, NAATI's other non-professional test (i.e. tests not delivered under the Certification System for translators or interpreters).

During the year, there were 18,902 CCL tests delivered across 49 languages, including nine languages that are not tested under the Certification System.

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 has been delivered in 58 languages, including languages that are not tested under the Certification System such as Kirundi, Malayalam and Ilocano.

NAATI's online CLA Knowledge Competency Course, housed on NAATI Learn, is free for anyone to access. It is 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. CLA testing is recommended for organisations under one of the indicators in Multicultural Australia's Culturability Accreditation Standards.

In addition to the standard CLA test, NAATI can create and deliver customised CLA tests as well as other unique language testing for businesses and government departments as required in partnership with our extensive network of examiners and language professionals.



A photograph of a woman and a man sitting in a library, engaged in a conversation. The woman, on the left, has short dark hair, wears glasses, and a black top. The man, on the right, has short dark hair and wears a dark blue t-shirt. They are both smiling and looking at each other. The background is filled with tall wooden bookshelves packed with books. A large teal graphic with curved lines is on the left side of the image, and a semi-transparent teal rectangle is overlaid on the bottom right, containing the text.

3

Supporting the profession

NAATI reinforces its commitment to the ongoing development of the translating and interpreting sector through supporting specific projects and through direct engagement at relevant forums and conferences.

Investment in the profession

Since 2018, NAATI has provided financial and in-kind support to projects being delivered by partners which address issues faced by the industry. NAATI has a particular interest in ensuring the Certification System remains high quality and fit-for-purpose, as well as capability, capacity building and innovation across the profession.

Several projects supported by NAATI were completed this year.

- **Newcastle Women's Domestic Violence Court Advocacy Service:** Completed its project in late 2022 to develop recordings of interpreted audio/video court resources to inform women about court hearing procedures.
- **ASLIA:** Completed its interpreter awareness training project in 2023. This project developed training sessions to educate the public and users of interpreting services on working with Auslan interpreters.
- **The Office of Multicultural Interests in Western Australia, in partnership with NAATI and AUSIT:** Completed its project in early 2023 to increase the pool of credentialed interpreters in WA. This involved providing scholarships for training, a free NAATI credential application, free AUSIT membership and professional development opportunities.

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.

- **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.
- **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 NT 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.
- **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:

- Completion ceremony of UNSW Introduction to Interpreting Scholarship students, July 2022
- Babel International College 10th Anniversary, August 2022
- Perth SkillsWest Careers & Employment Expo, August 2022
- Roundtable on Interpreting in Mental Health, August 2022
- Women Leading Positive Change (side-event to the Australian Government's Jobs & Skills Summit), September 2022
- Polaron Language Services' event "From Planning to Practice: Amplifying Community Voices", October 2022
- Ethnolink's CULTURELINK events on multicultural communications, November 2022 and February 2023
- NSW Premier's Harmony Dinner, February 2023
- National Multicultural Festival, February 2023
- Canberra Festival of Languages, June 2023
- Multicultural NSW careers fair, June 2023.

NAATI is proud to have sponsored and attended the following events:

- NZSTI Conference, July 2022
- Western Australian Association of the Deaf (WAAD) "Auslan – Now and Then – 2022", September 2022
- CultureVerse "Multicultural is Mainstream", November 2022
- AUSIT National Conference, November 2022
- ASLIA Pioneer Interpreters event, February 2023
- Polaron Language Services' VicForum, March 2023
- International Symposium on Bilingualism, June 2023.



Associate Professor Uldis Ozolins (Western Sydney University), Professor Ludmilla Stern (University of NSW), Ismail Akinci and Lourdes Hordyk (All Graduates), Lee Yacoumis (NAATI), Professor Sandra Hale (University of NSW) and Michael Nemarich (NAATI) at the NSW Premier's Harmony Dinner, February 2023.



One of the webinars as part of Multicultural Queensland Month 2022.

NAATI's CEO, Mark Painting, and Regional Operations Manager (NSW), Gary Harkins, were pleased to attend the completion ceremony for scholarship recipients who graduated from the UNSW Introduction to Interpreting Course. This scholarship was a joint initiative between UNSW, NAATI and Multicultural NSW to support new interpreters to enter the profession.



Celebrating the completion of scholarship recipients in the UNSW Introduction to Interpreting Course. From left to right: Breda Diamond (Multicultural NSW), Professor Timothy O'Leary (UNSW), Rema Nazha (Multicultural NSW), Silvia Martinez (UNSW), Professor Sandra Hale (UNSW), Mark Painting (NAATI CEO), Professor Ludmila Stern (UNSW), Dr Carly Copolov (Multicultural NSW), Gary Harkins (NAATI Regional Operations Manager, NSW).

NAATI continued supporting the Interpreter Training Boost Program in Queensland, a collaboration between the Queensland Government, TAFE SA and 2M Language Services, through the delivery of test preparation workshops. This program aims to support 120 aspiring interpreters through a subsidised interpreter training program.



NAATI staff and participants at the Interpreter Training Boost Program test preparation workshop, September 2022.



NAATI staff at the AUSIT National Conference 2022. From left to right: Liza Armstrong, Jim Duncan, Mark Painting, Trang Do, Lee Yacoumis, Aurélie Sheehan.



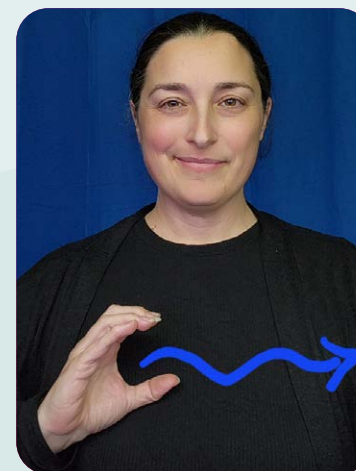
NAATI's Perth team at the WAAD "Auslan – Now and Then" exhibition, September 2022. From left to right: Trish Townsend (Auslan Interpreter), Dylan Moraday, Frederique Chotard, Kym McDowell, Robyn Tsapazi (Auslan Interpreter).

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 Diversity and Inclusion. NAATI remains a member of the International Federation of Translators (FIT), Critical Link, Conférence Internationale Permanente D'instituts Universitaires de Traducteurs et Interprètes (CIUTI) and the Victorian Government's Language Services Quality Committee, as well as being represented on the AUSIT Ethics Committee.

This year, NAATI contributed to or delivered the following webinars and articles:

- Article in FIT Translatio magazine, July 2022
- Three-part NAATI webinar series as part of Multicultural Queensland Month, August 2022
- Polaron webinar series: "A Day in the Life of...", November 2022-February 2023
- All Graduates Ask NAATI podcasts, December 2022 & April 2023
- Article in AUSIT's In Touch magazine about digital stamp and ID card, April 2023
- 2M Language Services webinar on "Speaking up for Health Equity", May 2023.

Case Study: Auslan interpreting in Western Australia



Christy Filipich is a practising Certified Interpreter in Auslan and English in Walyalup (Fremantle), WA with over 20 years' experience in the field. She holds a Postgraduate Diploma in Auslan-English Interpreting, and a Master of Translation and Interpreting Studies. Christy also holds a Cert IV in Training and Assessing and has been an interpreter trainer for many years. She has a passion for supporting interpreting practitioners and the industry to ensure the Deaf community has access.

Auslan version: <https://naati.au/christy-filipich-auslan>

I discovered Auslan and the Deaf community via an unconventional route – as a student at TAFE studying Japanese. I needed something to do in between Japanese classes, and the Auslan class right next door looked like fun! Little was I to know that it would change the

course of my life and pave the way for a lifelong commitment to the Deaf community and interpreting industry.

Throughout my journey, I have witnessed firsthand the transformative power of interpreting access. Without access to qualified and certified interpreters, many members of the Deaf community can face barriers to the wider community, limiting access to education, employment, healthcare and social interactions. As an interpreter, I acknowledge the immense privilege, responsibility and accountability I hold in bridging this gap and empowering the Deaf community. This privilege is not one to be taken lightly.

One crucial aspect of this journey has been continuous learning and professional development. Over the last 20 years, I have completed a Diploma of Interpreting, a Graduate Diploma in Auslan-English interpreting, and a Master of Translation and Interpreting Studies through Macquarie University, as well as other interpreting short courses through Monash University. Colleagues who have seen my office will confirm an extensive professional library filled with texts related to the Deaf community and the translation & interpreting industry. The 'Christy library' lends books to colleagues both locally and even to colleagues on the other side of the country!

But it's not just learning directly in the field of interpreting that's important. As interpreters, we work in many different settings and situations and having a wide general knowledge is vital to ensure adaptability and flexibility for any scenario we may find ourselves in. An enquiring mind, pleasure in learning new things, and being an avid reader has been a true asset and allowed me to feel comfortable interpreting anywhere from kindergarten classrooms to forensic science lectures on blood spatter patterns or Shakespearean theatre to beekeeping and bicycle maintenance classes. As interpreters we must commit ourselves to ongoing growth to meet the evolving needs of our community.

Mentorship play a vital role in shaping the next generation of interpreters, ensuring they are equipped to work with the Deaf community with dedication and professionalism. I've been fortunate enough to be mentored by fabulous and inspiring leaders in the Deaf community and interpreting industry. By contributing to the Australian Sign Language Interpreters Association (ASLIA) as the current ASLIA President in WA I hope to reciprocate the mentoring I received and give back to the community, creating a positive impact on the industry.

As interpreters, we must continue to work with the Deaf community, to support each other and work together to create a world where communication barriers are dismantled and everyone has equal access to opportunities and information. By empowering the Deaf community with access to their linguistic human rights, we strengthen the fabric of our society and build a more inclusive and compassionate world.

Above: Photo of Christy Filipich showing her Auslan sign name.

A photograph of a man and a woman sitting in a library, laughing heartily. The man is on the left, wearing a yellow and black patterned shirt. The woman is on the right, wearing a black hijab and a black jacket. They are both looking towards the right. In the background, there are wooden bookshelves filled with books. A large teal graphic with curved lines is on the left side of the image.

4

Our people

Over the past financial year, changes to the way we work driven by operational enhancements and systems changes, have impacted how our staff deliver testing. A focus on the digital and online environments has meant some re-alignment of roles, with an enhanced focus on enabling our teams to deliver testing in a confident, timely and candidate focussed manner.

Staff turnover has been low (6%) which has allowed NAATI to tap into the experience and knowledge of its staff to deliver on change initiatives and business as usual activity. Communication across NAATI nationally is supported by a dynamic and engaging intranet platform. This allows staff to share business, industry and personal development stories and experiences that contribute to professional growth and development.

Of note for the Human Resources team in this financial year is the in-house development and launch of a comprehensive online induction program which covers the NAATI Code of Conduct, core diversity and inclusion training, legal compliance and risk modules, performance and development information and a thorough work health and safety module. This online training is undertaken by all new staff with existing staff undertaking a refresher every two years.

The NAATI team was very proud of Finance Manager, Ashwini Shankar, for winning Financial Controller of the Year (SME) at the inaugural Australian CFO Awards in December 2022. This reflected her enormous contributions to NAATI, including the transformation of the company's finance function in recent years.



Ashwini Shankar with her award for Financial Controller of the Year (SME)

NAATI operates across Australia with staff located in Canberra, Brisbane, Sydney, Melbourne, Adelaide, Hobart, and Perth. As of 30 June 2023, NAATI employed 878 people in full-time, part-time and casual roles which includes test invigilators and role-players who support the delivery of testing.

Employment type	Total	Female	Male
Full-time	44	31	13
Part-time	22	19	3
Casual	812	567	245

Staff-led committees and working groups

Reconciliation Action Plan (RAP) Working Group

NAATI continued to work on action items under our Reflect RAP over the year. We partnered with various organisations to deliver appropriate cultural training, offered education and resources via our intranet to staff and also attended a number of events to acknowledge National Reconciliation Week and NAIDOC Week. Our local offices are currently sourcing meaningful and appropriate artwork from local First Nations artists that capture a story of the land on which we work. Read more about the key achievements under the RAP on pages 26-27.

Staff Consultative Committee

The NAATI Staff Consultative Committee (SCC) welcomed a new committee chair and new members and continued to provide a vital consultation link between staff and management on workplace issues. This year, the committee has supported and provided input into the results of the 2023 NAATI all staff engagement survey, provided feedback on the online induction modules prior to launch, and undertook a review of committee governance through a review of the committee's terms of reference.

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.

The committee continued to work with senior leaders within NAATI to ensure practical application of various changes to legislation and codes of practice. Members were also asked to review content of the new WHS modules for the NAATI online induction program, undertake local WHS site reviews, review incident and hazard reports to ensure risk mitigation strategies were in place, and undertake relevant training to ensure as committee members, they are across changes to legislation and practice in their states and nationally.

Staff engagement: Voice Project Staff Survey 2023

In February 2023, NAATI ran its second full Voice Project Staff Survey. The first was undertaken in February 2021, and a Pulse Survey in February 2022. This survey was sent out to all full-time and part-time staff with a very pleasing 91% response rate. Given the changes over the past two years driven by external factors such as COVID-19 and the flow on implications for how NAATI delivered its testing, it was important to gather more feedback from staff. This ensured staff views were heard regarding how they undertake their roles and also aimed to ensure staff wellness and engagement.

This is the third survey and second full survey that NAATI has undertaken with the Voice Project. It is proposed that full surveys are conducted every two years with the next being planned for February 2025.

The snapshot results from the February 2023 survey are:

Category	Percentage of staff who agree or strongly agree	Industry comparison
Engagement	87%	9% higher than industry average
Progress	90%	19% higher than industry average
Wellbeing	88%	17% higher than industry average

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

NAATI was again extremely proud to be recognised through the Voice Project as a winner of their Best Workplace Award for 2023. This award recognises workplaces that have achieved exceptional levels of employee engagement and satisfaction through effective management practices, communication, provision of resources, and support for learning and development.

NAATI Learn, learning and development

A major milestone in this financial year was the rollout of the NAATI online induction program via the Learning Management System – NAATI Learn.

The program, tailored specifically for NAATI staff, was developed in-house and aims to give new starters a comprehensive overview of policy, guidelines and compliance requirements as a new staff member. It is also an opportunity to hear from the CEO and other staff members across the country in a NAATI welcome module. Existing staff will be asked to refresh on the modules every two years.

Other learning and development initiatives have included:

- Partnering with a new ICT training provider to deliver training for staff in the Microsoft suite of products.
- Continued partnerships with the Australian Institute of Management to deliver a variety of courses to individuals including financial management, strategy on a page, marketing, training and assessment, and new leader courses.
- Attendance at professional conferences and workshops for various staff.
- Cultural awareness training.
- Supporting staff to complete relevant vocational and tertiary level study.

Employee wellbeing

NAATI’s Employee Assistance Program (EAP) provider, Benestar, continued to support the overall wellness of our team nationally. This service allows staff 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.

Through Benestar, NAATI has been able to offer a mix of short courses and webinars in the financial year to manage personal and professional challenges and milestones including:

- Family and domestic violence workshop
- Financial wellbeing
- Balancing your life
- Setting Professional Boundaries
- Unconscious Bias, Diversity and Inclusion

NAATI also offered staff access to a flu vaccination program via Benestar which included an on-site clinic or the choice of vouchers to redeem at a local pharmacy.

NAATI has continued its partnership with the ACT Healthier Work program and was proud to gain Platinum+ status. The Healthier Work program encourages workplaces to engage staff in a variety of healthy initiatives that support good physical and psychological health. As a national organisation NAATI has launched and embedded a number of initiatives throughout our teams across the country supported by national and local providers.



Manager, Certification Policy & Development, Aurélie Sheehan and Strategic Engagement Manager, Lee Yacoumis, accepting the ACT Healthier Work Program Platinum+ award, October 2022.

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. NAATI currently works with more than 500 examiners across all its test types.

NAATI launched two e-learning modules on NAATI Learn aimed at enabling ongoing training and engagement of examiners. As part of the Continuous Improvement Program, the policy around the public status of Examiners was revised to allow examiners to publicly disclose their examiner status if they choose to. Read more about this on page 25.

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.

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
- Deanne Lightfoot
- Dr Douglas Marmion PSM
- Georgina Nou

Regional Advisory Committees

NAATI convenes Regional Advisory Committee meetings 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

for the year ended
30 June 2023

The following financial summary is based on audited financial statements for 2022-23 and comparatives for 2021-22.

Operating result

NAATI ended the year with a surplus of \$1.7M compared to a deficit of \$566K in 2021-22. This has resulted in a surplus of 9% in 2022-23 compared to a deficit of 4% in 2021-22.

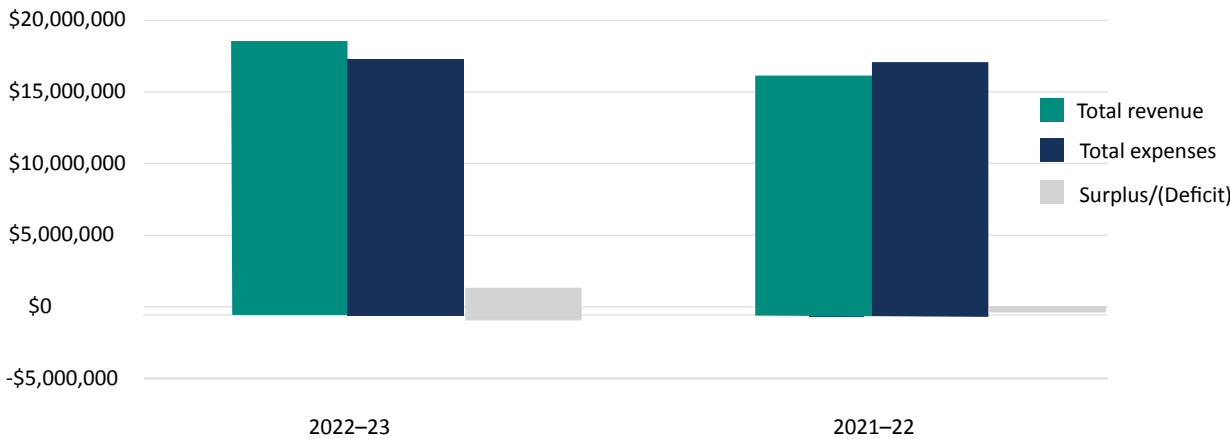


Figure 1: Comparison of 2022-23 performance with the previous year

The operating result for 2022-23 is more than the previous year due to increased testing revenue. In total, 21,427 tests were delivered in 2022-23 compared to 18,015 in 2021-22.

Revenue

NAATI ended the year with a revenue of \$18.9M, the composition of which is as follows:

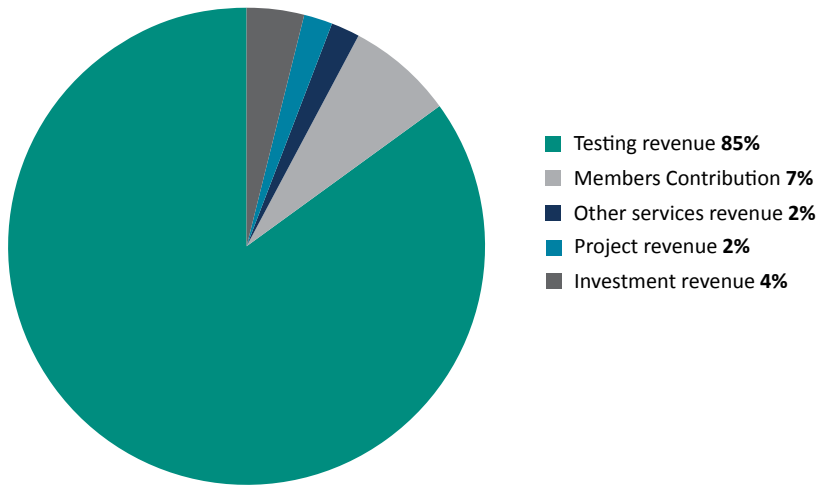


Figure 2: Composition of revenue for the year ended 30 June 2023

Comparison of 2022-23 revenue with the previous year:

The revenue for 2022-23 is \$18.9M compared to \$15.7M in the previous year. The increase in revenue was due to increased demand for testing services and increase in investment income due to better market conditions.

Expenditure

During 2022-23, NAATI incurred \$17.2M in expenditure. The composition of the expenditure is as follows:

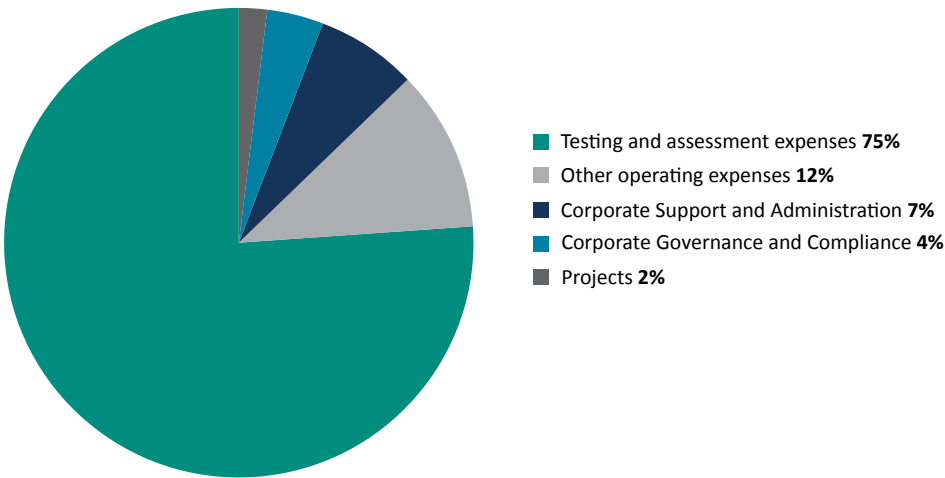


Figure 3: Composition of expenditure for the year ended 30 June 2023

Comparison of 2022–23 expenditure with the previous year:

The expenditure for 2022-23 is \$17.2M compared to \$16.3M in 2021-22. The main reasons for the increase are as follows:

- Increase in testing expense in-line with increase in number of tests delivered.
- Comparative increase in travel expenditure as travel was limited in 2021-22.
- Increase in employment expenditure due to increase in salary in accordance with the Enterprise Agreement, increase in superannuation guarantee rate and payroll tax levy.

Assets

NAATI has \$29M in assets as at 30 June 2023. The composition of assets are as follows:

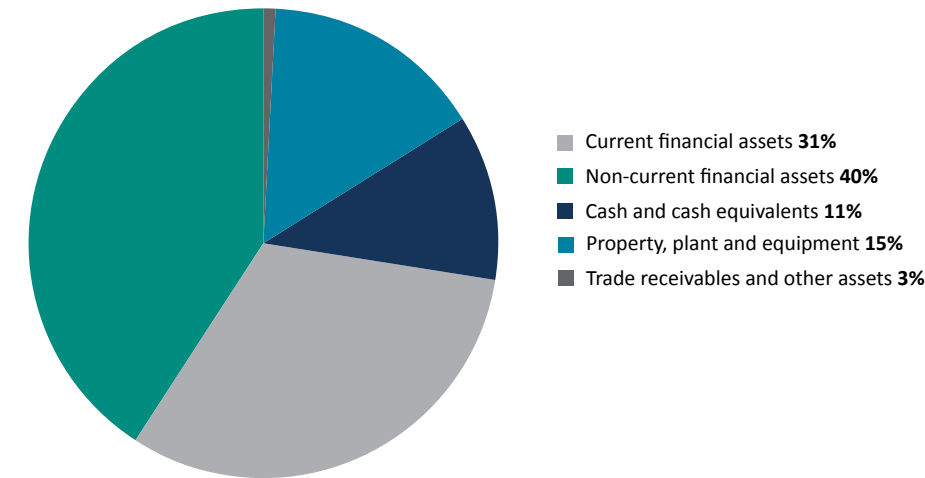


Figure 4: Composition of assets as at 30 June 2023

The major components of assets are as follows:

- NAATI has an investment strategy to ensure long term sustainability and efficient utilisation of surplus funds. In accordance with the Investment 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 and funds held in the cash trust accounts of the investment portfolios.
- Property, plant, and equipment consists of office premises leased and considered as assets as per AASB 16, software developed, fit-outs, furniture and fixtures and office equipment.

Liabilities

NAATI has \$11M in liabilities as at 30 June 2023. The composition of liabilities are as follows:

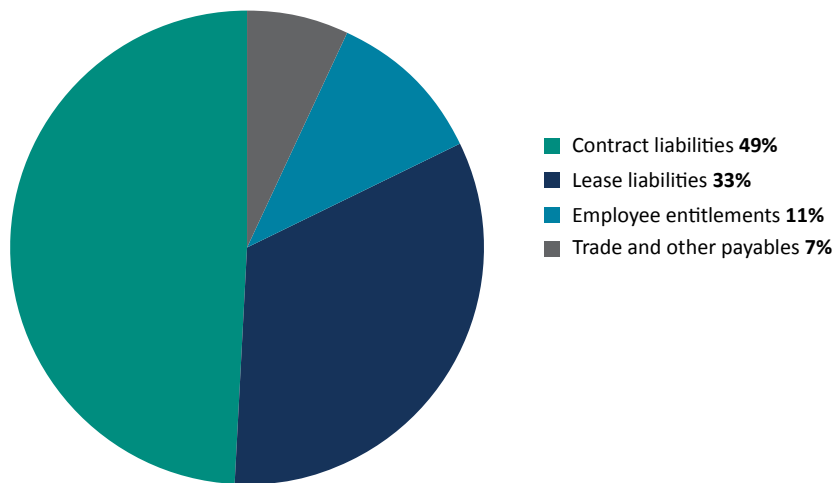


Figure 5: Composition of liabilities as at 30 June 2023

The major components of liabilities are as follows:

- Contract liabilities relate to revenue received in advance; testing revenue recognised but tests not sat as at 30 June 2023.
- Lease liability relates to liability recognised on leased office premises in accordance with AASB 16.
- Employee entitlements include annual and long service leave entitlements.
- Other payables in trade and other payables include accrued expenses and liabilities to be cleared on submission of Business Activity Statement and Payroll Tax for June 2023.

The 2022-23 Audited Financial Statements are available on NAATI's website at
www.naati.com.au