

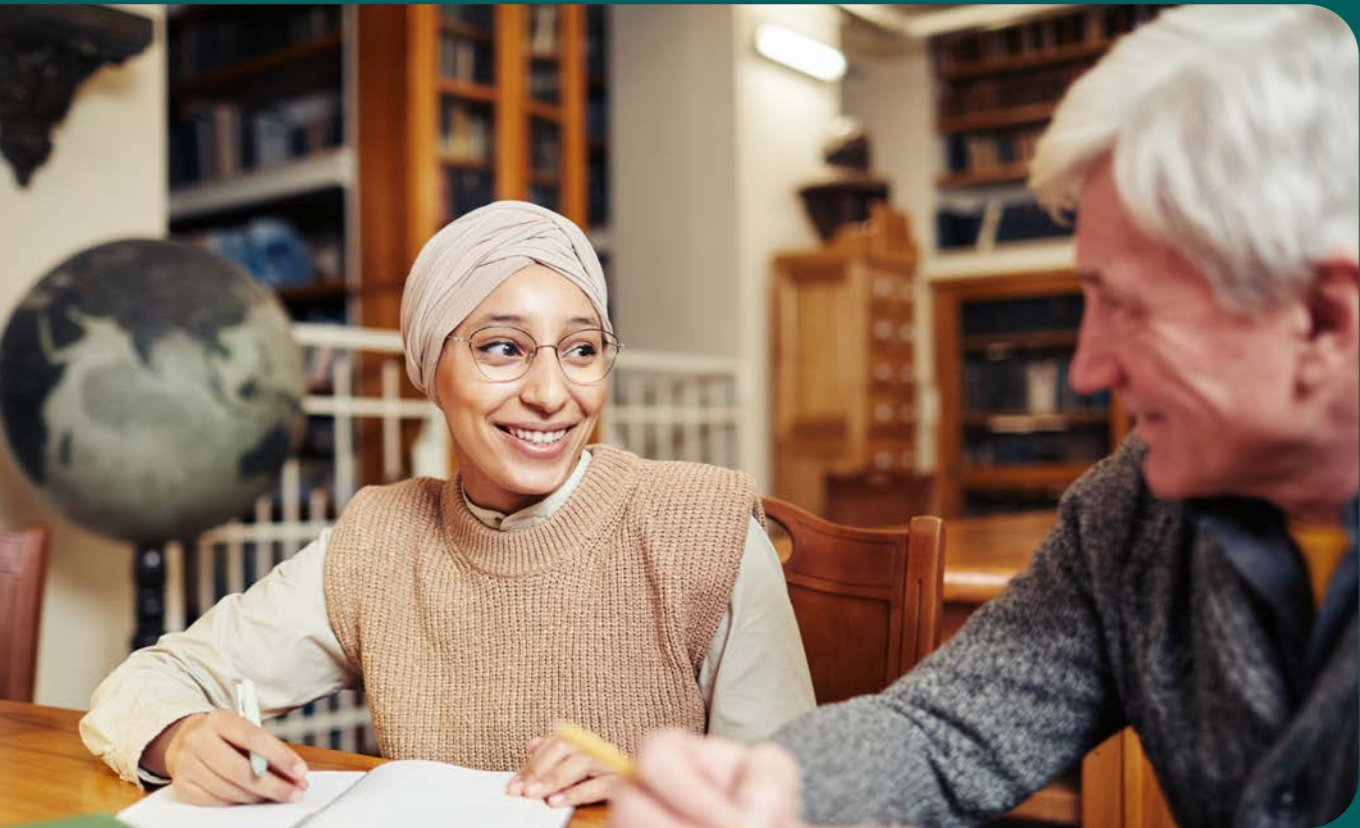
2024-25

Annual Report

A connected community without language barriers



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.

Front cover:
NAATI Examiners and Certified Practitioners (l-r) Huong Thi Mai Truong, Voula Tomaras and Theodora Lakoumentas.

Contents

1. About NAATI	9
Who we are	10
What we do	10
Strategic pillars	11
Governance structure	12
Members and their representatives	13
Board of Directors	14
Our Chief Executive Officer	20
2. Year in Review	23
Key highlights and statistics	24
Position Statement on Use of AI for Translation and Interpreting Purposes	26
Certification of translators and interpreters	28
NAATI Learn	28
Online testing	29
Recognising Deafblind interpreters with a new Recognised Practising credential	29
Case Study: Ken Nagato - From Structures to Sentences: A Journey into Language Bridging	30
Continuous Improvement Program	31
NAATI’s Reconciliation Action Plan	32
Aboriginal and Torres Strait Islander language interpreting	34
Project impact this year	35
New initiatives	36
NAATI’s role in migration	38
Community Language Aide testing	39
3. Supporting the Profession	41
Investment in the profession	42
Industry and community engagement	43
Case Study: Neena Sinha	49
4. Our People	53
Staff engagement survey	54
NAATI Enterprise Agreement 2024-2028	55
Staff-led committees and working groups	55
NAATI learning and development	55
Our collective expertise	56
Employee wellbeing	57
Examiners	57
Our committees	57
Regional Advisory Committees	57
Case Study: Mikhael Touma	58
5. Financial Summary	61



Message from the Chair

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

I begin 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 reflect on my first year as the Chair of the Board with great pleasure and positivity about the future of NAATI and the translating and interpreting sector in Australia. NAATI is committed to investing in the sector and realising NAATI's vision of a connected community without language barriers.

Significantly, NAATI commenced the development of several important strategic initiatives this year. The first of these initiatives is to develop a NAATI language service provider endorsement model, as authorised by NAATI's Members, to improve the quality and consistency of language services delivery in Australia. A second initiative is to support people to attain, maintain or upgrade their NAATI credential with a \$1 million scholarship fund to provide test preparation programs, professional development, and recertification support. A third initiative is to increase awareness in the Australian community of NAATI and NAATI-certified practitioners with a national awareness campaign.

On behalf of the Board, I thank NAATI's Members for their continued support. This support 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.

NAATI continues to monitor technological developments impacting the translating and interpreting sector and released a position statement on the use of artificial intelligence (AI) for translation and interpreting during the year.

Following the Board's decision for NAATI to progress from the Reflect Reconciliation Action Plan (RAP) to the Innovate RAP, NAATI's Innovate RAP Working Group was established and a draft Innovate RAP was developed. The Board looks forward to submitting the final Innovate RAP to Reconciliation Australia and implementing the Innovate RAP from January next year. The Board thanks the Innovate RAP Working Group Chair and members for their contributions to the development of NAATI's Innovate RAP and initiatives to engage staff in reconciliation.

The Board thanks the National Indigenous Australians Agency for continuing to support the delivery of the Indigenous Interpreting Project (IIP) and NAATI's IIP team members for their commitment to supporting Aboriginal and Torres Strait Islander language interpreters.

The Board thanks NAATI's stakeholders in New Zealand, including the New Zealand Ministry of Business, Innovation and Employment, New Zealand Ministry of Ethnic Communities, New Zealand Society of Translators and Interpreters, and educational institutions, for their support and dedication to professional interpreting standards. Pleasingly, there are now almost 500 credentials held by practitioners in New Zealand.

I acknowledge and thank the former Chair of the Board, Ms Voula Messimeri AM, whose term as a Director of NAATI ended on 30 June 2024, for her dedication to NAATI and vision and leadership as Chair since 1 November 2017.

I acknowledge the contributions of the current Directors, Professor Nicholas Farrelly, Mr Jeffrey McAlister, Ms Gulnara Abbasova, Ms Andrea Creado, and Ms Caitrin Dunn. I congratulate Professor Farrelly on his appointment as the Deputy Chair of the Board from 1 July 2024 and thank him for his support.

Additionally, I thank Mr McAlister and Ms Dunn for their contributions to NAATI's Audit and Risk Committee, as Committee Chair and Committee member, respectively. Further, I extend a warm welcome to Mr Hakan Harman, who was appointed by the Board as an independent member of NAATI's Audit and Risk Committee from 1 April 2025.

Finally, on behalf of the Board, I thank NAATI's CEO, Mr Mark Painting, and NAATI's staff for their professionalism, innovation and dedication to NAATI and the translating and interpreting sector. I look forward to continuing to work with Mr Painting and NAATI's staff next year.

Magdalena Rowan
Chair

Message from the CEO

I am pleased to reflect on our continued efforts to set and maintain high standards for the translating and interpreting sector.

I begin 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.

NAATI has had another busy year. This year, NAATI received over 5,200 certification-related applications and delivered over 2,500 certification tests. NAATI issued over 970 new credentials and recertified over 2,200 practitioners.

At the end of 2024-25, there were over 13,000 NAATI certification credentials held by over 8,800 individual practitioners in 180 languages. This includes 98 credentials in Indigenous languages held by 84 practitioners in 22 languages. Further, at the end of this year, there were 68 qualifications (57 in Australia and 11 in New Zealand) across 25 Endorsed Qualification institutions (21 in Australia and four in New Zealand).

NAATI is highly committed to continuing to develop and strengthen relationships with Aboriginal and Torres Strait Islander peoples and engaging staff in reconciliation. This year NAATI commenced the development of NAATI's Innovate Reconciliation Action Plan (RAP) for submission to Reconciliation Australia, with a view to implementing this two-year plan from early 2026.

NAATI conducted a staff engagement survey during the year and, pleasingly, the results indicated a strong performance with high staff engagement (85%), wellbeing (81%) and progress (83%). The highest performing areas were in respect of NAATI's purpose, values, ethics and leadership.

Significantly, this year, NAATI was tasked by Ministers at the Ministerial Forum on Multicultural Affairs to develop an endorsement model for language service providers. The intention is for the endorsement model to enhance the quality and consistency of language services at the Commonwealth, state and territory levels. NAATI has commenced consultation with stakeholders for the development of the endorsement model.

I thank all the Member Governments for continuing to support NAATI. In addition, I thank the professional associations, education institutions, examiners, role-players, test invigilators, and other stakeholders for their support and contributions during the year.

I thank the Chair of the Board, Ms Magdalena Rowan, and all the Directors for their leadership and commitment to NAATI. I acknowledge and thank NAATI staff for all their work this year.

I look forward to working with the Board and staff to continue delivering NAATI's vision for a connected community without language barriers next year.

Mark Painting
Chief Executive Officer

1



About NAATI

Who we are

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

NAATI is an Australian public company, limited by guarantee and registered as a charity with the Australian Charities and Not-for-profits Commission. NAATI’s members are the Commonwealth and 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 NAATI’s members.

NAATI was formed in 1977, several years after the 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 was incorporated under the *Corporations Act 2001* (Cth) on 3 October 1984 and registered as a charity under the *Australian Charities and Not-for-profits Commission Act 2012* (Cth) on 1 July 2024.

NAATI’s vision is for a connected community without language barriers. As Australia’s only standards and certifying authority for translators and interpreters, NAATI holds a unique position, domestically and internationally.

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, and
- 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 mission 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.

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

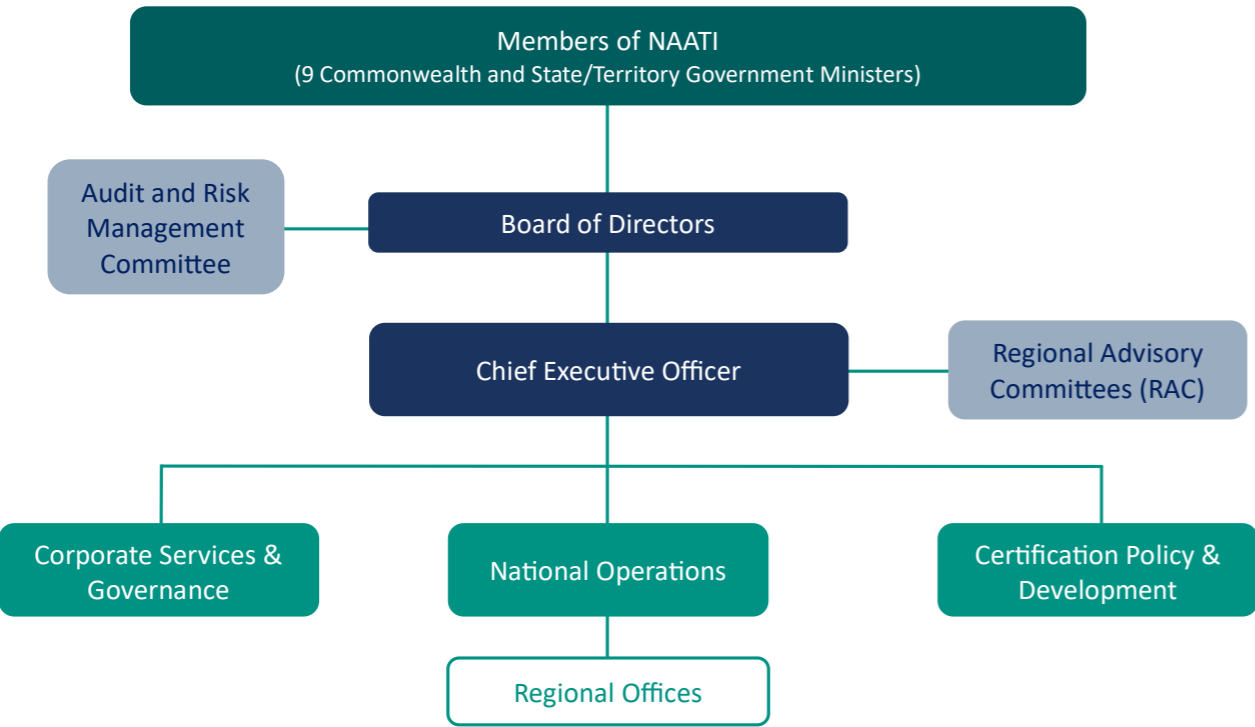
Build a resilient and innovative business

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 appoint a representative to exercise any of their powers under NAATI’s Constitution. NAATI’s members and their appointed representatives as of 30 June 2025 are set out below.

Member	Representative
Commonwealth	
The Hon Julian Hill MP Assistant Minister for Citizenship, Customs and Multicultural Affairs	Ms Alexandra Mond Department of Home Affairs
Australian Capital Territory	
Mr Michael Pettersson MLA Minister for Multicultural Affairs	Ms Kylieann Petroni Office for Multicultural Affairs
New South Wales	
The Hon Stephen Kamper MP Minister for Multiculturalism	Mr Joseph La Posta Chief Executive Officer, Multicultural NSW
Northern Territory	
The Hon Steven Edginton Minister for Housing, Local Government and Community Development	Ms Dorelle Anderson Department of the Chief Minister and Cabinet
Queensland	
The Hon Fiona Simpson MP Minister for Multiculturalism	Ms Julie McDougall Multicultural Affairs Queensland
South Australia	
The Hon Zoe Bettison MP Minister for Tourism and Multicultural Affairs	Ms Justine Kennedy Department of the Premier and Cabinet
Tasmania	
The Hon Roger Jaensch MP Minister for Community Services	Ms Kristy Broomhall Department of Premier and Cabinet
Victoria	
Ms Ingrid Stitt MLC Minister for Multicultural Affairs	Ms Lakshmi Holmes Department of Premier and Cabinet
Western Australia	
The Hon Dr Tony Buti MLA Minister for Citizenship and Multicultural Interests	Ms Kate Rowlands Office of Multicultural Interests

Board of Directors

Magdalena Rowan

Chair

Magdalena Rowan was appointed to the NAATI Board from 1 December 2023 and was appointed as the Chair of the Board from 1 July 2024.

Ms Rowan has been a practising certified translator and interpreter for over 40 years. During this time, she has also been involved in most facets of the industry. She has provided services across all levels of translating and interpreting. She has been an educator in translating and interpreting since the eighties, both at university and vocational levels in Australia and New Zealand. She was a member of the Technical Advisory Committee for the T&I Public Service Training Package and has designed and implemented T&I courses as a senior lecturer at TAFESA, including courses for Indigenous and sign language interpreters.

Ms Rowan has worked extensively with NAATI since the 1990s, including being a member of the NAATI Regional Advisory Committee for many years. More recently she has been involved in the development of the NAATI Certification System and Continuous Improvement Program. She was a NAATI examiner for many years and assisted in training examiners. Until recently, she was also a member, and then chair, of NAATI's Technical Reference Advisory Committee.

Ms Rowan is also a member of the Judicial Council on Diversity and Inclusion subcommittee, responsible for the development of the Recommended National Standards for Working with Interpreters in Courts and Tribunals. Ms Rowan regularly presents to professionals who work with interpreters and continues to be a practicing translator and interpreter in Spanish and English. In the past, Ms Rowan also practiced as an accredited Polish Professional Interpreter.

Ms Rowan holds a Bachelor of Arts, a Postgraduate degree in Adult Education and an Advanced Diploma in Interpreting and Translating and has completed the Australian Institute of Company Directors Foundations for Directorship course. She is a fellow of the Australian Institute of Interpreters and Translators and a member of the New Zealand Society of Interpreters and Translators.

Ms Rowan's first term expires on 30 November 2026.

Professor Nicholas Farrelly

Deputy Chair

Professor Nicholas Farrelly was appointed to the NAATI Board from 1 December 2023, bringing to the Board significant academic, leadership and organisational change experience. Professor Farrelly was appointed as the Deputy Chair of the Board from 1 December 2024.

After graduating from the Australian National University with First Class Honours and the University Medal in Asian Studies, he completed his Master of Philosophy and Doctor of Philosophy at the University of Oxford as a Rhodes Scholar.

Professor Farrelly was previously an Associate Dean in the ANU College of Asia and the Pacific, Deputy Director of its Coral Bell School of Asia-Pacific Affairs, and the founding Director of the ANU Myanmar Research Centre.

For the past 20 years, he has published widely on Asian political, social and security issues, with a long-term focus on Thailand and Myanmar. He has also led a range of academic activities in Bangladesh, India, China, Singapore, Malaysia and Indonesia.

Professor Farrelly is currently a Pro Vice-Chancellor at the University of Tasmania and previously, from 2020-2023, he was Head of the University's School of Social Sciences. He also works closely with many different government, community and industry organisations. Professor Farrelly maintains a keen interest in educational, technological and cultural change.

In 2024 he was lead author of a report on Australia's diplomatic engagement with Southeast Asia titled Comprehensive Strategic Partners: ASEAN and Australia after the first 50 years. In 2024 was also appointed by the Australian Foreign Minister to serve on the advisory board for the new ASEAN-Australia Centre. Professor Farrelly is a Graduate of the Australian Institute of Company Directors and a Senior Fellow of the Higher Education Academy (UK).

Professor Farrelly's first term expires on 30 November 2026.



Jeffrey McAlister

Jeff McAlister was appointed to the NAATI Board from 1 September 2023. He was appointed by the Board as the Chair of the NAATI Audit and Risk Committee from 1 January 2025.

Mr McAlister is a senior government executive with extensive experience in trade, investment, and international relations across multiple jurisdictions including as Australia’s major overseas partners.

Since graduating with an MA (Hons) in Languages, Mr McAlister has had a lifelong interest in language and knows firsthand the value of quality translation and interpretation services to help business and migrants access services and reach agreements. Mr McAlister has worked on a range of Indigenous projects and is encouraged by the renewal of First Nations languages.

Mr McAlister has set up a new statutory investment and economic development body for the Gold Coast, as Acting CEO from November 2024. This new body, Invest Gold Coast, will lead the attraction and delivery of major public and private city shaping investments into Australia’s fastest growing major city. He also does pro bono work providing migration advice for vulnerable migrants and sits on the Board of the Licensed Immigration Advisers Association of New Zealand.

Mr McAllister’s first term expires on 31 August 2026.

Gulnara Abbasova

Gulnara Abbasova was appointed to the NAATI Board from 1 July 2024.

Ms Abbasova brings over 20 years of leadership and contribution in public policy and strategy, governance and regulation across civil society, government and intergovernmental organisations. This includes over a decade of community sector leadership at the intersection of social policy, migration and settlement, and multiculturalism, with a particular focus on gender equality and health equity.

Now Head of Domestic, Family and Sexual Violence Prevention and Response at SSI, Ms Abbasova previously led the national multicultural peak body and established and led the national migrant and refugee women’s alliance and Australia’s first national peak body on migrant and refugee health. Her role in government was in public health services where she led work on policy, strategy and governance. Prior to moving to Australia, Ms Abbasova’s experience was in the intergovernmental context, including working at the United Nations, with a focus on Indigenous Peoples’ rights and issues.

Ms Abbasova has been a trusted advisor to government on policy development, implementation and reform. Among her many contributions, she advised on the development of The National Plan to End Violence against Women and Children 2022-2032 and served as a WHO’s leading issue expert in the development and implementation of a landmark global policy framework on migrant and refugee health.

Ms Abbasova brings extensive experience in health practitioner regulation and has held statutory appointments with the ACT Boards and national committees of the Nursing and Midwifery Board of Australia (2017-24) and the Medical Board of Australia (since 2019, currently as Chair), as well as the Dental Board of Australia (since 2024).

Ms Abbasova has a long-standing affiliation with NAATI through her work on improving access to language services particularly in the health sector, and her service on the NAATI Technical Reference Advisory Committee.

Ms Abbasova’s first term expires on 30 June 2027.





Andrea Creado

Andrea Creado was appointed to the NAATI Board from 1 July 2024.

Ms Creado is currently the CEO of a multicultural organisation in Western Australia with over 18 years of executive experience working with varied ethnic communities in a community health setting

Ms Creado is also a Councillor with one of the largest local governments in WA which has a high proportion of culturally diverse populations. She holds a Master of Human Development, Bachelor of Arts with Honours in Psychology, is a fellow of the Australian Institute of Management and a graduate of the Australian Institute of Company Directors. Additionally, she has postgraduate qualifications in Governance in Cyber Security and Managing Financial Resources. She sits on the board of the Centre for Women's Safety and Wellbeing, on the council for John Septimus Roe High School and is a committee member and expert reference group member for various government and community organisations. She is often invited by government to sit as the multicultural voice on various advisory groups related to women's health and family and domestic violence.

As a first-generation migrant from India and a professional working in an industry where interpreters are used daily, Ms Creado has an in-depth understanding of the importance of interpreting and translating services and champions the use of professional interpreters through her advocacy with various government bodies.

Ms Creado has been recognised by various organisations for her work. She has won the Zonta Woman of Achievement Award in 2012, the Soroptimist International Woman of Achievement Award 2023 and was the recipient of the Social Impact Leadership Australia scholarship in 2023.

Ms Creado's first term expires on 30 June 2027.

Caitrin Dunn

Caitrin Dunn was appointed to the NAATI Board from 1 January 2025.

Ms Dunn was appointed by the NAATI Board as a member of the NAATI Audit and Risk Committee from 1 January 2025, having been an independent member of the Audit and Risk Committee since August 2017.

Ms Dunn is based in Canberra with her husband and two children. A first-generation migrant, Ms Dunn feels extremely privileged to live and raise her family in Australia. She appreciates the benefits our multicultural community provides and views her work with NAATI as critical to support and contribute to Australia's diversity and success. Ms Dunn's interest in languages started with her mother's Māori bedtime stories and continued to expand when her parents worked as teachers in remote Indigenous communities in Western Australia working alongside local Indigenous community members to record their traditional stories that were developed into educational resources.

Ms Dunn is a senior business executive with extensive experience in strategy, risk management and technology locally and overseas. She currently runs a boutique technology strategy business that supports state and federal governments to leverage technology to improve service delivery for the community.

Ms Dunn has designed and delivered complex, multi-jurisdictional programs to rectify issues or implement new technologies to improve operations. She focuses on establishing trusted relationships with clients and teams to ensure alignment and support mutually beneficial goals and outcomes. She has expertise across a range of domains including immigration and border, national security, environment and climate change, education and infrastructure. Prior to her work with government, Ms Dunn worked in investment banking around the world, helping to identify and assess opportunities in new markets.

Ms Dunn's first term expires on 31 December 2027.





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 Advisory Board for the translating and interpreting programs for both Monash University and Macquarie University.

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 and statistics


Some key highlights of the year are below:




17 of the 20 Continuous Improvement Program (CIP) recommendations have been implemented. CIP was an in-depth analysis of NAATI’s Certification System to ensure it remains fit for purpose and the certification tests remain valid, reliable and practical to run




Implementation of our Reflect Reconciliation Action Plan (RAP) was completed, and planning for our Innovate RAP commence




NAATI signed an application and cloud infrastructure agreement as signed with a new IT service provider to improve the stability and security of NAATI platforms




NAATI certification for interpreters in New Zealand finished its first full year since commencement on 1 July 2024. The New Zealand Ministry of Ethnic Communities assumed responsibility for the program and NAATI continues to liaise with them regularly to support professional interpreting standards with 485 active credentials now held in New Zealand




NAATI established a \$1 million scholarship fund to support people to attain, maintain or upgrade their NAATI credential



5,294 certification-related applications were received, 976 new credentials were issued (compared to 958 last year) and 2,246 practitioners recertified



NAATI introduced a new Recognised Practising credential for Deafblind interpreters



Development work continued for Certified Interpreter testing with tests offered in 29 languages and Certified Translator testing available in 36 languages. Certified Specialist Health and Legal Interpreter tests are available in 7 languages and Certified Conference Interpreter tests are available in 9 languages

As of 30 June 2025, there were:

- 13,350 NAATI certification credentials held by 8,803 individual practitioners in 180 languages, including 98 credentials in Indigenous languages held by 84 practitioners in 22 languages
- 68 qualifications (57 in Australia and 11 in New Zealand) across 25 Endorsed Qualification (EQ) institutions (21 in Australia and 4 in New Zealand).

Current credentials held by practitioners as of 30 June 2025:

Credential types	Number
Certified Conference Interpreter	88
Certified Specialist Legal Interpreter	16
Certified Specialist Health Interpreter	16
Certified Interpreter	2,434
Certified Provisional Interpreter	4,151
Recognised Practising Interpreter	863
Certified Advanced Translator	63
Certified Translator	5,315
Recognised Practising Translator	404
Total Credentials	13,350
Total Practitioners	8,803



Top 10 languages credentials are held in:

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

Position Statement on Use of AI for Translation and Interpreting Purposes

NAATI is the only standards body which certifies translators and interpreters to support Australia and New Zealand's multicultural societies. NAATI certifies practitioners in more than 65 languages across six different test types validating the variety of skills needed to work professionally as an interpreter and translator. There are currently more than 9,000 NAATI certified practitioners across more than 170 languages who support NAATI in realising its vision of a connected community without language barriers.

Over the years, NAATI, like others in the translating and interpreting sector, has witnessed the technological changes impacting the profession including the introduction of computer-assisted tools, improvements in machine translation and more recently the advent of AI. It is therefore instrumental for NAATI to keep abreast of changes to ensure tests remain relevant to the current needs of the market and that practitioners can be supported adequately. NAATI commissioned research to Macquarie University on Translation and Interpreting Technologies and their Impact on the Industry in 2023, which provided useful insights on the ever-evolving translation and interpreting technologies, and recommendations on NAATI certification and practitioner support.

NAATI certifies human translators and interpreters who play an instrumental role in intercultural communication and in supporting multicultural societies. However, NAATI also acknowledges that new technologies like AI have become part of the certified translators' and interpreters' toolkit. NAATI believes that human translators and interpreters should remain at the core of intercultural communication and that AI should not be used in high-risk assignments without the expert supervision of a certified practitioner.

Benefits of AI

Free AI bots like ChatGPT are popular because of their interactivity and the speed at which they can respond to prompts. Their versatility also makes them a powerful assistant. They can summarise, translate, write, provide information in response to a question and assist with workflow efficiencies. In the work of a translator, they can support the creation of terminology lists, assignment preparation, provide a draft translation and support translation workflows. Machine interpretation produced by AI software facilitates real-time multilingual communication without human input. In the work of an interpreter, machine interpretation software can support the creation of terminology lists, assignment preparation, provide transcriptions and live captions, and assist interpreters in checking a glossary term or capturing complex figures.

With the use of AI, the 'augmented' translator or interpreter can have access to a broad range of tools that they can decide to use to support their work and increase their productivity.

Risks associated with the unsupervised use of AI

The unsupervised use of AI can present a high level of risk in situations where translation or interpreting errors can have severe consequences on the individual(s) the translation or the interpretation is for. For instance, using AI to translate aircraft safety specifications without involving a qualified translator specialising in aeronautics, or relying on AI to translate a list of ingredients for someone with allergies, can have serious consequences. Not involving a human may result in an undesired outcome and the perceived cost saving may result in more liabilities. Additionally, free AI tools do not guarantee the accuracy or appropriateness of the translated content nor the security of the input data. They do not bear the risk for the end-user. The input data will be used to train and improve the AI model.

In the translation context, Large Language Models (LLMs) provide a fluent output in many languages. They are trained on a large corpus of data and function by predicting the next word based on the previous words in a sentence. They do not 'understand' nor are they 'intelligent' in the way human intelligence is generally understood. They are only as good as the data they are trained on. As a result, they sometimes provide inaccurate and misleading responses, including what is commonly referred to as 'hallucinations', and biased content that may not represent the end-user's views. If used without understanding both languages, the translation they provide may seem accurate – however, this may not be the case. In some languages where the volume of data is lesser, the translation may be nonsensical or of poor quality.

In interpreting contexts, AI interpreting tools cannot learn from the context of the conversation. For instance, they will not be able to identify the need to self-correct or reformulate key information where required, nor will they be able to identify cultural nuances that are essential to a successful interaction, which could lead to misunderstandings and undesired outcomes.

The role of the human practitioner

To become NAATI-certified, practitioners must meet training prerequisites and demonstrate ethical and intercultural competency. They are bound by a code of ethics such as the AUSIT, NZSTI or ASLITA codes of ethics. As such, practitioners have an ethical obligation to undertake work they are qualified for and ensure confidentiality.

NAATI-certified practitioners have demonstrated that they have the skills to practice as a translator or an interpreter. They are required to engage in professional development to maintain the technical skills to do their work. They can sometimes offer expertise in one or several domains and can play a role in managing the risk associated with the accuracy of AI translated or interpreted content.

In the age of AI, human practitioners can also help clients navigate their translation and interpreting needs by providing advice on the type of tool that is suitable for their project. Depending on the content type, AI may be suitable with human review; in other contexts, the risk level or confidentiality implications may mean that a human translation or interpreting is required.

As a result, human practitioners have become, more than ever, risk managers who can help clients review their content for unintended consequences, tailor it to a specific audience, and guide them in the complex landscape of translation and interpreting technologies.

Additional resources

SAFE-AI Guidance

Translator and interpreter codes of ethics: [AUSIT](#) | [ASLIA](#) | [NZSTI](#)

[Machine Translation Literacy – Teaching Resources](#)

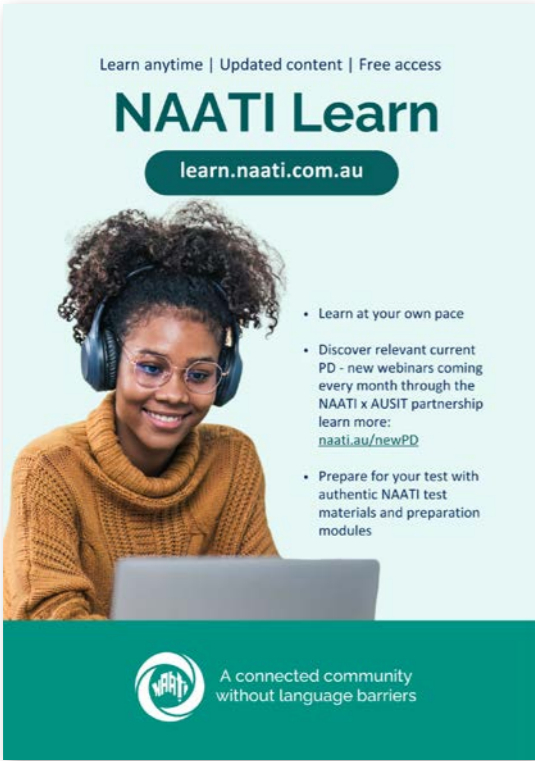
Certification of translators and interpreters

NAATI had some major achievements in the implementation of the Certification System this year. NAATI now offers 71 languages for its first level of interpreting tests (Certified Provisional Interpreter) including 17 Aboriginal and Torres Strait Islander languages, Deaf interpreting and Auslan. Certified Interpreter tests are offered in 29 languages, and Certified Translator tests are now available in 36 languages.

Certified Specialist Interpreter tests (in the health and legal domains) are available in seven languages, while Certified Conference Interpreter is available in nine languages, French being the last addition.

In the past financial year, there has been increased demand for Certified Specialist Interpreter credentials with 22 candidates sitting the Certified Specialist Health Interpreter test (37.5% increase from the previous year) and 34 candidates sitting the Certified Specialist Legal Interpreter test (209% increase from the previous year).

NAATI Learn



Promotional flyer of the NAATI Learn platform

NAATI’s learning management system, NAATI Learn, continued to expand in 2025 and now hosts dozens of free professional development (PD) courses for practitioners, with many more planned for release over the next 12 months. In response to feedback about the difficulty of finding high-quality PD opportunities and knowing how to log them for recertification, NAATI introduced a new Professional Development section on the platform. This dedicated space brings together more than 20 free courses from trusted providers, such as AUSIT, covering a wide range of topics, including PD, ethics, and the NDIS. Each listing provides a course summary, estimated learning time and PD points, making it simpler for practitioners to find relevant opportunities, complete their training and track progress towards recertification.

Endorsed Qualification (EQ) institutions are also 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. The NAATI Learn platform is free to use, and registration is not required to access candidate preparation modules.

Online testing

NAATI has continued to utilise online testing to meet the requirements of the market with more than 95% of testing now delivered this way. Test candidates from regional and remote Australia, as well as overseas, have greater access to NAATI testing without needing to travel to an Australian capital city through our use of digital platforms. All Credentialed Community Language, Community Language Aide, Certified Translator, Certified Interpreter (spoken), Certified Specialist, and Certified Conference tasks can be conducted online, with Auslan tests to be available online from the second half of 2025.

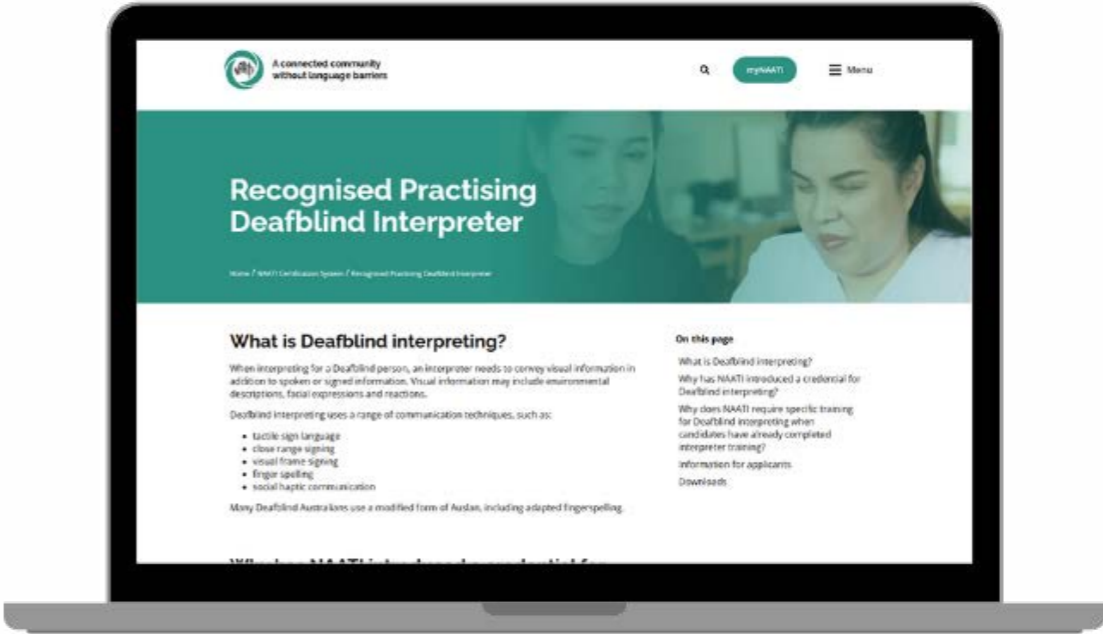
Recognising Deafblind interpreters with a new Recognised Practising credential

In keeping with NAATI’s legacy as a global leader in the certification of signed language interpreters and translators, NAATI introduced a new Recognised Practising credential for Deafblind interpreters in March 2025.

Deafblindness is a disability resulting from the combination of hearing and vision loss. As a result, when interpreting for a Deafblind person, an interpreter needs to convey visual information in addition to spoken or signed information. Visual information may include environmental descriptions, facial expressions and reactions.

This type of interpreting requires a specific set of skills as well as training to perform Deafblind interpreting at a high level. Thanks to the development of a training package by Monash University, NAATI was able to introduce the Recognised Practising Deafblind Interpreter credential.

With its new credential, NAATI will support the Deafblind community in accessing trained credentialed interpreters who can enable them to fully participate in society, while adding Australia to the few countries already providing certification for Deafblind interpreters.



View of the Recognised Practising Deafblind Interpreter credential on the NAATI website



Case Study: Ken Nagato

From Structures to Sentences: A Journey into Language Bridging

Ken Nagato is a Certified Translator (English into Japanese) and Certified Provisional Interpreter (Japanese and English) with a Master of Translating and Interpreting

When I interpret for a patient in a hospital, I’m not just relaying information – I’m dismantling barriers. As a translator, I work across community documents such as health brochures and legal texts, as well as academic papers in neurology, psychology and emergency medicine. I also teach the Translation and Technology course at RMIT University and volunteer for AUSIT and JAT (Japan Association of Translators), sharing knowledge while staying connected to others in the profession.

My journey into language services wasn’t direct, but every twist has shaped me. From an early love of STEM subjects and an unexpected passion for English, I knew I gravitated toward systems and logic. Japanese, ironically, didn’t interest me until much later. My childhood dream was to follow my father into carpentry. I nearly left school after Year 9, but with my parents’ encouragement to expand my opportunities, I went on to complete Year 12 and study architecture, majoring in structural engineering. Juggling student loans and midnight shifts at transport and pathology companies, I still found time for tennis, skiing and plenty of late-night socialising – typical student life.

By my fourth year, I began considering an academic path, but I believed real-world experience and overseas exposure were crucial. A new associate professor, who became my mentor and later a professor, helped me shape and complete my bachelor, master and PhD theses in structural engineering.

I applied to a US university for PhD study but fell short due to my English level. That detour led me to an adult English school in Japan, where I met my future partner – an Australian woman. I completed my PhD in Japan, then changed course again and arrived in Melbourne in 2002 on a working holiday visa. I wasn’t driven by professional aspirations, but simply by a desire to be with the woman I loved, with only a vague notion of becoming an interpreter. I quickly realised that bilingualism alone wasn’t enough.

After months of struggle and depression, I secured a role as a structural engineer. My contributions led to employer-sponsored permanent residency. Curiously, it was only after living abroad that I began to truly appreciate the depth and nuance of the Japanese language and culture.

In 2021, I made a bold shift. I enrolled in RMIT’s translating and interpreting program full time while keeping a casual engineering role. My motivation was deeply personal: I wanted to spend more time with my family and contribute meaningfully to the community. Embracing life as a stay-at-home dad with a freelance career has given me flexibility and fulfilment in equal measure. The trade-off was financial, but the rewards were far greater.

Every challenge I’ve faced – every late-night study, cultural shift and career change – has enriched my understanding of people. Whether interpreting beside a hospital bed, translating an academic paper in emergency medicine or mentoring at a university, I don’t just deliver words. I help people be heard.

Continuous Improvement Program

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

Over the last financial year, NAATI successfully implemented three additional recommendations primarily in the areas of examiner and role-player training and performance. This marks the completion of 17 out of the initial 20 recommendations of the Program.



NAATI's Reconciliation Action Plan

This year NAATI commenced developing NAATI's Innovate Reconciliation Action Plan (RAP) for implementation from early 2026. NAATI's Innovate RAP will be a two-year plan that focuses on developing and strengthening NAATI's relationships with Aboriginal and Torres Strait Islander peoples, engaging NAATI staff and stakeholders in reconciliation, and developing and piloting innovative strategies to empower Aboriginal and Torres Strait Islander peoples.

NAATI's Innovate RAP Working Group was established in July 2024. The Working Group is chaired by NAATI's Chief Operating Officer, Michael Nemarich, and has eight members. The group has one external member, who is a Torres Strait Islander man, former NAATI staff member, and Indigenous advancement consultant based in Cairns, Far North Queensland.

The first meeting of the Innovate RAP Working Group was held in August 2024 and the Working Group has met each fortnight since December 2024. Importantly, in the spirit of innovation, the Innovate RAP Working Group discussions have not been confined to the Innovate RAP requirements. At the Innovate RAP Working Group meetings, members share their experiences, learn together, and consider innovative ways to increase staff knowledge and understanding of Aboriginal and Torres Strait Islander history and culture.

An early initiative of the Innovate RAP Working Group was to establish cultural libraries in each NAATI office to encourage cultural learning through reading, with autobiographies, poetry, plays and non-fiction books written by Indigenous writers available for staff to borrow. Another initiative was for members to work on a presentation to staff on the history of reconciliation in Australia. This presentation was co-presented in a conversational style, with the external member of the Innovate RAP Working Group sharing his knowledge and history as a Torres Strait Islander. Other initiatives of the Innovate RAP Working Group have included an Aboriginal Heritage Walk at the Botanic Gardens in Melbourne, Indigenous film screenings in offices, webinars on Indigenous allyship, and cultural awareness training.

In addition to these initiatives, the Innovate RAP Working Group has consulted with staff and completed the Innovate RAP document for submission to Reconciliation Australia. This document sets out the actions and deliverables that NAATI is committed to achieving from early 2025. To assist NAATI with the implementation of the Innovate RAP, NAATI will use a software program supplied by Indigenous software company Weavr. In relation to the design of NAATI's Innovate RAP, NAATI has commissioned an artwork from Curtis Haines, who is an Anmatjere man from Ti Tree in the Northern Territory and an interpreter, and has engaged Indigenous graphic design company, Nani Creative, to digitise this artwork for NAATI's Innovate RAP.



Melbourne NAATI Staff learning about indigenous tools, cultural knowledge and land use on an Aboriginal Heritage Walk at the Royal Botanic Gardens in Melbourne, led by Dr Marie.

Furthermore, for the fifth year running, NAATI sponsored the National Reconciliation Week Street Banner program in Western Australia. Each year, the artwork of a talented Western Australian Aboriginal artist is showcased on banners around Perth and regional centres. Sponsorship funds support the production, installation, and management of the banners, as well as artist fees for the featured Aboriginal artwork. During Reconciliation Week 2025, the work 'Snake nest' by Noongar artist Darryl Dempster was proudly displayed. 'Snake Nest' stands as a testament to the rich cultural tapestry of the Indigenous peoples, blending traditional symbolism with contemporary artistic expression.

Aboriginal and Torres Strait Islander language interpreting

Aboriginal and Torres Strait Islander interpreters and translators play a vital role in ensuring language speakers can fully participate in Australian society and keep their languages alive. These services exist thanks to the tireless work of Aboriginal and Torres Strait Islander interpreters, translators, advocates, and language organisations.

NAATI has participated in this work by certifying Aboriginal and Torres Strait Islander language interpreters and translators since 1981.

NAATI’s Indigenous Interpreting Project

Launched in 2012 with state and Commonwealth government partners, the Indigenous Interpreting Project (IIP) aims to:

- support Aboriginal and Torres Strait Islander language interpreters to prepare for NAATI certification
- certify Aboriginal and Torres Strait Islander language interpreters and
- create more training opportunities for Aboriginal and Torres Strait Islander language interpreters.

There are currently 84 NAATI-certified interpreters and translators practising in 22 Aboriginal and Torres Strait Islander languages across Australia. Some choose to be listed in the NAATI online directory. The project’s current focus is on Aboriginal and Torres Strait Islander language interpreting, rather than translation, due to more immediate demand for interpreting services.

The project is funded by the Australian Government until June 2026.



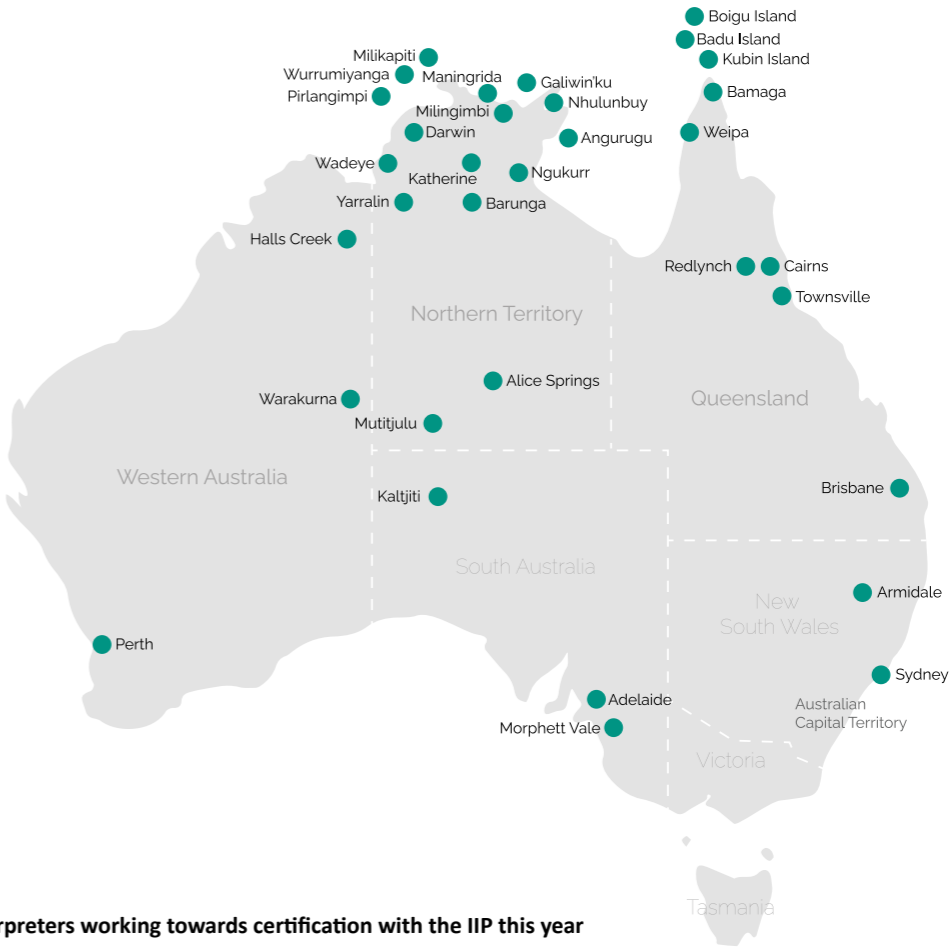
NAATI trainer, Lavinia Heffernan (right) working with Pitjantjatjara interpreter Lazarus Gallagher (middle) during a NAATI training workshop in Alice Springs

Project impact this year

Aboriginal and Torres Strait Islander language interpreters are most needed in health, justice, and social services – complex areas that require intercultural skills, language skills and the ability to manage sensitive, multiparty communication interactions. Our focus for impact has been connecting interpreters with training that improves their ability to offer quality interpreting services and prepares them for NAATI certification testing.

Key achievements for this year:

- 98 interpreters from 33 locations joined the pathway
- 1258 hours of training for 67 uncertified interpreters
- 55 prerequisite tests and 16 Certified Provisional Interpreter tests delivered
- 230 hours of PD training delivered to 32 certified interpreters



Locations of interpreters working towards certification with the IIP this year

NAATI delivered more than 1200 hours of training to 100 people: candidates, recertifying interpreters, role-players, and examiners, who video-called or travelled in from 33 different locations around Australia.

Certified Provisional Interpreter tests were delivered in Pitjantjatjara, Western Arrarnta, Central-Eastern Arrernte, Kriol, Anindilyakwa and Yolngu Matha (Djambarrpuyngu). Testing was conducted at face-to-face workshops in Alice Springs, Katherine and Darwin.



Djambarrpuyngu interpreters Nadyezhda Pozzana (left), Lamarra Gurruwiwi (middle) and Galathi Dhurrkay (right) during a NAATI training workshop in Darwin

This year was the first time we have worked with Anindilyakwa interpreters since the new Certification System was rolled out in 2018. Anindilyakwa is the language of the Groote Archipelago in the Gulf of Carpentaria and is a high-demand language for interpreting in the Northern Territory. Two Anindilyakwa test candidates were among four interpreters who successfully gained their NAATI certification this year.

The delivery of the project would not have been possible without the 28 certified Aboriginal and Torres Strait Islander interpreters who were involved in the mentoring of candidates, the delivery and assessment of tests, and the creation of practice materials.

New initiatives

Aside from our core business of supporting interpreters through the NAATI certification pathway, we have started to investigate new approaches to training and NAATI certification for Aboriginal and Torres Strait Islander languages that are responsive to industry and community needs.

- **Combined training and professional development:** peer learning and mentorship was the focus of a new training model delivered in partnership with RMIT that combined professional development for certified interpreters, and NAATI pathway training for uncertified interpreters. Yumplatok, Kala Kawaw Ya, Kala Lagaw Ya, and Wik Mungkan interpreters took part in the workshop in Cairns in March.
- **Train the trainer:** we partnered with a handful of community-based organisations to train local people to deliver interpreter training that was aligned with NAATI requirements. This allows interpreters to access face to face training close to where they live.

A new NAATI Indigenous Languages Reference Group was formed in May 2025 to help inform future directions and ensure NAATI's work in Aboriginal and Torres Strait Islander languages is responsive to community and sector needs. The group has 23 members with NAATI certifications in 11 different Aboriginal and Torres Strait Islander languages and is chaired by seasoned interpreter and passionate advocate Mr Eddie Sailor. The group will bring deep expertise from across the sector.

This year, through the Commonwealth Government's Language Policy Partnership (LPP), we have seen a very welcome spotlight put on the important role that interpreting and translation play in strengthening and maintaining spoken Aboriginal and Torres Strait Islander languages. NAATI IIP Project Officer Lavinia Heffernan was nominated and selected to serve on the Languages Sector Strengthening Plan (LSSP) Working Group. She will be highlighting the critical role of interpreting and translation in strengthening and supporting Aboriginal and Torres Strait Islander languages. NAATI will continue to advocate for greater investment in the interpreters and translators that provide such an important service in Australia.



Certified and uncertified interpreters working together during a training workshop in Cairns, from L-R: Sam Pearson, Louise Manas, Eddie Sailor, Rick Phineasa, and Heather Rose



Western Arrarnta interpreter Lindsay Katakarinja (left) and Pitjantjatjara interpreter Bradley Roberts (right) nutting out language concepts in Alice Springs

NAATI's role in migration

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

NAATI is the skills assessing authority for the translator (411532) and interpreter (411531) occupations as listed in the Occupation Standard Classification for Australia (OSCA). OSCA replaced the Australian and New Zealand Standard Classification of Occupations (ANZSCO) on 6 December 2024.

Skills assessments

Of the people who applied for certification credential, 331 advised that they were applying for migration purposes. The skills assessment for these applicants is the standard NAATI test which ensures consistency in standards.

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 via testing (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. Ten applicants used this additional service last year.

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.

Although the majority of CCL testing is conducted online, NAATI has partnered with several international testing locations to provide candidates the opportunity to sit a CCL test in person at testing venues in Manila, Philippines, Dubai, United Arab Emirates, Karachi, Pakistan and 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 are sometimes not available to test candidates. Additional sites will be launched next year due to candidate demand.

During the year, there were 26,300 CCL tests delivered across 55 languages, including 12 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 71 languages, including languages that are not tested under the Certification System and seven Aboriginal and Torres Strait Islander languages. The CLA test team has delivered tests in Yumplatok for the past few years, and this year expanded test delivery to include six Central Australian languages: Pitjantjatjara, Central-Eastern Arrernte, Western Arrarnta, Pintupi-Luritja, Warlpiri and Anmatyerre.

NAATI's online CLA Knowledge Competency Course, hosted 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.

3



Supporting the Profession

Investment in the profession

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

Since 2018 NAATI has provided financial and in-kind support to projects that address issues faced by the sector. Some of the projects and engagement this year include:

- Recertification Catalogue Revision Working Group** - included practitioner surveys and working group.
- Certified Provisional Interpreter (CPI) Test Preparation Course:** Pilot program with Multicultural NSW (MNSW) to upskill and prepare MNSW Recognised Practising Interpreters for the CPI test. This program was designed and delivered by NAATI. Fifty MNSW interpreters were supported in this program. MNSW paid for their tests while NAATI covered the cost for the training.
- \$1 million scholarship fund:** NAATI has established a \$1 million scholarship fund to support people to attain, maintain or upgrade their NAATI credential by providing test preparation programs and professional development.

Technological developments: Following from the research NAATI commissioned in 2023 to Macquarie University on emerging trends in the use of digital technologies in the translation and interpreting sector, NAATI has continued to monitor technological developments impacting the industry. NAATI released a position statement on the use of AI in April 2025 and started to work with Macquarie University to develop some e-resources on AI, machine translation and machine interpreting literacy to support practitioners in embracing technological changes. These will be launched later in 2025 and will be available for free.

As part of its strategy on supporting practitioners with technological evolution, NAATI has funded a Computer-Aided Translation (CAT) Tool training delivered by Macquarie University for its certified staff and a group of NAATI examiners. NAATI has also been actively engaging in a variety of international forums including GALA, LocWorld and TAUS conferences as part of its strategy around technology.

NAATI is committing to provide more support in this area to NAATI-credentialed practitioners in the coming financial year.

The following project supported by NAATI was completed this year:

National Ageing Research Institute <i>The MINDSET Study: Dementia training for interpreters: supporting communication and assessment</i> \$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 <i>Deafblind communication and interpreting: Building professional competencies</i> \$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 <i>Judicial Officers’ communication strategies when working with court interpreters</i> \$65,000 over two years	This Australian Research Council Linkage Project aims to improve access to justice in criminal courts by producing evidence-based guidelines for judicial officers.

Ongoing projects approved for funding by the NAATI Board include:

Menzies School of Health Research <i>The Communicate Study – Transforming healthcare experience in northern Australia</i> \$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 providing intercultural training; increasing utilisation of Aboriginal interpreters in hospitals; improving the recruitment, retention and experience of interpreters; improving patient experience and health literacy. The project is now expanding to Central Australia, developing new participatory projects that address priority health system and community concerns of relevance to First Nations health.
Menzies School of Health Research <i>The Communicate Study – Northern Territory regional expansion and development</i> In-kind support	
Monash University <i>Optimising the availability and provision of Indigenous language interpreting in circuit courts</i> 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

Industry and community engagement

Some of the key events NAATI staff attended this year include:

- Polaron Community Response to the Multicultural Framework Review, Melbourne, 21 August 2024
- 10th Queensland AUSIT Mini Conference, Brisbane, 24 August 2024
- Careers Expo, Perth, August 2024
- Future of Finance Summit, Sydney, 17–18 September 2024
- CaLD Jobs Expo, Perth, October 2024
- National Multicultural Health and Wellbeing Conference (FECCA), Brisbane, October 2024
- St Jerome Day of Translators and Interpreters Event at the Princess Alexandra Hospital, Brisbane (co-exhibiting with Queensland Metro Health North), October 2024
- APU and RMIT University Co-operative International Symposium, Japan, December 2024
- 50th Anniversary of RMIT’s Translation and Interpreting Program, Melbourne, 20 March 2025
- GALA Conference, Montreal, Canada, 13–15 April 2025
- CIUTI General Assembly and Conference, Madrid, Spain, 20-23 May 2025
- LocWorld 53 conference, Malmö, Sweden, 3–5 June 2025
- TAUS Massively Multilingual AI Conference, Dublin, Ireland, 10–11 June 2025
- ISO Conference, Takamatsu, Japan, 22–27 June 2025
- Multicultural Employment Expo, Gold Coast, 27 June 2025

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

- Ethnolink Multicultural Communications Summit ‘Making Multicultural Communications Mainstream’, Melbourne, August 2024
- ASLITA National Conference ‘Unity in Diversity: The Power of People, Purpose and Passion’, Adelaide, 13-15 September 2024
- New Zealand Society of Translators and Interpreters (NZSTI) Conference ‘Looking in, Reaching out Growing the Conversation’, New Zealand, 7-8 September 2024
- 37th AUSIT National Conference ‘Linguistic equity and access: translating and interpreting – connecting our communities and the world’, Melbourne, 21-23 November 2024
- Peter MacCallum ‘Let’s Talk about Cancer – A Learning Morning for Interpreters’ alongside On Call and Language Loop, 21 November 2024
- Sponsored the ‘Interpreters and Translators Medal’ as part of NSW Premier’s Harmony Dinner, Sydney, March 2025
- Monash University’s School of Languages, Literatures, Cultures and Linguistics Industry Expo: ‘Thriving in Regional Communities’, 14 June 2025, Shepparton, Victoria

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

- CPI/CI Auslan Information Session for Students and Trainers, RMIT & NAATI, 25 October 2024, presented by Janetta Ziino
- ABC News Interview: “Australia grapples with Auslan interpreter shortage amid calls for government to do more to incentivise profession”, 27 October 2024, Kym McDowell interviewed
- Respecting Human Rights of Seniors with Diverse Language Needs, hybrid event in Perth, 30 September 2024, hosted by NAATI, AFCAS and All Graduates
- Bilingual Worker Training: Improve Your Translation & Interpretation Skills, Regional Victoria, November 2024, co-organised by NAATI and Polaron
- ‘Ask NAATI’ - Conversations Podcast, November 2024 featuring Michael Nemarich and Aurélie Sheehan
- ‘Let’s Talk Language’ Podcast, Batchelor Institute’s First Nations Language Centre & CALL – December 2024 featuring Lavinia Herffernan
- ‘Interpreter and Translator Certification as a Vehicle for Quality Assurance’ presented by CEO Mark Painting at the APU and RMIT University Co-operative International Symposium, Japan, December 2024
- ‘Beyond NAATI’s Position Statement’, presented by Aurélie Sheehan for Sydney Health Care Interpreter Service, 28 May 2025
- ‘Ask NAATI’ – Conversations Podcast – June 2025 featuring Michael Nemarich

NAATI is an active member of several national and international organisations, including the International Federation of Translators (FIT), Critical Link, the Conférence Internationale Permanente D’instituts Universitaires de Traducteurs et Interprètes (CIUTI), and the Victorian Government’s Language

Services Quality Committee. It is also represented on the AUSIT Ethics Committee. NAATI holds Associate Membership with the Settlement Council of Australia (SCOA) and is a member of the Diversity Council of Australia. Additionally, NAATI has contributed to SCOA’s Road to Belonging working groups, supporting initiatives that promote inclusion and equitable access to language services.



Senior Operations Manager (South) Francesca Cimorelli with a member of the public at the ‘Thriving in Regional Communities’ Expo in Shepparton, Victoria, June 2025



Regional Operations Manager (QLD) Jim Duncan with Queensland Health Metro North staff interpreters at the St Jerome's Day of Translators and Interpreters Event at the Princess Alexandra Hospital, Brisbane



CPI/CI Auslan Information Session for Students and Trainers presented by Janetta Ziino at the Melbourne office, 25 October 2024



Camille Dobson (Language Centre Project Manager) and Lavinia Heffernan (NAATI IIP Project Officer) sharing their love of language on the 'Let's Talk Language' Podcast, Batchelor Institute's First Nations Language Centre & CALL – December 2024



NAATI WA staff Dylan Moraday and Fion Lee at the CALD Expo in Perth, October 2024

NAATI was proud to sponsor the Interpreters and Translators Medal at the 2025 NSW Premier’s Harmony Dinner. This year’s medal was awarded to Neena Sinha and presented by NAATI Chair Magdalena Rowan and Hon Steve Kamper, MP, NSW Minister for Multiculturalism, in recognition of Neena’s outstanding commitment to ensuring the New South Wales community has access to essential information and services, particularly through her advocacy and support for migrant and refugee women.



The Hon Stephen Kamper, MP, NSW Minister for Multiculturalism, Interpreter and Translator Medal winner Neena Sinha, and NAATI Chair Magdalena Rowan

Case Study: Neena Sinha

For her dedication to interpreting, Neena Sinha was awarded Multicultural NSW’s 2025 Interpreters and Translators Medal, sponsored by NAATI. Neena is a Certified Interpreter Hindi and English

In 2024, Neena was recognised at International Translation Day celebrations at NSW Parliament House for her 40 years of service.



Neena moved to Australia from Delhi, India in the late 1970s. She was inspired to work with her community to help migrant and refugee women.

To help make settlement a little easier, she started Hindi and English language classes for migrants, teaching ‘Australian English’.

Neena is one of the founders of the Indian Women’s Social and Cultural Organisation and Chair of the Immigrant Women Speak Out Association, among other community based voluntary roles.

“I still get up and think about what good thing I can do each day. This keeps me going,” Neena said.

“I do lots of community work and it makes me feel good. I have an opportunity to help people as they settle into their lives in a new country.

“I have helped women coming from different countries. Whether they come from the Middle East or Europe, the culture in Australia is so different. It is difficult to assimilate at first and it can be a bit of a shock.”

Neena also sees her work as an interpreter for Multicultural NSW as equally rewarding, especially her work in NSW Courts.

“It is such an important thing for people to get a fair go,” Neena said.

“There are sensitive issues such as domestic violence. Some people may not understand it is against the law and wives may be scared of speaking out against their husbands.”

While interpreters are required to stay impartial when dealing with sensitive issues, Neena says the cultural nuances and sensitivities are important to consider.

“I am allowed to interpret cultural beliefs that a magistrate, judge or lawyer does not understand,” Neena said.

“In the courtroom, the judges and magistrates often give interpreters the chance to explain the cultural norms. This is important because we need to make them understand what those in front of the court are trying to say.

“People who come to court are nervous, scared and stressed. I feel they look up to me in my role. I get a great sense of satisfaction when I have achieved something good in my work in the courts.”

As for being acknowledged with the 2025 Interpreters and Translators Award, Neena is very humble.

“It’s a great, great honour to win this award. What I have been doing, I have done for pleasure and satisfaction, and it gives me a great sense of fulfillment and achievement,” Neena said.

“I can look back over the past 40 years and know I did something useful with my life.”

This profile was reprinted with permission by Multicultural New South Wales:
<https://multicultural.nsw.gov.au/neena-sinha/>

Photo credit: Salty Dingo 2025

NAATI’s international presence continued to grow through active participation in significant industry events. In September 2024, NAATI sponsored and attended the New Zealand Society of Translators and Interpreters (NZSTI) Conference in New Zealand. In December, CEO Mark Painting presented *‘Interpreter and Translator Certification as a Vehicle for Quality Assurance’* at the APU and RMIT University Co-operative International Symposium in Japan.

In April 2025, NAATI’s COO, Michael Nemarich, attended the GALA Conference in Montreal, Canada. May and June saw a series of major engagements across Europe, with Aurélie Sheehan, NAATI’s Manager of Certification Policy and Development, representing NAATI at the CIUTI Conference in Spain, LocWorld in Sweden, and the TAUS Massively Multilingual Conference in Ireland. Mark Painting also represented NAATI at the ISO Conference in Takamatsu, Japan, to round out the financial year.

Many of these conferences explored the impact of AI and new technologies on the translating and interpreting sector, emphasising the importance of quality, the evolving role of translators, and the need to embrace innovation.



COO Michael Nemarich networking with representatives from Acudocx and Boostlingo at the GALA Conference in Montreal, Canada



NAATI Senior Management at the NZSTI Conference in September 2024. From left to right: Michael Nemarich, Aurélie Sheehan, Mark Painting, and Magdalena Rowan with Dicken Minta of Televisio



Aurélie Sheehan, Manager - Certification Policy and Development, with Anne Marie Colliander Lind, President of the Association of Languages Companies in Sweden

4



Our People

Underpinning NAATI’s vision of ‘A connected community without language barriers’ are the NAATI staff across the country who work hard to not only enhance the experience of our candidates but also support the important work undertaken more broadly in the translating and interpreting sector. NAATI’s staff are passionate, diverse, adaptive and innovative and strive to achieve excellence in all that they do.

Our IT platforms and supporting systems have enabled flexible and agile delivery of services, and support how we engage with each other. NAATI staff continue to utilise our intranet as a key communication and connection tool that allows the sharing of important business, industry and personal development stories and updates that contribute to our shared learning experiences, professional and personal growth and development.

Staff turnover at NAATI has remained low again this year, at just 8% compared to industry averages of 14%-15%. This stability has provided a stable and knowledgeable base to support business change and growth as well as business-as-usual activity. Our longest serving staff member celebrated their 27th work anniversary earlier this year with the average tenure of staff being 7 years.

NAATI operates across Australia with staff located in Canberra, Brisbane, Sydney, Melbourne, Adelaide, Hobart and Perth. As of 30 June 2025, NAATI employed 889 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	50	34	16
Part-time	25	19	6
Casual	814	560	253

Staff engagement survey

NAATI continued its partnership with XREF (formerly the Voice Project) to launch an all-staff engagement survey in March 2025. Since 2021 regular staff engagement surveys have been conducted as an important tool to not only elicit feedback from staff but to gather ideas, suggestions and innovations that can be implemented to strengthen the employee experience.

A strong survey participation rate of 86% provided surety that the survey was representative of most staff at all locations. Outsourcing the collection of survey data to XREF ensures an extra layer of confidentiality so that staff will offer frank and valuable feedback.

Key comparisons from the 2023 to the 2025 survey are listed below:

	2023	2025	Benchmark difference
Engagement	87%	85%	+6%
Wellbeing	88%	81%	+7%
Progress	90%	83%	+10%

NAATI results are benchmarked against Associations, Professional and Peak bodies

Ensuring that feedback is obtained from staff in both a formal and informal manner is of high priority and supports our continuing commitment to consult with staff to ensure a safe, productive and engaging work environment for all.

NAATI Enterprise Agreement 2024-2028

NAATI’s new Enterprise Agreement 2024-2028 came into effect on 2 October 2024. This was a significant piece of work for much of 2024 and involved establishing an Enterprise Bargaining Committee representative of staff to negotiate the terms and conditions of the new enterprise agreement. Staff input into the process was strong and the final agreement is indicative of our continued commitment to staff, enabling them to work to their full capacity, while also being able to balance their personal lives, learning and development goals, and overall wellbeing as a NAATI team member.

Staff-led committees and working groups

Workplace Consultation Forum

Following the work negotiating a new Enterprise Agreement, there was a priority to ensure that staff consultation and collaboration continued to be a key organisational commitment. It was also determined that due to our size and available resources, it would be appropriate to set up a broader staffing/workplace consultation group that could collaborate on the employee experience and engage with compliance matters related to Workplace Health and Safety (WHS). This decision, and one written into the NAATI Enterprise Agreement, led to the formation of the Workplace Consultation Forum.

This forum is made up of members who expressed interest and met the criteria outlined in the Workplace Consultation Forum Terms of Reference, to ensure adequate representation of all levels of staff across NAATI offices.

Two primary aims of the Workplace Consultation Forum are:

- To consult and gather feedback from staff on employment matters including policy review and development, staff engagement including surveys, discuss and brainstorm innovative ideas, input into learning and development, staff health and wellness, and other employee lifecycle matters.
- To assist NAATI to discharge its WHS responsibilities under the relevant WHS legislation including reviewing and providing feedback on related policies and procedures. Forum members also act as champions across NAATI to assist in the education and support of staff to understand and minimise risks that could lead to physical and psychological harm.

NAATI Learning and Development

Some initiatives rolled out in the past 12 months include:

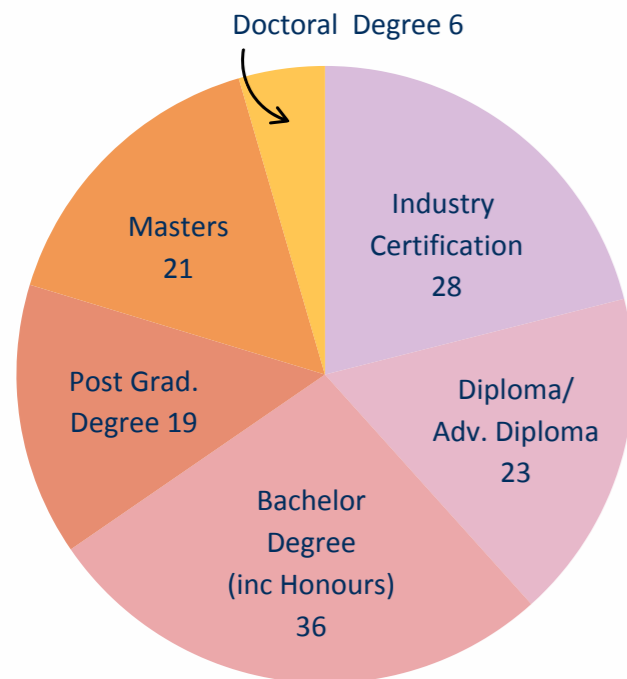
- partnering with our ICT training providers to offer skills training and refreshers in the Microsoft suite of products
- rolling out privacy training to all staff via a not-for-profit partner provider
- updated training covering customer service, people management (including complaints and conflict), business and report writing skills, and cultural awareness delivered both face-to-face and online
- personal and professional wellness webinars via our Employee Assistance Program provider
- ongoing partnership 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
- staff attendance at professional conferences and workshops, supporting staff to complete relevant vocational and tertiary level study, and informal training and sharing of internal knowledge via our Lunch and Learn program

Our collective expertise

NAATI staff qualifications

Our team's mix of academic, technical, and industry experience strengthens NAATI's ability to lead the sector with confidence. Staff members hold a rich array of degrees, diplomas, and certifications, reflecting both depth and diversity across disciplines. Many of our staff are multilingual themselves, bringing lived experience and cultural insight to the heart of our operations.

Qualifications by level

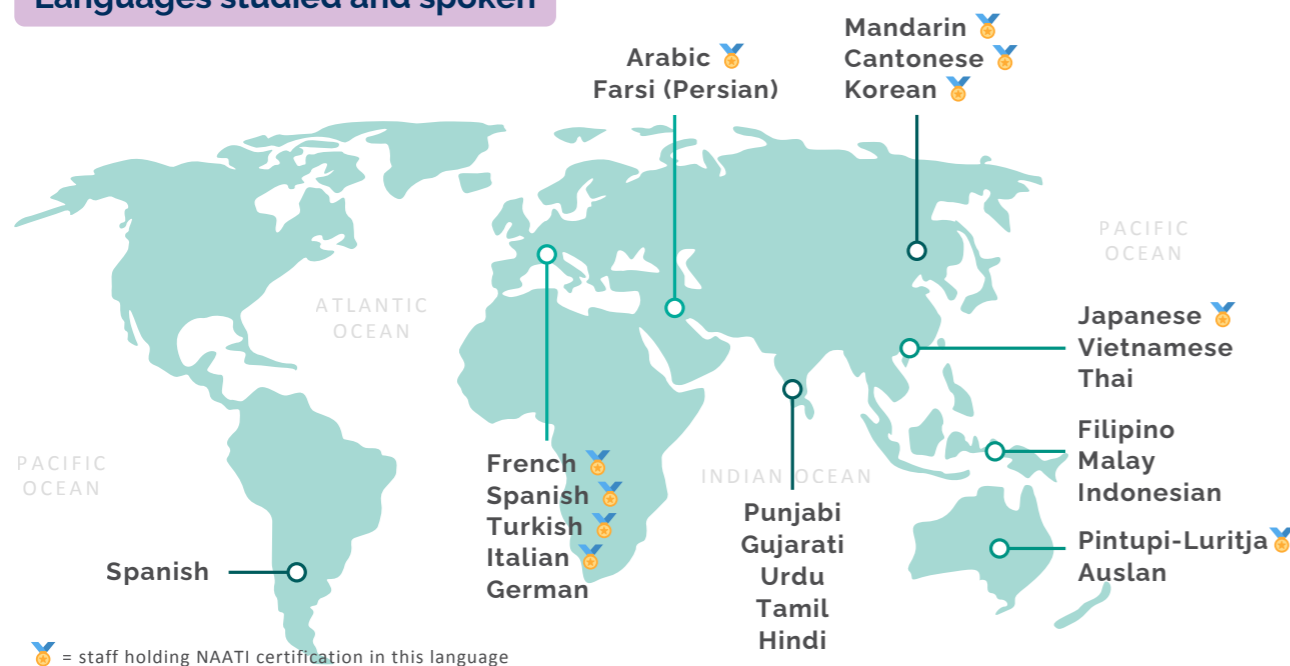


Number of qualifications held among NAATI staff in 2025

Areas of study

- Language, Language Assessment and Linguistics
- Translating and Interpreting
- Leadership and Management
- Economics
- Law
- Public Administration
- International Development
- Commerce and Accounting
- Systems Administration and Engineering
- Arts including Communication, European studies, History and Indigenous studies
- Engineering and Computer Science
- Architecture

Languages studied and spoken



Employee wellbeing

The NAATI Employee Assistance Program (EAP) provider Telus Health has continued to offer support to staff through coaching and counselling services, self-help tools, a mobile app, checklists and resources as well as monthly webinars.

NAATI also holds regular wellbeing webinars with Nutrition Australia as part of our Lunch and Learn program and offers free flu vaccinations for staff prior to winter each year.

NAATI has continued the partnership with the ACT Healthier Work program and has maintained Platinum+ status throughout the year. The Healthier Work program encourages workplaces to engage staff in a variety of healthy initiatives that support good physical and psychological health.

Examiners

Examiners are an intrinsic part of NAATI's work, enabling NAATI to set and maintain high professional standards for the 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 400 examiners across all of NAATI's test types.

This year, NAATI continued to develop additional training resources and other support mechanisms for NAATI's examiners, including more e-learning resources.

As part of Continuous Improvement Program Recommendation 4, NAATI created an online Examiner Space, which was launched in August 2023. The space is hosted on NAATI Learn and is now our primary communication channel with examiners who receive email notifications when news announcements are published.

The Examiner Space is also a repository of important information that is relevant to examiners, including all assessment documents, training modules, information on upcoming test dates and a frequently asked questions page. The space includes a community discussion forum linked to our examiner webinars, which are recorded and can be assessed at any time. Examiners can access past communications and the most recent versions of documents easily and efficiently.

Our committees

NAATI's contribution to the translating and interpreting sector is supported by expert advice from NAATI's committees. NAATI's committees do not have executive powers, supervisory functions or decision-making authority on behalf of NAATI.

Regional Advisory Committees

NAATI convenes Regional Advisory Committee meetings in New South Wales, Queensland, South Australia, Tasmania, Victoria and Western Australia each quarter.

The Regional Advisory Committees provide a key link between the organisation and the communities it serves. The committees bring together representatives from training institutions, government, language service providers, professional associations, and practitioners to share emerging issues and understand local needs.

Regional Advisory Committees play an important strategic role in communication, strengthening connections, and promoting consistent standards across jurisdictions. The committees contribute to raising awareness of NAATI certification, support local initiatives, and foster strong professional networks at the state and territory level. Insights from the committee meetings inform NAATI's national strategies and ensure that regional perspectives are reflected in policy and practice.



Case Study: Mikhael Tuma

Language Justice: A Young Interpreter's True Calling

Mikhael Tuma is a Certified Interpreter Arabic and English

"Language Justice is the practice and principle of ensuring that all people have equitable access to communication in the language they know best. It recognises that language is not only a tool for communication but also a core part of identity, culture, and power; language is a right, not a privilege. Language justice challenges dominant language hierarchies, centres the voices of marginalised communities, demands not only multilingual support but the dismantling of language-based barriers and respecting the right of individuals to express themselves fully, with dignity, in their own language."¹

When I was invited to write this piece, I reflected on what would be worth sharing that will resonate with my esteemed colleagues in the present but also remain relevant to our profession in the future. Something that the next generation of language practitioners will find meaningful and inspirational.

My journey into this profession itself is not inspiring. I had wanted to stop working in hospitality and earn a better income utilising a skill that I inherently had by virtue of being bilingual. What is better suited to this context is to share the reasons why I have chosen this "job" as a career, what inspires me to stay and what sustains me working within a system that often feels broken.

The more I worked within the sector, the more I grew to appreciate the unique position that youth holds in our profession. Coming into this field at the age of 20 – the youngest certified Arabic Interpreter in Australia at the time – I often worried that I lacked the life experience needed to bring depth to my work. Yet I came to realise that my limited experience, coupled with naivety and youthful impatience, was in fact my greatest strength. It gave me the courage to notice the status quo but refuse to accept it as immutable. That perspective continues to drive me: to question entrenched practices, to challenge systemic exclusion, and to advocate for the profession to be better attuned to the needs of the communities it serves.

Being young in this field has also made me recognise how vital it is to encourage other young people into interpreting and translating. When young practitioners enter the profession, we bring with us renewed energy, contemporary priorities, and a sense of urgency for justice. Through the lens of language justice, we connect our work to pressing issues such as social justice, liberation, radical inclusion, and deeper awareness of the generational impacts of colonisation and oppression. If the sector is to remain attuned to these issues, it must be open to revitalisation by the perspectives and commitments of the younger generations.

My own specialisation in health and mental health contexts – particularly with LGBTIQ+ forcibly displaced people – has compelled me to confront the ethical and intersectional complexities of interpreting. When interpreting, and especially for these communities, language is never neutral; it must be culturally safe, affirming, and inclusive. When interpreters create this kind of safety, they prevent the erasure of queer lived experiences by making it possible for people to share their stories without fear, and by carrying those stories into another language with accuracy, compassion, and dignity. This is what inspired me to establish the Language Justice Network this year. A community-led organisation

that builds capacity, pushes for systemic change, and insists that interpreting should amplify diverse lived experiences rather than erase them. In speaking of erasure, I also recognise that the principle of language justice is not new. It has long been articulated in relation to First Nations and Indigenous communities, where the suppression and erasure of languages has gone hand in hand with the erasure of culture and sovereignty. These struggles resonate deeply with the erasure of queer lived experiences and those with other marginalised identities. For me, language justice is about resisting all forms of erasure and creating conditions where languages, cultures, and identities can thrive together.

It is my perspective that interpreting is one of the rare professions where you can bring your whole self. My intersectional identities, my refugee background, and my lived experiences are not distractions or in conflict with the work – they are sources of knowledge, compassion and care. This is also why I believe interpreting is inherently political. Every choice we make in an interpreted encounter – which terms we use, how we carry the tone, how we position ourselves in a room – reflects values and power. Acknowledging this makes us more accountable to the people we serve.

I see interpreting as both a privilege and a profound act of solidarity. It allows me to sit with people in their most vulnerable moments and ensure their words carry with accuracy, dignity, and humanity. Looking forward, my goals are to support the participation of LGBTIQ+ forcibly displaced people in the sector as interpreters and translators; to advocate for systemic reforms that embed trauma-informed and intersectional approaches into sector-wide practices; and to continue pushing for a profession that embraces social justice and liberation as central to its practice.

A thriving interpreting profession ultimately reflects and underpins a thriving, diverse society: not one that seeks to homogenise, but one that celebrates the richness of intersecting identities and experiences. Language justice, in this sense, is not only about communication – it is about building a world where every voice can be heard with high fidelity.

¹ Quadri, N. S., Wilkins, S., Krohn, K., Mann, E. M., Stauffer, W. M., & Walker, P. F. (2023).

Language Justice: Definition, Explanation and Example in DEI. The Oxford Review – DEI Dictionary.

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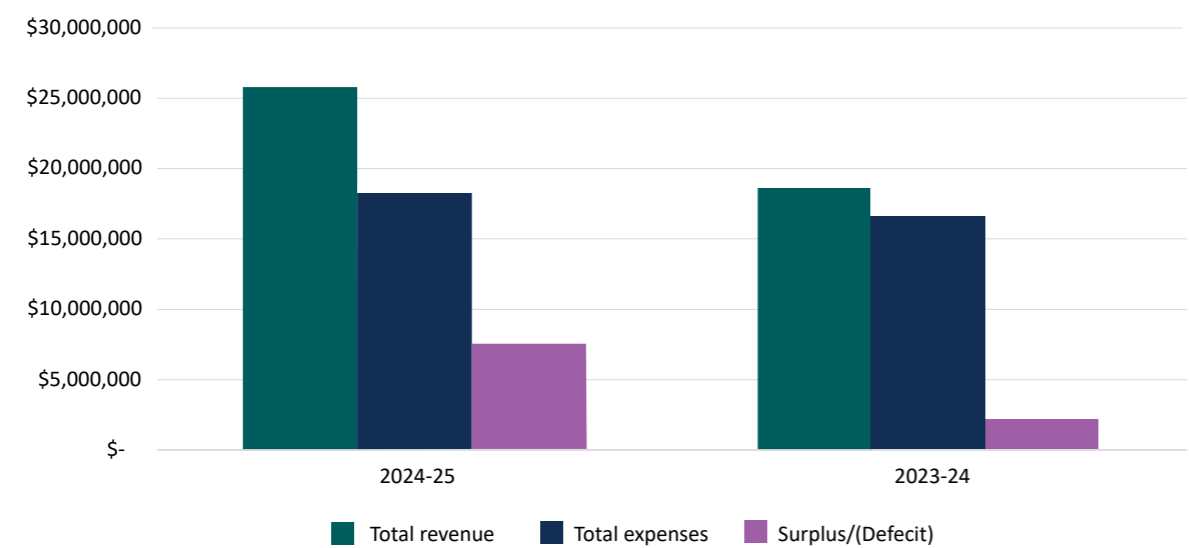
Financial Summary

The following financial summary is based on audited financial statements for 2024-25 and comparatives for 2023-24.

Operating Result

NAATI ended the year with a surplus of \$7.6M compared to \$1.9M in 2023-24. This has resulted in a surplus of 29% compared to 10% in 2023-24.

Figure 1: Comparison of 2024-25 performance with the previous year

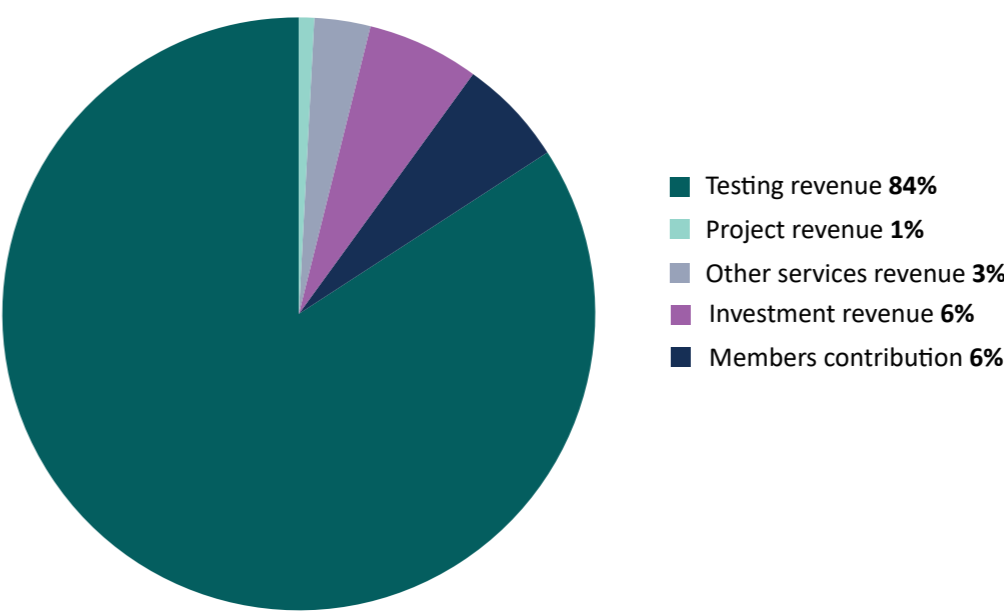


The operating result for 2024–25 exceeded the previous year, driven by a significant increase in testing demand, with NAATI recording its biggest testing year to date. While testing expenditure increased in line with higher testing numbers, the rate of increase was moderated due to operational efficiencies and a reduction in test development activities during the year.

Revenue

NAATI ended the year with a revenue of \$25.8M, the composition of which is as follows:

Figure 2: Composition of revenue for the year ended 30 June 2025



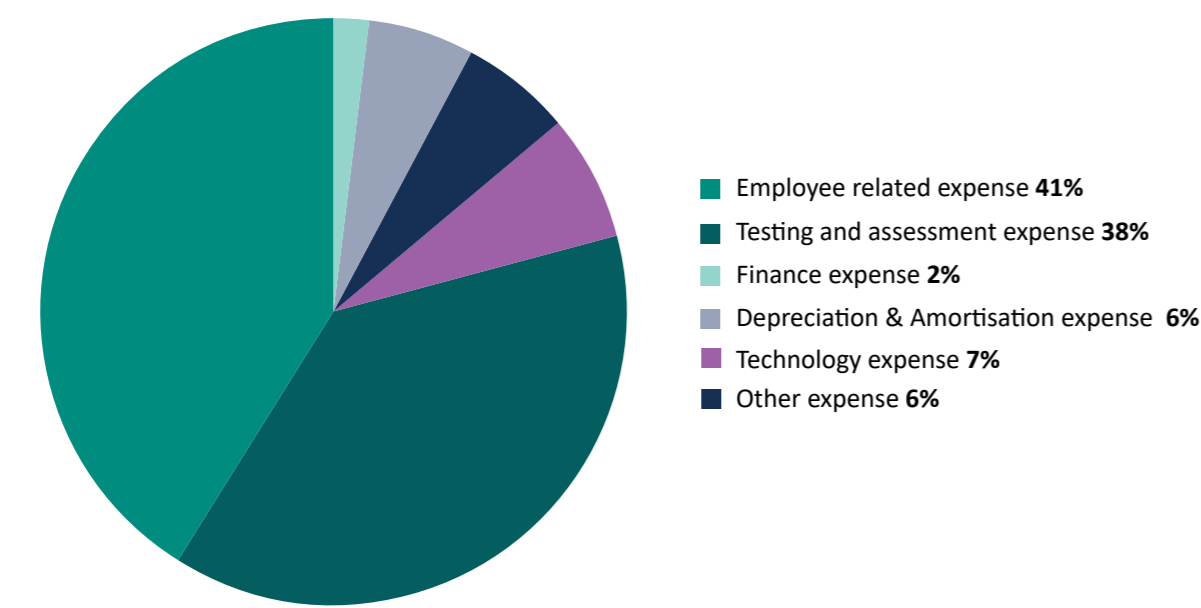
Comparison of 2024-25 revenue with the previous year:

The revenue for 2024-25 was \$25.8M compared to \$18.4M in 2023-24. This was mainly attributable to higher testing revenue, with 29,971 tests conducted in 2024–25 compared to 20,922 in 2023-24. Investment income was also higher due to additional investments made during the year as a result of increased cashflow from testing revenue.

Expenditure

During the year 2024-25 NAATI incurred \$18.2M in expenditure. The composition of the expenditure is as follows:

Figure 3: Composition of expenditure for the year ended 30 June 2025



Comparison of 2024-25 expenditure with the previous year:

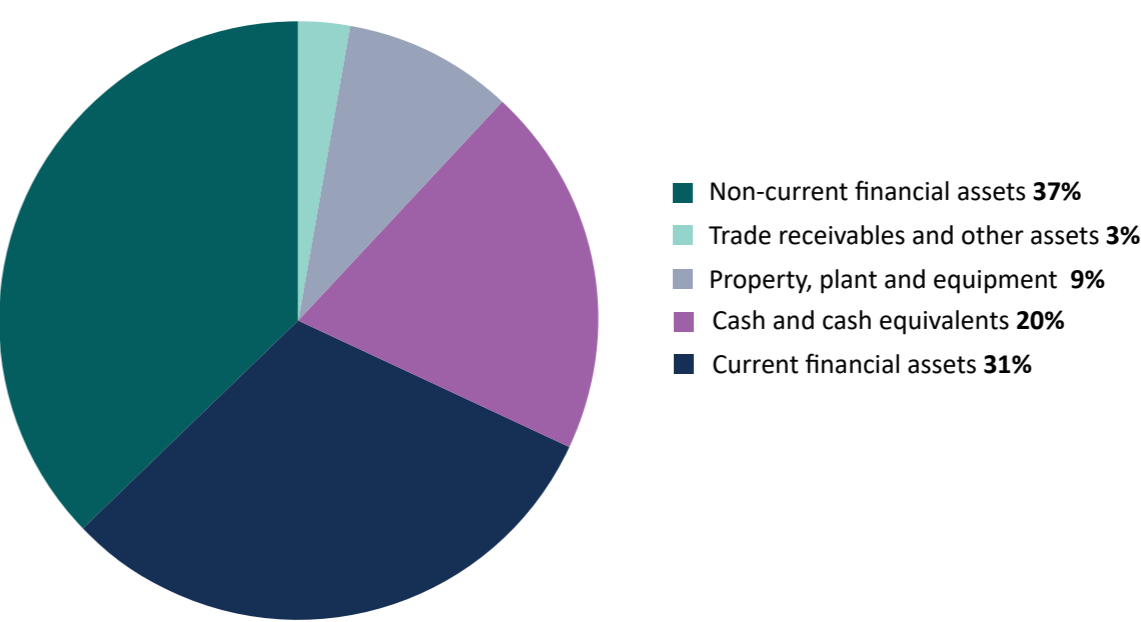
The expenditure for 2024-25 was \$18.2M compared to \$16.5M in 2023-24.

Testing, employment and technology expenses increased in line with the higher testing volumes; however, the increase in expenses was lower than the growth in testing revenue. This was driven by operational efficiencies such as recording tests in-house, optimising the utilisation of test invigilators and role-players within the testing format, and reduction in test development activities.

Assets

NAATI has \$42M in assets as at 30 June 2025. The composition of assets is as follows:

Figure 4: Composition of assets as at 30 June 2025



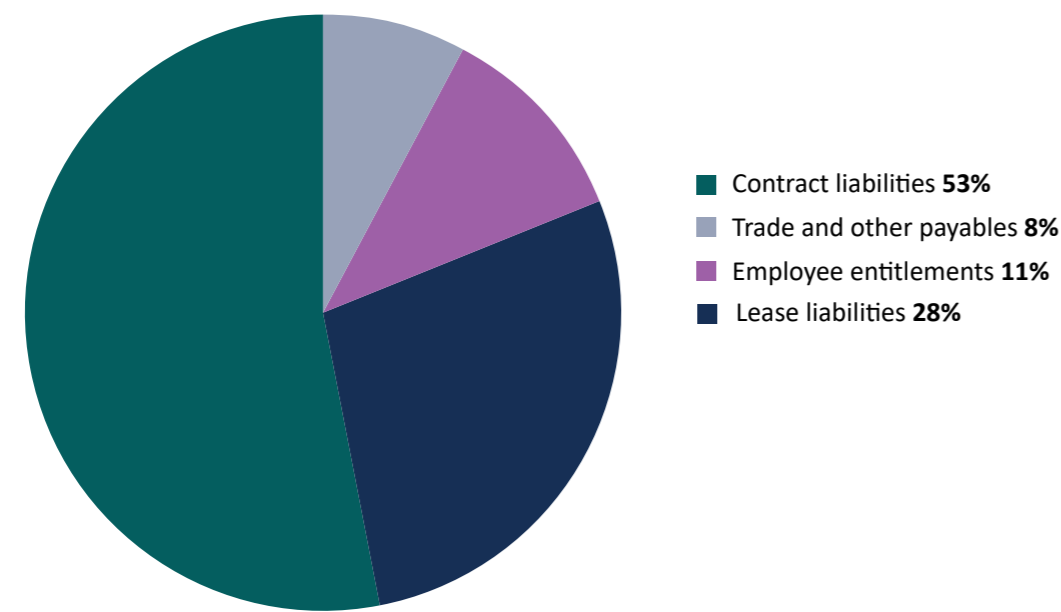
The major components of assets are as follows:

- 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. Investments in long-term portfolio 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 \$12M in liabilities as at 30 June 2025. The composition of liabilities is as follows:

Figure 5: Composition of liabilities as at 30 June 2025



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 2025.
- Lease liability relates to liability recognised on leased office premises in accordance with AASB 16.
- Employee entitlements include annual and long service leave entitlements.
- Trade and other payables include accrued expenses and liabilities to be cleared on submission of Business Activity Statement for June 2025.

The Audited Financial Statements for 2024-25 are available on NAATI’s website at www.naati.com.au

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