



Terms of Reference

Industry Working Group (IWG) & Industry Consultative Group (ICG) Language Services Provider (LSP) Endorsement Model Development

Background

On 6 December 2024, the Ministerial Forum on Multicultural Affairs agreed to authorise NAATI to develop an endorsement model for Language Service Providers (LSPs) to improve service quality, consistency, and organisational accountability.

The LSP endorsement model is intended for use by Australian, state and territory government agencies. NAATI would administer the model, and Government agencies are expected to stipulate 'LSP endorsement' as a prerequisite requirement for that organisation to be successful in winning government contracts¹.

Membership

NAATI has established two groups to assist in the refining LSP endorsement measures.

NAATI will use these consultations as a catalyst to refine the list of measures in line with stakeholder feedback, where possible.

- **The Industry Consultative Group (CG).** The ICG is available to all language services stakeholders across Australia, to have visibility of and to contribute to the refinement of certain measures, including but not limited to industry bodies, unions, businesses and government policy and service users. Individuals / organisations must register to be a CG member.
- **The Industry Working Group (IWG).** The IWG is made up of a number of individuals representing the interests of governments and businesses. AUSIT and ASLITA will also be able to participate. IWG members will consider the input received at ICG meetings and make revisions to measures as appropriate.

ICG and IWG meetings are expected to take place weekly, primarily throughout October 2025, to support further consultations with Australian, state and territory governments in November 2025.

Scope

The following measures and administrative matters are expected to be discussed at ICG and IWG meetings throughout October 2025:

1. The processes of obtaining endorsement
2. LSP Code of Conduct

¹ Where the panel relates to the procurement and delivery of translating and interpreting services.

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3. NAATI-credential minimums and prioritisation of jobs
4. Data reporting parameters including reporting periods and publication
5. Minimum assignment timeframes
6. Cyber Security arrangements

IWG members will be given access to a restricted SharePoint site to deliberate upon ICG feedback and to further assist in the development of certain measures.

Out of scope

Remuneration standards, including any consideration of regulatory options and potential reforms to training and skills pathways are presently out of scope for the LSP endorsement model. As such, these matters are not intended to be covered during consultations.

Governance

A NAATI representative will Chair the groups. NAATI will provide Secretariat support as required. All meetings will be held virtually, via MS Teams.

NAATI will provide occasional reports on ICG and IWG outcomes to the NAATI CEO, and to NAATI Member Representatives as required. NAATI will also provide a report to the NAATI Board and to the Ministerial Forum on Multicultural Affairs upon conclusion of the ICG and IWG meetings.

All efforts will be made by NAATI to reflect the feedback received through these groups. However, NAATI is ultimately accountable to NAATI Members² and therefore must reserves the right to adjust the measures accordingly.

These Terms of Reference are subject to updates if and as required.

Expectations

- ICG and IWG members are kindly asked to adopt a mindset of collaboration, openness and professionalism.
- ICG and IWG members are asked to provide feedback during the meetings themselves, where possible, given the limited timeframes available.
- ICG and IWG members should try to attend all meetings, or send a delegated representative on behalf of their organisation, to ensure some continuity of oversight.

Questions

Please send questions about these Terms of Reference in writing to lspendorsement@NAATI.com.au

² NAATI Members are the co-owners of the organisation (Australian, state and territory governments).