



National  
Accreditation  
Authority for  
Translators &  
Interpreters Ltd.

ABN 42 008 596 996

TWENTY SIXTH  
ANNUAL REPORT

# Annual Report 2004/2005



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Accreditation  
Authority for  
Translators &  
Interpreters Ltd.

APW 42 008 596 996

# NAATI 26th Annual Report 2004/2005

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and Interpreters Limited 2005

ABN 4242 008 596 996

26th Annual Report

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# Transmission Letter

The Hon. John Cobb MP  
Minister for Citizenship and Multicultural Affairs  
Parliament House  
Canberra ACT 2600


Dear Minister

Re: NAATI Annual Report 2004-2005

I take pleasure in submitting the twenty-sixth Annual Report of the National Accreditation Authority for Translators and Interpreters Limited for the year ended 30 June 2005.

The report reflects the company's operations during the year according to its operational plans and the Funding Agreement with the Commonwealth, State and Territory Governments. It also includes the independently audited financial statements and various tables.

The NAATI Board of Directors, together with NAATI's expert committees and staff, helped the company achieve its core objectives and good financial outcomes during 2004-2005. In my capacity as chair of NAATI I wish publicly to acknowledge the valuable contributions made by all the above, including the previous Chair of NAATI, Mr David Wheen whose appointment expired on 30 August 2005. Appreciation is also expressed to the Members and Members' Representatives of NAATI, who offered valuable guidance and provided financial support to the company.



Susan Bures  
Chair, NAATI Ltd  
December 2005



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# 1. Year In Review

BY THE CHAIRPERSON OF NAATI

The financial year 2004-2005 was a year of high activity and significant achievement for NAATI as it not only delivered on its recurrent testing programs, course approvals and overseas assessments but it also completed major project work and initiated new programs and reviews.

In total, NAATI delivered 3,763 T & I tests in 2004-2005, a decrease of 526 from the previous year total, caused by the sharp downturn in the demand for Special On Demand Tests (from 2206 in 2003-4 to 1650 in 2004-5 - difference being 556 tests). The demand for Special On Demand tests started to recover in March 2005 and maintained this recovery level until the end of the financial year. NAATI expects that the demand in 2005-2006 will recover to the pre-2004-2005 level.

In contrast to the pattern for Special On Demand tests, demand for Annual Program tests and Overseas tests were consistent with that of the previous year. (Annual Program tests - 1709 in 2004-5, 1650 in 2003-4 and Overseas Tests - 404 in 2004-5, 409 in 2003-4)

In addition to its testing operations, NAATI implemented the new editions of its two key manuals, the Examiners Manual and the Manual for Obtaining Course Approval. It also completed the development of new Sample Test scripts for the Paraprofessional Interpreter test in readiness for recording in the first quarter of the next financial year. During the period under review, NAATI also delivered 8 Rural and Regional Programs which resulted in 14 accreditations and 18 Recognitions. NAATI also worked with consultants on two major reviews, namely The Review of Administrative Processes Related to Testing, Including Quality Control Processes (The Cook Report) and the Rater Reliability Study. The latter is part of the test validation project.

The financial outcomes for the year were also good with a surplus of \$236,503. This is less than in the previous financial year, but considering the decline in revenue from Special On Demand Tests, this is still, none the less, a good outcome.

During the year, NAATI achieved the following in terms of service delivery:

## Test/Accreditation Activities

- Delivery of :
  - 1709 tests in the Annual Program
  - 1650 Special On-Demand tests
  - 404 tests at overseas locations
  - 86 Language Aide tests
- Assessment of 264 overseas qualifications leading to 217 accreditations.
- Assessment of some 350 course graduate applications leading to 380 accreditations
- The awarding of 1436 accreditations as follows:

PPI/PPT =	382
T & I	= 1040
Adv T & CI =	<u>14</u>
	1436
- Delivery of tests in twelve regional centres in Australia



# Year In Review

## Test Preparation Activities

- Delivery of 126 workshops in eight states and territories to assist candidates to prepare for accreditation testing
- Completion of the development work for the new Paraprofessional Sample tests; ready for production and recording
- Development of stage 1 of an On-Line Test/Recognition Preparatory Workshop
- Revision and updating of NAATI's Manual for Workshop Facilitators and Participants and the development of Power Point presentation materials
- Review of the NAATI "review and appeals" procedures

## Examiner Activities

- Redevelopment and implementation of the Examiners Manual
- Introduction of an Examiners Quarterly Newsletter to facilitate communications and promote consistency across examiner panels
- Delivery of 6 Examiner training workshops in 6 capital cities of Australia
- Annual review of panel composition and performances followed by Board appointments

## Activities Associated with NAATI-Approved Courses

- Review and implementation of the Manual for Course Approval
- Approval of 4 new tertiary courses; re-approval of 1 course and extension of approval for 11 courses in T & I at Australian institutions
- Organisation and convening of a Course Coordinators Conference in conjunction with RMIT to facilitate a coordinated development of new curricula for NAATI-approved courses in the TAFE sector

## Research and Development

- Implementation of the external Review of Administrative Processes Related to Testing, Including Quality Control Processes (The Cook Report)
- Implementation of the external Rater Reliability Study as part of the test validation project. Completion due in the first quarter of the next financial year
- Production and recording of pilot tests in 4 languages using the new formats in readiness for pilot testing; the scheduling and completion of the Translator pilot tests; Interpreting tests to be piloted in the first quarter of the next financial year
- Completion of a statistical analysis of "primary reason(s) for failure" on NAATI tests
- Development of a Second Discussion Paper proposing the introduction of a system for the periodic revalidation of accreditation; ready for release pending final legal advice



### Business/Corporate Activities

- Bedding in the new IT System for Accreditation Management (SAM) with on-going enhancements
- Replacement of all desk-top hardware in all NAATI offices under a new leasing agreement
- Completion of a security audit of NAATI's IT system and implementation of a plan for risk management
- Delivery of a national training program for all NAATI state and territory managers together with Central Office managers
- Revision and updating of Central Office Job Position Procedures Manuals
- Production of all corporate reports and their submission to the relevant authorities

### Industry/Community Activities

- Delivery of 51 workshops to enhance community and employer understanding of the NAATI accreditation system and the benefits of using accredited practitioners
- Production of the annual edition of the National Directory of Accredited and Recognised Practitioners of Translation and Interpreting, made freely available on the NAATI web site and by purchase in CD Rom format.
- Implementation of training and testing in rural and regional areas and for emerging languages
- Enhancement of information made available on the NAATI web site

With reference to the financial management of the company, NAATI commenced the financial year on the basis of a budget which would provide sufficient revenue to meet the needs of the work program. However at the end of the first quarter, it became apparent that the target revenue would not be met due to the decrease in demand for Special On Demand tests. The Board and management responded by developing a revised budget which was based on reduced revenue and expenditure.

On the basis of the revised budget, NAATI was able to achieve a modest surplus for the year. Because of this surplus and those achieved in the past three years, the Board has again maintained the test fees at 2002-2003 levels. NAATI is now developing a work plan which will allocate some of the retained surplus to meet developmental costs of major projects, to implement some of the recommendations of the Cook report and to meet some of the community needs that may be linked with government programs.

In summary, NAATI met the demand for service delivery, initiated, progressed and/or completed a number of projects and developments such the revision and implementation of the Course Coordinators and Examiners Manuals, the development and trialling of pilot tests using the new test format, the development of the Second Discussion Paper on Revalidation of Accreditation, the implementation of the external reviews on Test Administration Processes and the Rater Reliability Study, the rural and regional projects and the development

# Year In Review

of Stage 1 of the On-Line Test and Recognition Preparatory Workshop. NAATI has also worked with tertiary institutions to have new T & I courses approved and new languages added to existing programs. It also organised the first national conference of T & I Course Coordinators since 1993, a function previously carried out by the now disbanded Conference of the Interpreter and Translator Educators' Association of Australia. (CITEAA)

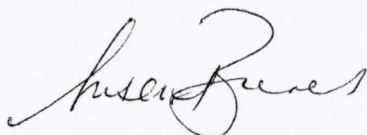
Much work remains to be done. Several of the initiatives commenced in 2004-2005 will be completed in 2005-2006. NAATI will commence implementation of some recommendations of the two major reviews and will initiate the next study related to Standards of Linguistic Competence in English and LOTE in relation to NAATI testing.

NAATI has expended much time and thought in the past year putting into place some major changes and managing several reviews which are likely to have a profound impact on the activity of the company in future.

In recognition of NAATI's success during 2004-2005, I should like to pay tribute firstly to my predecessor, David Wheen, whose insights and clear thinking guided NAATI through a fairly turbulent time of change, and to my fellow Directors whose lifetime experience in and around the T & I industry is of incalculable value to this company.

The effort put in over the past year by NAATI CEO has been immense and we all owe her and her staff a great debt of gratitude. The Qualifications Assessment and Advisory Committee, the Examiner Panels and the Regional Advisory Committees have all contributed greatly to NAATI's work.

We look forward to working co-operatively with all organisations and individuals in the coming year, and particularly the Members' Representatives of NAATI to manage and expand the forthcoming changes as part of NAATI's program for continuous improvement.



Susan Bures  
Chairperson, NAATI Ltd



## 2. About NAATI

### 2.1 Establishment and Status of the Company

The National Accreditation Authority for Translators and Interpreters (NAATI) was initially established in 1977 by the Commonwealth Government as part of the then Department of Immigration. On 1 July 1983 it was incorporated as a public company, limited by guarantee, under the A.C.T. Companies Act 1981. On 31 May 2002, NAATI's Memorandum and Articles of Association was replaced with a new Constitution under the Commonwealth Corporations Act 2001.

NAATI is an independent organisation jointly owned by the Commonwealth, State and Territory Governments of Australia (known as the Members of NAATI). NAATI sets and maintains the national standards for the translation and interpreter profession in Australia. NAATI's role is to promote and develop high quality skills in translation and interpreting from one language into another, especially where one of these languages is English.

### 2.2 The NAATI Mission

Under its Constitution, NAATI's mission is to set and maintain high national standards in Translating and Interpreting to enable the existence of a pool of accredited translators and interpreters responsive to the changing needs and demography of the Australian culturally and linguistically diverse society.

### 2.3 NAATI's Broad Objectives

From 31 May 2002, NAATI is committed to the following objectives specified in its Constitution:

- To set and maintain high national standards in translating and interpreting
- To maintain and enhance a nationally recognised accreditation system that is responsive to the changing needs of the Australian community and accreditation applicants
- To raise community awareness of the value and appropriate use of accredited Translators and Interpreters
- To establish accreditation processes that are accountable and externally validated through suitably recognised and independent institutions
- To provide opportunities for accredited Translators and Interpreters to re-validate/upgrade their accreditation level
- To provide advisory and consultancy services in relation to Translating and Interpreting.

### 2.4 NAATI Members and Their Representatives

In accordance with the Constitution, NAATI has nine Members of the Company. The Members are the Ministers responsible in the Commonwealth and each State and Territory for multicultural and/or ethnic affairs. A Member may appoint a

# About NAATI

person as his/her Representative to exercise any of the powers a Member may exercise under the Constitution and the Corporations Act.

The Members' Representatives usually include a senior officer within the Department of Immigration, Multicultural and Indigenous Affairs of the Commonwealth Government and the Chief Executive Officers of the Multicultural Affairs Commissions or like bodies in the State or Territory Governments.

Members/Members' Representatives of NAATI between 1 July 2004 and 30 June 2005 include:

Mr P Vardos, PSM	(Commonwealth)
Mr S Kerkyasharian, AM	(NSW)
Ms B Mountjouris	(VIC)
Mr S Maguire	(QLD)
Dr L de Mel	(WA)
Mr S Forrest	(SA)
Ms L Andersch	(TAS)
Mr J Laouris	(NT)
Mr Nic Manikis	(ACT)

## 2.5 NAATI Board of Directors

There are five NAATI Directors who are appointed by the Commonwealth Minister of Citizenship and Multicultural Affairs on a resolution of the NAATI Members. For the 2004-2005 financial year, the following served on the Board:

Mr David Wheen	Chair
Ms Vicki Mitsos	Deputy Chair
Ms Susan Bures	Director
Dr Max Brandle	Director
Mr John Kiosoglous	Director
MBE KSA AE SM	

### *Directors Profiles*

NAATI Directors have a depth of expertise in a variety of fields as is demonstrated by the following profiles:

#### **Mr David Wheen (Chair)**

Mr David Wheen has been a senior manager in the Australian Public Service and in community sector organisations. He is currently working as a management consultant. He has been associated with NAATI over many years in his former capacity as an officer of the then Department of Immigration and Multicultural Affairs.



### **Ms Vicki Mitsos (Deputy Chair)**

Vicki Mitsos is currently the manager of the Multicultural Education Centre at Goulburn Ovens Institute of TAFE. In this role she has initiated many worthwhile projects for which she is recognised. Many are now being replicated in other areas of Victoria. Vicki was appointed by Minister Lynn Kosky to the Adult Community and Further Education (ACFE) Board, as the first regional Victorian member.

In addition to her position as Centre Manager for the Multicultural Education Centre Goulburn Ovens Institute of TAFE, she is a council member of the Goulburn Ovens Murray Regional Council of Adult, Community and Further Education, President of the Shepparton & District Ethnic Council and a Commissioner for Victorian Multicultural Commission. She has the distinction of being inducted to the Centenary of Federation 2001 Women Shaping the Nation Honour Roll, the Business Professionals Women of the Year, the North Eastern Woman of the Year and has been presented with the Hellenic Distinction for Victoria and the Centenary Medal for contributions to migrant education in country and regional areas.

### **Dr Max Brandle (Director)**

Dr Brandle was born in Switzerland and came to Australia in 1959. He completed two research degrees at the University of Queensland and became the Director of the University's Institute of Modern Languages from 1970.

Dr Brandle retired from the University of Queensland as Associate Professor from his joint positions of Director, IML and Deputy Director of the CLTR. He currently holds the position of Adjunct A/Professor, CALL, Griffith University, board membership in two international chambers of commerce, Member on the Council for the Swiss Abroad, and active membership in the Ethnic Communities Council of Qld and the Rotary Club of Brisbane. He has recently been awarded the Centenary Medal for contributions to multiculturalism in Queensland.

### **Ms Susan Bures (Director)**

Susan Bures is the Administrator of The Great Synagogue, Sydney. Currently a Director of NAATI, she is also secretary of the Waverly Action for Youth Services (a Sydney youth centre). Trained as a historian, she spent many years as a newspaper editor. She is a former deputy chair of the (then) NSW Ethnic Affairs Commission, former chair of the NSW Arts Advisory Council, board member of Carnivale and former councillor to the NSW Geographical Names Board. She was a member of the Olympic Co-ordinating Authority Names Committee, the Migration Centre Reference Group and the Ethnic Schools Board. She has several times been a judge for the NSW Premier's literary and history awards and was a contributor to The Making of a Multicultural Australia, which recorded Australian public policy on multiculturalism.

# About NAATI

## **Mr John Kiosoglous MBE KSA AE SM**

Mr Kiosoglous is currently the Chairman of the South Australian Multicultural & Ethnic Affairs Commission and formerly a Senior Member of the Commonwealth Administrative Appeals Tribunal. His association with NAATI extends over 14 years, during which period he has served on several Boards as a Director and as Chairman during the period 1992-95. Mr Kiosoglous, a recipient of several honorary awards and medals, has extensive experience in the multicultural area having served as the Deputy Chairman of the South Australian Multicultural and Ethnic Affairs Commission, Chairman of the Ethnic Schools Board of South Australia, member of the Executive Board of the University Adelaide, Executive Member of the Greek Orthodox Archdiocese and Church of Australia, Honorary Chairman of the Council of the Greek Orthodox Communities and Parishes of South Australia, Deputy-Chairman of St Basils Greek Orthodox Homes for the Aged and Chairman of the Australian Hellenic Museum (SA).

## **Chief Executive Officer**

Ms Sherrill Bell serves NAATI Ltd in the capacity as the Chief Executive Officer and the Company Secretary. She came to NAATI after an academic career at the University of Canberra including experience in teaching, research and tertiary administration. She is responsible for the management of NAATI and providing research and advice for the Board's consideration. She has been a member of several advisory committees both at NAATI and at tertiary institutions and has represented NAATI at numerous national and international T & I events.

## 2.6 NAATI Committees

There are two advisory subcommittees of the Board of Directors. They are:

### *The Qualifications Assessment and Advisory Committee (QAAC)*

The Qualifications Assessment and Advisory Committee (QAAC) is NAATI's primary advisory committee on accreditation standards and issues. The Committee is responsible for advice on the following:

- The approval of tertiary courses in interpreting and translation. Graduates of NAATI approved courses are normally eligible for NAATI accreditation.
- The development and revision of the Guidelines for the Approval of Courses
- The assessment of overseas qualifications emanating from institutions not previously assessed
- The assessment of qualifications for accreditation at the Advanced (Senior) levels on the basis of experience



- The development of eligibility criteria for accreditation at the various levels
- The consideration of serious appeal cases
- The development of policies relating to accreditation and testing
- The participation in reviews relating to accreditation and testing
- The consideration of general policy issues relating to standards of the profession.

The Committee makes recommendations on the above issues for consideration by the Board of Directors.

The work of the QAAC during 2004-2005 is provided at 6.2.

The Members of QAAC are listed at 9.1.

### *The Regional Advisory Committees (RAC)*

The Regional Advisory Committees are NAATI's state and territory based committees which advise NAATI on local issues of interpreting and translation which may assist in the development of national policies. The Regional Advisory Committees have five key roles:

- a) to advise the NAATI Board on matters including:
  - T & I standards issues in the relevant state or territory;
  - The specific T & I needs of the state and territory and any particular regional variations;
  - T & I professional issues in the relevant state or territory; and
  - Other issues identified by the NAATI Board.
- b) to advise the NAATI Board, as requested, about proposed developments or policy changes being considered by the Board;
- c) to assist NAATI in the promotion of general community awareness of the NAATI accreditation system and the value and appropriate use of accredited practitioners;
- d) to facilitate the exchange of information among the State or Territory networks of practising professionals, T & I educators, and providers of language services about developments in the T & I industry;
- e) to assist the NAATI Board in its periodic consultations with industry stakeholders.

The performances of these Committees are outlined in 6.3 of this report. The members of these Committees are listed in 9.2 of this report.

# About NAATI

## 2.7 The Organisational Structure of NAATI

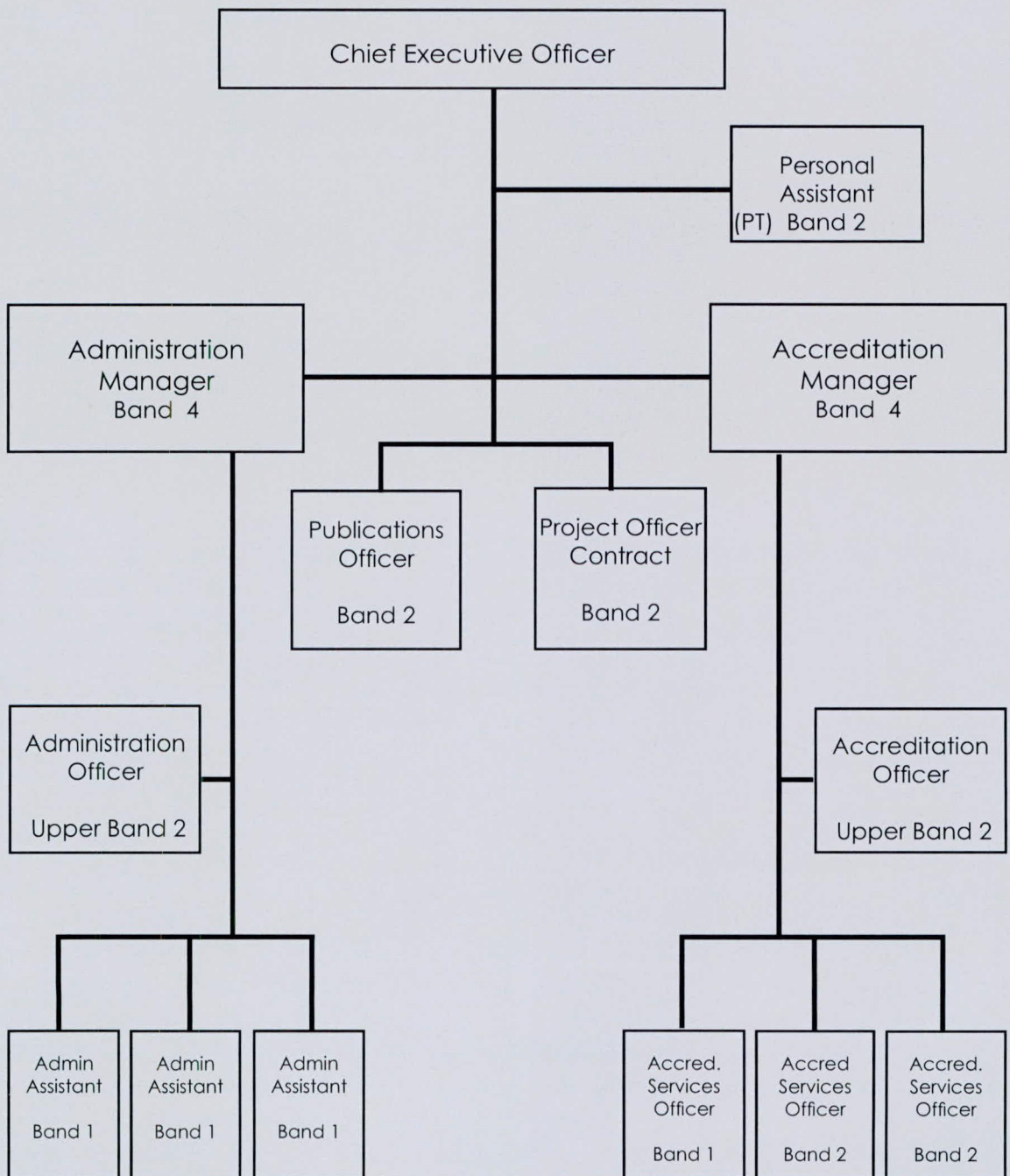
NAATI is a public company with its administrative headquarters in Canberra. It has offices in each State and Territory, with full time staff in Canberra, Sydney, Melbourne and Brisbane. All other offices function on a part time basis to meet local demand. At 30 June 2005, NAATI employed 34 administrative staff members (24 effective full time positions). NAATI also had two maternity leaves during the year. Staff members are listed at 9.3 of this report.

The following chart illustrates the organisational structure of NAATI at 30 June 2005.



# NAATI Organisational Structure

## NAATI Central Office Structure





# 3. PERFORMANCE REPORT

The performance report for 2004-2005 will be set against the objectives and outputs of the constitution. Very detailed performance outcomes have been reported to NAATI's funding jurisdictions against specific items of the objectives and outputs which are included as deliverables in the Funding Agreement Report.

## 3.1 Objective 1: Set and maintain high national standards in translating and interpreting

NAATI has developed and published a set of standards relating to various levels of NAATI accreditation for translators and interpreters. The standards include the meaning of the standard and the tasks that practitioners accredited at each level may be expected to deliver in the workplace. These standards are published in the Candidates Manual, the Concise Guide for Working with Translators and Interpreters in Australia, in the Examiners Manual and in the Manual for Course Approval. The published set of standards is also freely available on the NAATI web site. They are shown at 9.4 of this report.

The standards of accreditation by testing demand that candidates can demonstrate a performance in interpreting and translation which accurately conveys a message from one language into or from English. On NAATI tests, candidates must achieve 70/100 for the paraprofessional and professional level tests and 80/100 for the Advanced Translator and Conference Interpreter tests. The need for accurate message transfer using good quality language demands that the standards are set at least at this level.

Review mechanisms are in place to ensure that standards are maintained. These include the use of two examiners for every test, the monitoring of examiner marking, the monitoring of final exams for NAATI approved courses, the opportunity for review for failed candidates and periodic review of the test policies and procedures to ensure that they remain relevant to workplace requirements. In the current financial year, the new Test Formats for the professional level tests (Translator and Interpreter) have been completed and trialled among volunteer candidates. Decisions concerning adoption will be made after the analysis of the test results and surveys of the candidates and examiners.

The T & I standards are enhanced through NAATI's links with the Australian Institute for Interpreters and Translators (Ausit) whose Ordinary Membership includes the criteria of NAATI accreditation. NAATI also has worked with Ausit to jointly host conferences and seminars to promote the use of accredited practitioners who can perform at a high standard. Through the year, NAATI worked with members of the Australian Sign Language Association and the WA Deaf Society in relation to developing new tests in Auslan.

As part of NAATI's commitment to ensure that accredited practitioners can perform at high standards, NAATI also offers periodic workshops in relation to Ethics of the Profession and Continuing Professional Development. Ethics of the profession is a compulsory component of the NAATI accreditation tests. Candidates must achieve a pass in this component of the test before accreditation is awarded.



## 3.2 Maintain and enhance a nationally recognised accreditation system that is responsive to the changing needs of the Australian community and accreditation applicants

In meeting this objective, NAATI sets an Annual Testing program each year which is developed in consideration of the needs of major service providers and in relation to candidate demands. In addition, because of the need to provide opportunities for testing throughout the year for those with urgent needs, NAATI offers Special On Demand tests and tests at Overseas locations. NAATI accreditation tests are also used as a means of assessing occupational skills for intending migrants to Australia who claim interpreting or translation as their occupation. In addition, NAATI approves courses in T & I at tertiary institutions and assesses qualifications in T & I gained at overseas tertiary institutions.

In these three areas, the following achievements have been made in 2004-2005:

### 3.2.1 Testing

Over the course of the past four years adjustments have had to be made in the target numbers of tests. The adjustments have been in line with the changing nature of the demand and these have been incorporated into the Funding Agreement with Governments. Over the past five years there has been a significant shift in demand from Annual Program tests to Special On Demand tests. However, in 2004-2005, there was a decline in the demand for Special On Demand tests, which appears to be related to a change in the immigration policy related to on-shore students. From 1 April 2004, international graduating students applying for permanent residency were required to complete two years of study instead of one. Since 2004-2005 represented the first year of a two year period, applications for NAATI tests were significantly fewer. The demand for such tests began to recover from 1 April 2005 and at 30 June 2005, the recovery in demand appears to be continuing. The changes in demand are reflected in the table below:

Table 1: Changing Demand for NAATI Tests

Year	*Annual Program Tests		*Special On Demand Tests		Overseas Tests		Total Tests
	Test	% of total	Tests	% of total	Tests	% of total	
2000-2001	1733	66.2	678	25.8	211	8.0	2622
2001-2002	1691	47.7	1607	45.4	244	6.9	3542
2002-2003	1854	43.9	1912	45.4	450	10.7	4216
2003-2004	1674	37.8	2206	51.1	409	9.5	4289
2004-2005	1709	44.4	1736	45.1	404	10.5	3849

(\*includes Language Aide Tests)



# Performance Report

For 2004-2005, the target and actual number of tests are shown in the table below:

Table 2: Test Numbers: Targets vs Actuals

Type of Tests	Target for Delivery	Number Delivered	% Target
Annual Program T & I tests	1700	1709	100.5%
Special On Demand Tests	2200	1650	75.0%
Overseas Tests	400	404	101.0%
Language Aide Tests	100	86	86%
Total	4400	3849	87.5%

The total number of tests delivered within Australia during 2004-2005 was 10.3% less than in the previous year (3849 vs 4289) brought about by the decrease in demand for Special On Demand tests and the Language Aide test.

The five year pattern in Table 1 above shows that the 2003-2004 demand was inflated by on-shore students seeking NAATI accreditation prior to the introduction of the two year study rule by DIMIA on 1 April 2004. The 2004-2005 demand was then deflated by it being the first of the two year study requirement for students seeking permanent residency. The last quarter of the financial year, however, showed that the demand for Special On Demand tests had started to recover. It is anticipated that the 2005-2006 On Demand Test level will return to a level similar to that in 2002-2003. The demand for the Language Aide test is one that is primarily in Victoria and is associated with language allowances and/or recruitment policies for particular government departments. There is a limited market for this test which is dependent upon state government policies.

In the delivery of tests, NAATI offered 40 languages at three levels of accreditation in the annual program and 55 languages through Special On Demand testing. In addition 15 tests were delivered in six Indigenous languages. Testing in Australia was delivered in the eight metropolitan centres and twelve regional centres including Albury, Deniliquin, Coffs Harbour, Wagga Wagga, Wollongong, Griffith, Cairns, Toowoomba, Mt Gambier, Launceston, Shepparton and Pt Hedland.

The demand for tests has also been reflected in the number of new candidates received by NAATI during the period under review. The current year has experienced an increase in the number of new candidates from 3258 in 2003-2004 to 3364 in 2004-2005. The majority of these have been test candidates.



### 3.2.2 Course Approvals

NAATI approves Translation & Interpreting courses at Australian tertiary institutions and continues to monitor the courses to ensure that the institutions maintain the quality of the course over the period of approval. Graduates of such courses who achieve the NAATI standard in the final examination may be awarded NAATI accreditation at the same level for which the course is approved.

In 2004 - 2005, NAATI granted 4 initial approvals, 1 ré-approval and 11 extensions of approval to 16 translation and/or interpreting courses in Australia. It also granted approval for additional languages for one course. (see Table 4). This brings the total number of approved courses in Australia to twenty-seven, five more than in the previous year. The courses fall into the following categories:

Table 3: Types and Numbers of NAATI-Approved Courses 2004-2005

Type of Course	NAATI Accreditation Level	Number of Institutions Offering course
Diploma of Interpreting	Paraprofessional Interpreter	10
Advanced Diploma of Interpreting and Translation	Translator and Interpreter	1
Advanced Diploma of Interpreting	Interpreter	5
Advanced Diploma of Translation	Translator	3
B.A. in T & I	Translator and Interpreter	1
Post Graduate Diploma in T & I	Translator and Interpreter	4
M.A. in T & I	Translator and Interpreter	2
M.A in Japanese Translation and Interpreter	Adv. Translator, Conf. Interp.	1



# Performance Report

During the year, the following courses were approved:

Table 4: Course Approvals and Re-Approvals 1 July 2003 – 30 June 2004

## New Course Approvals

### **Diploma of Interpreting**

Northern Institute of Sydney TAFE, Meadowbank

Japanese

01/07/2005 to 31/12/2006

### **Advanced Diploma in Translation**

Melbourne Institute of Technology

Bengali, Chinese, Hindi,  
Punjabi, Urdu

01/04/2005 to 30/06/2006

### **Advanced Diploma in T & I**

RMIT

Arabic, Auslan, Cantonese,  
Greek, Italian, Japanese,  
Khmer, Korean, Mandarin,  
Somali, Vietnamese

01/01/2005 to 31/12/2007

### **P.G. Diploma /M.A. in T & I (Chinese)**

University of Queensland

Chinese

01/01/2005 to 31/12/2005

## Course Re-Approvals

### **P.G. Diploma and M.A. in T & I**

Macquarie University

01/01/2005 to 31/12/2006

## Course Extensions of Approval

### **Diploma of Interpreting**

Sydney Institute of TAFE - Petersham

01/01 2005 to 31/12/2006

Sydney Institute of TAFE – Granville

01/01 2005 to 31/12/2006

Batchelor Institute of Indigenous Tertiary Education

01/01 2005 to 31/12/2006

Institute of Aboriginal Development

01/01 2005 to 31/12/2006

Southbank Institute of TAFE

01/01 2005 to 31/12/2006

Adelaide Institute of TAFE

01/01 2005 to 31/12/2006

RMIT

01/01 2005 to 31/12/2006

Central TAFE – Perth

01/01 2005 to 31/12/2006

Central TAFE – Leederville

01/01 2005 to 31/12/2006

### **Advanced Diploma of Interpreting and/or Translating**

Adelaide Institute of TAFE (Translation)

01/01/2005 to 31/12/2006

Adelaide Institute of TAFE (Interpreting)

01/01/2005 to 31/12/2006

## Additional Languages

### **Advanced Diploma of Translation**

Central TAFE – Perth

Amharic, Arabic, Chinese,  
Dutch, Indonesian,  
Vietnamese

01/07/2005 to 31/12/2005



### 3.2.3 Assessment of Overseas Qualifications

NAATI is the designated body in Australia to assess qualifications in interpreting and translation obtained from overseas institutions. In carrying out this responsibility, NAATI works closely with the National Office of Overseas Skills Recognition (NOOSR) and reports to it on a quarterly basis.

The demand for NAATI accreditation on the basis of overseas assessment decreased in 2004-2005 from 282 applications in the previous year to 264 in the current year. However, the number of successful applications increased from 204 in 2003-2004 to 217 in the current year. This was partially attributed to the improvement in the information provided to intending applicants.

Applications for this method of accreditation are submitted by three groups of individuals: Australian citizens and permanent residents who trained overseas and wish to work as translators and interpreters in Australia; professional practitioners residing overseas who seek a formal Australian qualification in interpreting and translation and individuals seeking accreditation for the purpose of identifying a skilled occupation in relation to their applications for migration to Australia. The last mentioned group represented the strongest demand during the year.

### 3.2.4 Accreditations

In 2004-2005, NAATI awarded 1436 accreditations as follows:

Table 5: Accreditations: 1 July 2004 to 30 June 2005

Level of Accreditation	By Testing	By Course Approval	By O'seas Quals	Total Accreditations
Paraprofessional Translation	7	0	0	7
Paraprofessional Interpreting	213	162	0	375
Translator into English	154	30	6	190
Translator into LOTE	375	99	198	672
Interpreter	90	88	0	178
Advance Translator	0	0	3	3
Conference Interpreter	0	1	3	4
Advanced Translator Senior	0		1	1
Conference Interpreter Senior	0		6	6
TOTAL	839	380	217	1436

The 1,436 accreditations were spread over 60 languages and the four levels of NAATI accreditation. They included 10 accreditations in 4 Indigenous languages.



# Performance Report

## 3.2.5 Supporting Activities

### Expanding Range of Languages for Accreditation

As part of meeting the main objective, NAATI has communicated regularly with the NAATI Members' Representatives in the past year and with the government and private service providers to enable it to identify their needs. NAATI also surveyed the service providers to identify the languages of greatest demand and shortest supply so that testing of these languages can be offered within Annual Programs. In addition, the surveys help to identify new and emerging languages for which accreditation testing would be useful.

As a result of initiatives taken in 2003, NAATI established examiner panels and accreditation tests for Tetum and Tigrinya as new and emerging languages. Tests were offered for the first time in the 2004-2005 program, resulting in two accreditations for Tigrinya Paraprofessional Translators and one accreditation for Tigrinya Paraprofessional Interpreter. Despite the availability of a Paraprofessional test in Tetum and the advertising of this, no candidates presented for testing.

In May 2004, NAATI through its communications with service providers and DIMIA representatives, identified four languages for future development, these being Dinka, Oromo, Nuer and Armenian. After twelve months of recruitment processes, NAATI has received fewer than 3 applications in each of the four languages, which are insufficient to form any examiner panels. NAATI will continue to recruit during 2005-2006 with a view to identifying suitable examiners in these languages.

### Extending Services into Rural and Regional Areas

During the 2004-2005 financial year NAATI implemented a series of pilot projects to deliver short intensive training packages in regional and rural areas and/or for emerging languages. Since the training package is equally applicable as preparation for NAATI Accreditation (at the Paraprofessional Interpreter level) as it is for NAATI Recognition, it has been delivered to combined groups of participants at a variety of locations across a range of languages. More details about this work are found at 4.2.

## 3.3 Raise community awareness of the value and appropriate use of accredited Translators and Interpreters

During 2004-2005, NAATI's state office managers conducted 51 free community-based information workshops to specifically promote awareness of the value and appropriate use of accredited Translators and Interpreters. They also organised and attended a number of liaison meetings with managers and



directors of key organisations with interests in T & I as well as attending various special industry events. In total, 51 community information sessions were convened, 113 meetings with individual or organisational stakeholders and two meetings were held with international visitors with an interest in NAATI's accreditation system. In the states and territories

NAATI participated by presenting displays at the Arabic Carnival in NSW, the Springvale Adult Learners Week and Careers Expo in Victoria, in the Multicultural Festival, Queensland Deaf Festival and the Centrelink Multicultural Forum in Queensland. NAATI also had several articles about accreditation and working with interpreters published in external newsletters or journals and gave three radio interviews.

The CEO carried out a similar schedule of liaison work throughout Australia, by means of personal meetings, representation at national events, writing of articles for various journals and newsletters, and presenting papers at conferences. She also took the awareness building campaign internationally by accepting invitations to speak at national conferences in Taiwan and New Zealand.

The thrust of the community awareness program extended to service providers who are encouraged to use practitioners accredited at the professional level as the most preferred option and to only accept those with lower accreditations where necessary. NAATI provides service providers with an annual update of the languages for which accreditation tests are available and encourages them to have their unaccredited contractors seek accreditation in them.

NAATI commenced its information campaign concerning the impending introduction of revalidation of accreditation through presentations at meetings and conferences. The Members of its Regional Advisory Committees have also helped to promote community awareness of NAATI and its accreditation system.

NAATI continues to publish on CD Rom and on the web site the list of accredited translators and interpreters who are readily available for work. This is provided in the National Directory of Accredited and Recognised Practitioners of Translation and Interpreting. Entry to this directory is by payment of a small annual subscription fee which ensures that NAATI can maintain the currency of the contact details.

In addition to the freely accessible National Directory of Accredited and Recognised Practitioners of Translation and Interpreting, NAATI assists service providers seeking practitioners in low demand languages by making available to them upon request, a list of all accredited practitioners in the particular language together with one contact detail (provided permission has been agreed by the practitioner).



# Performance Report

## 3.4 Establish accreditation processes that are accountable and externally validated through suitably recognised and independent institutions.

During 2004-2005, NAATI continued with the validation project. The Test Content and Construct aspects of validation were completed in 2000-2002. The Test Rater Reliability Study was commissioned during the current year and the larger Test Reliability project will be commenced in due course. (See 4.4 for further details)

In addition to the above, NAATI forwarded a small number of tests during the year to the Institute of Linguists in the United Kingdom for an external assessment. This Institute is the only other testing body in the world with an examination system comparable to NAATI's.

Another part of establishing accountable and valid accreditation processes involved the Review of Administrative Processes Related to Testing, Including Quality Control Processes (The Cook Report). The Review commenced in February 2005 and was originally due for completion by 30 June 2005 but due to the complexity of the issues, NAATI and the consultant agreed to an extension of time to September 2005. (See 4.5 for further details)

In working towards better workplace practices, NAATI continues to improve procedures and processes through streamlining, benchmarking and better use of advanced technology. Through enhanced functions of the database system more information related to test data can be held and retrieved from the system. Enhancements have also put into place procedures which reduce the possibility of data entry error. The National Managers Training Conference held in March 2005 provided an opportunity for all managers to workshop issues of common concern and find common resolutions. During the year, NAATI reviewed and continued to maintain the currency of its office procedures manual

Following the updating and re-writing of the Examiners Manual, the new manual was released in January 2005. The new manual provided clearer and more detailed guidelines for examiners to set and mark tests. The new Manual was introduced to all examiners through a series of workshops conducted in six Australian capital cities during February and March 2005. Examiners then followed the new manual throughout the year.

In May of each year, NAATI reviews the composition of all its examiner panels. Appointments for the following financial year are dependent upon examiner performance, the number of resignations during the year and the gaps in expertise that may occur on panels due to resignations. With a view to ensuring consistently high standards in all languages, all new appointments must meet the three key criteria of tertiary qualifications, NAATI accreditation (in



languages related to the relevant examiner panel) and extensive experience as interpreters or translators or expertise as a linguist/academic.

In 2004-2005, NAATI engaged 305 examiners across 55 panels covering 58 languages.

In relation to candidates, NAATI advises them of the testing process through the Candidates Manual, the various promotional flyers, the invitations to testing and on the web site. The Candidates Manual provides the primary source of information for candidates and contains detailed information about NAATI policies and procedures related to testing. All new candidates receive a hard copy of the manual upon initial application to NAATI. The most recent version of the manual is available on the NAATI web site.

## 3.5 Provide opportunities for accredited Translators and Interpreters to revalidate/upgrade their accreditation level

### 3.5.1 Revalidation of Accreditation

During 2004-2005 NAATI progressed its work related to the periodic revalidation of accreditation. When the first Discussion Paper outlining the reasons for the proposal and ways in which it might be achieved was released in October 2003, responses from stakeholders indicated that although there was support for the concept, there was no consensus concerning the ways in which it might be implemented. Many practitioners were opposed to the proposal. An external consultant engaged to analyse the responses in February 2004 identified a number of issues that required address in order to gain support for the concept. He also advocated a 'slow' approach to its introduction in order to give time for the industry to accept the concept.

During the current financial year, NAATI prepared a second and more detailed paper building on ideas received to date. By 30 June 2005, the paper had been completed, however NAATI was waiting upon legal advice concerning the possible impact of revalidation of accreditation upon practitioners who currently hold accreditation, prior to publicly releasing the document.

Also during the year, NAATI publicised the proposal among candidates and service providers emphasising the benefits of continuing practice and professional development and encouraging all accredited practitioners to participate in such programs. This awareness building was implemented through the delivery of two papers at national conferences by the CEO, by NAATI advertising the proposal on its web site and in the NAATI News and by discussions at various other forums.

NAATI anticipates the public release of the Second Discussion Paper early in the new financial year with public forums to be organised thereafter to foster wide consultation.



# Performance Report

## 3.5.2 Upgrading Accreditation

The upgrading of accreditation primarily relates to the interpreter skill from the Paraprofessional level to the Interpreter level. It is very rare to have such upgradings between these two levels for translators since NAATI does not offer accreditation at the Paraprofessional Translator level in the majority of languages. It is only available in the new and emerging languages. Upgrades from the professional level to the Advanced Translator and Conference Interpreter level are also low in numbers since most of the accreditations at the higher levels are as a result of overseas qualifications and they are awarded directly at this level.

With reference to the number of candidates who have upgraded their NAATI accreditation during 2004-2005, NAATI reports the following:

Table 6: Number of Upgraded Accreditations: 1 July 2004 to 30 June 2005.

Level of Upgrade	Number of Upgraded Accreditations 01/07/2004 to 30/06/2005		
Paraprofessional Translator to Translator	15	of	862
Translator to Advanced Translator	0	of	3
Advanced Translator to Advanced Translator (Sen).	1	of	1
Paraprofessional Interpreter to Interpreter	55	of	178
Interpreter to Conference Interpreter	0	of	4
Conference Interpreter to Conf Int (Senior)	6	of	6
Total Number of Upgrades	54	of	1054
No. first accreditations at Paraprofessional level –not eligible for upgrading			382
Total Upgrades/Total Accreditations	54	of	1436



### 3.6 Provide advisory and consultancy services in relation to Translating and Interpreting

During 2004-2005 NAATI provided special advisory services to a range of clients. The services included telephone, email, group and meeting situations. Examples of such work include:

- a) confirmation of accreditation status of practitioners upon request from clients and agencies
- b) advice regarding recruitment processes for T & I using NAATI accreditation as a benchmark
- c) meetings with representatives of international bodies wishing to establish similar accreditation systems
- d) special workshops for professionals and organisations on Working with Interpreters
- e) Information sessions to community groups about the NAATI accreditation system and the benefits of using accredited practitioners
- f) independent evaluations of the quality of translation work for service providers dealing with their complaints
- g) Advice on particular ethical queries or the role of interpreters raised by clients of translators or interpreters
- h) Advice to institutions planning to develop and deliver new courses in T & I



# 5. Special Projects and Developments

During the year, NAATI was involved in a number of special projects. They included the following:

## 4.1 Revision of Key Manuals

During 2004-2005 NAATI completed the revision of two of its key information documents relevant to the accreditation processes, namely the Manual for the Approval of Courses and the Examiners Manual.

The Examiners Manual was re-written incorporating more detailed test specifications and recommended approaches to test setting and marking, both of which facilitate test validation. A draft version was circulated among examiners during the period September to October 2004 with an invitation for comment. The responses were taken into consideration in the final document which was approved by the Board of Directors in November 2004. Intensive examiner workshops to train examiners in the new guidelines were conducted in February 2005 after which the manual was fully implemented. It is anticipated to have a further review of the manual after twelve months.

The Manual for Course Approval was completed in October 2004 and approved by the Board in November 2004 for implementation from 1 January 2005. During the development stage, all tertiary institutions delivering NAATI-approved courses were invited to respond to a draft version and their responses were taken into consideration in the finalization of the manual.

## 4.2 New Edition of Paraprofessional Sample Test Kits

NAATI is committed to the development of new Sample Test kits for the paraprofessional and professional level tests. It has commenced with the Paraprofessional Sample Tests by commissioning 55 new tests to be designed by the various examiner panels. The kits will contain an exact replica of a Paraprofessional Interpreter Test, additional practice dialogues, suggested responses to the social/cultural and ethics questions and a handbook for preparing for the NAATI accreditation test. By June 30 2005, NAATI had received the scripts from the examiner panels and was preparing to record the tests. This new edition will be produced using CD formats rather than the previous tape formats. The handbook for Interpreter Test Preparation will also be revised prior to release of the new sample tests. The new product is due for completion by December 2005.

## 4.3 Development of Pilot Tests with New Formats

At 1 July 2004, NAATI had received from its examiners, three pilot Translator tests (Arabic, Chinese, French) and four pilot Interpreter tests (Arabic, Auslan, Chinese, French). The Translator tests met the design specifications and were approved. During the period January to June, the Translator pilot tests were trialled among volunteer candidates who sat the test and participated in a follow-up questionnaire/interview. At 30 June 2005, the tests were being marked and evaluated by the design team. Results from the trial will be analysed early in the next financial year with a decision concerning possible introduction being made by December 2005.

The pilot Interpreter tests presented several unforeseen challenges during the year. The design phase for tests in Arabic, Chinese and French was completed by 1 July 2004 and were ready for recording. The Auslan test, when designed according to the original specifications presented issues that were unexpected and deemed to be inappropriate for testing purposes for Auslan. The designers then developed an alternative format, which in accordance with validation procedures, was presented to the original expert group for reconsideration. The alternative format was accepted by this group and the design team then proceeded to develop a pilot test. This was nearing completion by 30 June 2005.

The remaining Interpreter tests (Arabic, Chinese and French) were ready for recording at the beginning of the financial year. During the recording, technical issues arose due to the need to record chuchotage (whispered) interpreting. This was overcome in the recording studio, however NAATI then needed to purchase new equipment in order to conduct the pilot tests. An additional problem arose when an insufficient number of candidates volunteered to sit the test. By the end of the financial year, these problems had been overcome and the trial tests were ready to proceed.

## 4.4 Test Validation Project

As part of the broad objectives of the NAATI constitution, NAATI continued its work to establish accreditation processes that are accountable and externally validated through suitably recognized and independent institutions. The focus will be on the NAATI tests for this work.

There are four key aspects to the validation project including Test Construct Validity, Test Content Validity, Rater Reliability and Test Reliability. The first two have been completed through the Test Format Review in 2000-2002 and recommendations are being implemented through the development of new test formats and pilot testing.

The other two key areas of test validation (rater reliability and test reliability) were considered during the year. The former is one that is concerned with examiner reliability and compares tests within a language and across languages in terms of design qualities and levels of difficulty. The process also considers the comparability of examiner assessments within a language and across languages.



# Special Projects and Developments

The Rater Reliability study was commissioned in June 2004 but did not commence until February 2005. It was commissioned to Access MQ, the commercial arm of Macquarie University which facilitates and supports the commercial needs of industry, business and governments seeking access to academic expertise of the broader university community. The primary consultant is Ms Helen Slatyer, an expert in language testing and assessment. The project aims to investigate the extent and nature of rater variability in the translator and interpreter tests administered by NAATI across a sample of languages, to identify the characteristics of rater behaviour, to research a methodology for analysing translator and interpreter test performances, and to propose a series of recommendations to improve test reliability on the NAATI tests. The project is scheduled for completion in August 2005.

## 4.5 Review of Test Administrative Procedures

In June 2004, the Board approved the initiative to commission an external and independent review of NAATI's administrative procedures related to testing. NAATI drafted a set of terms of reference for consideration by its Members of NAATI which were agreed by December 2004. The agreed key terms of reference were:

- a) To evaluate the efficiency, effectiveness and integrity of NAATI's administrative processes in relation to testing
- b) To evaluate the consistency of applications of the processes
- c) To evaluate the transparency of the processes for test administration
- d) To ensure that there are effective quality control processes in place.

The Review was commissioned in February 2005 to Mr John Cook who had extensive experience in examination administration through his former role as General Manager and then Director of Examinations and Assessment for the NSW Board of Studies. Between February and June 2005, the consultant conducted his research including face-to-face consultations in Sydney, Melbourne, Perth and Brisbane. He also conducted telephone interviews and email exchanges with a range of stakeholders. Because of the range of issues that emerged and the complexity of the review, it was agreed by both NAATI and the consultant that the completion date should be extended to 30 August 2005.

## 4.6 Rural and Regional and Emerging Languages Projects

During the 2004-2005 financial year NAATI implemented a series of pilot

projects to deliver short intensive workshops in regional and rural areas and/or in metropolitan centres for new and emerging languages. The workshop was designed in the previous financial year and aimed to familiarise potential interpreters in rural and regional areas and in emerging languages with interpreting in Australia, ethics of the profession and basic interpreting skills. Materials for both candidates and facilitators were developed into a full Manual in print format.

Since the workshop is equally applicable as preparation for NAATI Accreditation (at the Paraprofessional Interpreter level) as it is for NAATI Recognition, it has been delivered to combined groups of participants at a variety of locations across a range of languages. At 30 June 2005, the following outcomes were achieved:

Table 7: Rural and Regional and Emerging Languages Projects

State	Location	Workshop Participants	No Tests	Number of Recognition Applications
New South Wales	Wollongong	20	10 (1 passes/9 fails)	2 (2 awarded)
Queensland	Toowoomba	22	3 (1 pass, 2 fails)	14 (7 awarded 7 pending)
	Woodridge	23	0	0
	Deception Bay	20	10 (8 passes, 2 fails)	0
South Australia	Mt Gambier/ Millicent	9	6 (2 passes, 4 fails)	0
Tasmania	Launceston	21	3 (1 pass, 2 fails)	3 (3 awarded)
Victoria	Melbourne	11	1 (1 fail)	7 + 2* (4 awarded, 5 pending)
Western Australia	Port Hedland	9	3 (1 pass, 2 fails)	2 (2 awarded – Indigenous languages)
TOTAL		135	36	28 + 2*

\* 2 request a second language.



# Special Projects and Developments

This project has resulted in 14 newly accredited Paraprofessional Interpreters and 18 newly Recognised interpreters, all of whom have had some basic preparation.

In considering the continuation of this project into the next financial year, NAATI has committed to at least 6 new Rural and Regional projects in 2005-2006 which will include languages of local community need as well as new and emerging languages. In addition, the concept of this program has been extended to focus on new and emerging languages, particularly in metropolitan centres. NAATI has committed to at least 10 programs for these new and emerging languages. These programs have had special support from the Commonwealth Department of Immigration, Multicultural and Indigenous Affairs.

## 4.7 Development of an On-Line Workshop

With the completion of the print-based manual for candidates and facilitators of the Rural and Regional and Emerging Languages Workshop at the beginning of the financial year, NAATI invested in the first phase of developing an on-line version of this product. During the year, NAATI engaged a developer to convert the print-based materials to a text-based on-line version. This was completed by April 2005 and was due for trialling among a small group of volunteer workshop participants. NAATI staff were also trained in the product. It is anticipated that it will become available on-line in the next financial year.

NAATI intends to further develop this workshop package with the introduction of graphics, CD/Video clips and participant interaction in the next financial year (Stage 2) and with the addition of a on-line tutor in the third stage in the following financial year. Once the on-line version is universally accessible, this could become a pre-test compulsory preparation tool for all candidates.

## 4.8 Revision of NAATI Workshops Manual

During the year, NAATI undertook to review and re-write the manual for all NAATI workshops. This involved the revision of candidate and facilitator notes and the recording of administrative procedures associated with the delivery of some 12 different workshops. Having completed the revision, all NAATI managers have been instructed to ensure workshops are advertised and delivered according to the content provided in the national manual. This will ensure that NAATI workshops will have consistent delivery across all states and territories of Australia.

## 4.9 National Educators Conference

Due to the impending expiry of state accreditations and NAATI approval for the Diploma of Interpreting in December 2004, NAATI liaised with course coordinators in the VET sector concerning the development of a new national curriculum for the Diploma. NAATI aimed to encourage the development of a national curriculum rather than individual curricula for each institution.

To facilitate this process, NAATI, in conjunction with RMIT, convened the first national conference of T & I Course Coordinators since 1993, a function previously carried out by the now disbanded Conference of the Interpreter and Translator Educators' Association of Australia (CITEAA). The conference took place in Melbourne on 24-25 September 2004 and was attended by 13 representatives of eight TAFE institutions, four representatives from NAATI management and QAAC and two representatives from other bodies (Services Industry Skills Council- NSW and AUSIT). It became clear that the TAFE sector is moving away from course delivery through the use of modules and towards the use of competency units. As a result, the conference reached a consensus for the development of national competency standards which will ultimately be nationally endorsed. The conference agreed to engage the Services Industry Skills Council (NSW) to assist the institutions in developing these units.

## 4.10 NAATI Human Resource Activities

In March 2005, NAATI held the second national training program for its managers, including all the state and territory managers. The two-day program focused on NAATI policies and procedures with a view to ensuring greater consistency in delivering NAATI services.

The program included two sessions led by external facilitators who dealt with the implementation of testing at overseas locations and with issues of test security.



## 5. State and Territory Office Activities

In 2004-2005, NAATI operated in all states and territories of Australia. The primary focus of these offices is the delivery of tests and workshops. However, they also have the important function of being the "face of NAATI" to the majority of NAATI's candidates and to industry stakeholders in their region. The managers of these offices also work with the Regional Advisory Committees to help promote NAATI accreditation and the use of accredited practitioners in Australia.

The level of service delivered by each of the states and territories is reflective of the population of the state or territory and the proportions of non-English speaking people in them. On this basis, New South Wales has the highest level of service delivery followed by Victoria, Queensland, Western Australia, South Australia, Tasmania, Northern Territory and the ACT. Statistics are provided at 8 of this report.

More specifically, each office made contributions as follows:

### Australian Capital Territory:

In the ACT, the state manager focussed on the delivery of local tests, test preparation workshops and candidate inquiries. There was significant growth in Special On Demand tests in the ACT during the year. The state manager is also the point of contact for NAATI's test administrators in New Zealand. During the year the manager delivered 129 tests for Australian candidates and 47 tests for New Zealand.

### New South Wales:

In NSW, the manager and staff coordinated and supervised 1319 tests during the year as well as delivering 32 test preparation workshops and 24 general information workshops. This office was also responsible for the delivery of a Rural and Regional program in Wollongong and for the development of the text-based version of the on-line workshop material. The increased liaison work with NAATI stakeholders was also a significant contribution during the year.

### Northern Territory:

In the Northern Territory, the manager gave focus to liaison work and the promotion of NAATI services in the region. The liaison work extended to a wide variety of T & I stakeholders in the territory including the distribution of information packages to a range of organisations. During the year, the manager also delivered 27 tests and 3 workshops. NAATI was appreciative of the continuing support given to the delivery of its workshops by the Northern Territory Interpreter and Translator Service.

#### Queensland:

As in the previous year, Queensland demonstrated a strong demand for NAATI accreditation testing and a high level of general inquiries. Queensland staff delivered 412 tests and 27 test preparatory workshops. The manager worked to promote NAATI accreditation and the use of accredited practitioners in the state by having an extensive consultation and networking schedule throughout the year, including participation in the Queensland Multicultural Festival and the Queensland Deaf Festival. In addition he coordinated and delivered three workshop and testing programs in regional areas

#### South Australia:

In South Australia, the manager conducted 154 tests and 6 test-related workshops. She delivered one rural and regional workshop/testing program in the Riverland area and 6 general community information sessions to various groups. The manager contributed to the promotion of engaging accredited practitioners for T & I work. To this end, she contributed several articles to professional newsletters and journals.

#### Tasmania:

T&I test preparation and skill development workshops were the focus of work by the Tasmanian state office during the year. The manager developed a rural and regional program which she delivered in Launceston, catering to 19 participants. Two special workshops titled Interpreting and the Legal System and Interpreting and the Health Care System were delivered in Hobart. The manager also delivered 14 tests during the year.

Victoria: During 2004-2005 Victoria made a significant contribution in terms of testing, workshops and promotional work. Staff in this office conducted 1101 tests and 33 test preparatory workshops. In addition, the manager arranged for special training workshops titled Working with Interpreters for several Victorian employers and other continuing professional development workshops titled Interpreting in Health and Small Business Skills for T & I. The manager delivered tests in one regional centre (Shepparton) and conducted one special program for new and emerging languages in Melbourne.

#### Western Australia:

During the year, the manager in this office delivered 156 tests, 12 test preparation workshops and 8 community and employer workshops. She also delivered one rural and regional workshop and testing program in Port Hedland. The manager focused on liaison and networking tasks during the year, communicating with 18 local organisations including four hospitals, four government departments/agencies, four service providers and several individuals. The state manager also made a significant contribution to the redevelopment of the NAATI Workshop Manual.



# 6. Board and Committee Activities

## 6.1 NAATI Board of Directors

The NAATI Board of Directors met four times during the year as follows:

6-8 September 2004 in Sydney  
15-17 November 2004 in Melbourne  
16-18 February 2005 in Adelaide  
27-28 June 2005 in Canberra

The work of the Board was primarily to give leadership and direction to the operations of NAATI as outlined throughout this report.

## 6.2 Qualifications Assessment and Advisory Committee

The Qualifications Assessment and Advisory committee met 5 times during the year as follows:

18 October 2004	in Sydney
8 December 2004	by teleconference
29 March 2005	by teleconference
6 May 2005	by email
11 June 2005	in Canberra

The work of the QAAC during the year included the following:

- a) Course approvals
- b) Issues relating to the validation of tests
- c) Issues relating to the revalidation of accreditation
- d) The design and preparation of pilot tests using the new format
- e) Appeals by candidates
- f) The revision of the Manual for Course Approval
- g) The revision of the Examiners Manual
- h) Complex overseas assessments
- i) Facilitation of the Conference for Course Coordinators
- j) Responses to the Cook report
- k) Issues related to the development of competency units in the TAFE sector
- l) Consideration of a revision of the Review and Appeals procedures

## 6.3 Regional Advisory Committees

Throughout the year, the Regional advisory Committees made some significant contributions to NAATI's operations. These include the development of state-based two-year work plans and individual activities as follows:

### Australian Capital Territory:

The RAC convened five meetings during the year which included discussion and actions related to:

- a) work related to the use of accredited interpreters by General Practitioners including liaison with the Royal College of General Practitioners to have the inclusion of Working with Interpreters in the training programs
- b) investigation of strategies for the provision of interpreters within the emergency services plan

### New South Wales:

The RAC convened six meetings during the year which included discussion and actions related to:

- a) a public forum concerning the community request for separate testing in Sudanese Arabic
- b) planning for a Translation and Interpreting Awareness Day to promote the importance of using accredited practitioners
- c) promotion of professional development by the decision to develop a catalogue of professional development opportunities

### Northern Territory:

The NT RAC convened three meetings during the year which included discussion and actions related to:

- a) promotion of NAATI and the use of accredited practitioners
- b) the need to provide more training opportunities in the NT
- c) development of a special Rural and Regional program for Darwin
- d) the special need for Indigenous interpreters in the NT

### Queensland:

The Queensland RAC convened six meetings during the year which included discussion and actions related to:

- a) participation at the inaugural Queensland Multicultural Festival and the Queensland Festival for the Deaf
- b) direct contact with organisations to highlight perceived deficiencies in the provision of interpreter services
- c) establishment of a training sub-committee to investigate issues related to T & I training
- d) provision of a common forum in Queensland for key stakeholders in the T & I industry
- e) communications with management of Multilink resulting in alterations to policy regarding the roles of bilingual cultural assistants and interpreters



# Board and Committee Activities

## South Australia:

The South Australian RAC convened six meetings during the year which included discussion and actions related to:

- a) assistance with the preparation of a Fact Sheet on Police Use of Interpreters
- b) Continued distribution and publication of the article prepared by RAC concerning the role of the interpreter
- c) assistance with T & I networking event to promote the profession

## Tasmania:

The Tasmanian RAC convened five meetings during the year which included discussion and actions related to:

- a) collected statistics on languages spoken in Tasmania related to recent settlement and demand for interpreting
- b) assisted with the special workshops on interpreting in the legal and health fields
- c) assisted and supported the NAATI state manager with the Rural and Regional special project in Launceston

## Victoria:

The Victorian RAC convened eight meetings during the year which included discussion and actions related to:

- a) the hosting of special guests at meetings to provide direct information from key areas within the industry
- b) formation a sub-committee to consider requirements for NAATI Recognition
- c) formation a sub-committee to develop a brochure for translation and publication into various LOTEs. The brochure will focus on explaining the role of interpreters, how to book an interpreter, etc.

## Western Australia:

The WA RAC convened four meetings during the year which included discussion and actions related to:

- a) despatch of a letter to key professional and business groups to promote NAATI information sessions
- b) plans for a competition for the design of posters and stickers to promote the use of accredited practitioners
- c) an industry net-working event in conjunction with Harmony Day

# 7. Financial Outcomes

NAATI commenced the financial year on the basis of a budget which would provide sufficient revenue to meet the needs of the work program. However at the end of the first quarter, it became apparent that the target revenue would not be met due to the decrease in demand for Special On Demand tests. The Board and management responded by developing a revised budget which was based on reduced revenue and expenditure.

On the basis of the revised budget, NAATI generated 104.3% of its target revenue. Total revenue was 1.5% more than the total revenue of the previous year. Of the revenue generated, 29.4% was derived from governments, 45.4% from testing and 25.1% from other services and sources. On the expenditure side, NAATI used 100.4% of its budget. Expenditure was 10.1% higher than in the previous year. The containment of expenditure to the revised budget helped to balance the reduced revenue and resulted in a surplus of \$236,503 for the year. This surplus is less than the surplus achieved in 2003-2004 by \$255,511 but is a good outcome considering the decrease in revenue in Special On Demand Tests of \$170,615.

The surplus in 2004-2005 has resulted in NAATI having a cumulative retained surplus of \$1,878,195. Of this, NAATI needs to ensure ready access to at least \$1,000,000 - four months operational costs. Because of the surpluses achieved in the past three years, the Board has again maintained the test fees at 2002-2003 levels for the forthcoming financial year. NAATI is currently developing a work plan which will allocate some of the retained surplus to meet developmental costs of major projects, to implement some of the anticipated recommendations of the Cook report and to meet some of the community needs that may be linked with government programs.

2004-2005 represented the second year of the three year funding agreement. The three year agreement has enabled NAATI to plan its longer term budget strategy with greater confidence. The audited financial statements are presented at Item 8 of this report.



# 8. Financial Statements

# Financial Statements

**NATIONAL ACCREDITATION AUTHORITY FOR  
TRANSLATORS AND INTERPRETERS LIMITED (NAATI)  
A.B.N. 42 008 596 996**

**DIRECTORS' REPORT  
FOR THE YEAR ENDED 30 JUNE 2005**

The NAATI Board of Directors present their report on the company for the financial year ended 30 June 2005.

## Board of Directors

The names of the Directors in office at any time during or since the end of the financial year and details of their qualifications are as follows:

Name of Director	Qualifications	Shares in NAATI	Contracts with NAATI	
Mr David Wheen (Chair)	Management Consultant	N/A	Nil	Appointed 16/10/2001 Term expired 30/8/2005
Ms Vicki Mitsos (Deputy Chair)	Manager & Administrator for Language Policy & Multiculturalism in regional & rural Australia, Commissioner for Victorian Multicultural Commission	N/A	Nil	Appointed 1/09/2002
Dr Maximilian Brandle	Applied Linguist Consultant on Multiculturalism, Vice Chair, ECC QLD	N/A	Nil	Appointed 1/09/2002
Ms Susan Bures	Administrator Great Synagogue of Sydney, Secretary, Management Committee of the Waverly Action for Youth Services	N/A	Nil	Appointed 1/09/2002
Mr John Kiosoglous	Chair South Australian Multicultural and Ethnic Affairs Commission	N/A	Nil	Appointed 30/8/2003
Mr Abeselom Nega	General Manager, Employment, AMES and Chair, Federation of African Communities Councils	N/A	Nil	Appointed 31/8/2005

The directors are in office at the date of this report unless otherwise stated.

## Principal Activities

The principal activities of NAATI are to provide and maintain national standards for translators and interpreters, and to promote, encourage and develop competence and skills in translating and interpreting from one language to another.



**NATIONAL ACCREDITATION AUTHORITY FOR  
TRANSLATORS AND INTERPRETERS LIMITED (NAATI)  
A.B.N. 42 008 596 996**

**DIRECTORS' REPORT (CONT'D)  
FOR THE YEAR ENDED 30 JUNE 2005**

**Principal Activities (cont'd)**

There have been no significant changes in the nature of the principal activities of NAATI during the financial year.

**Operating Results**

The net operating surplus of NAATI for the financial year ended 30 June 2005 was \$236,503 (30 June 2004: surplus \$462,014).

**Review of Operations**

The net operating profit for NAATI for the financial year ended 30 June 2005 was \$236,503. This is down \$225,511 on 2004. Test revenue is down mainly due to a decrease in non-resident on demand testing. Other revenue is up \$114,000 due to special projects. Test expenditure is up \$50,000 mainly due to the costs of accreditation consultancies. Operating expenses are up \$220,000 but this is due to a mix of many factors including an increase in staffing costs of \$161,000.

**Dividends Paid or Proposed**

The Constitution prohibits the payment of dividends to the Members of NAATI.

**Significant Changes in the State of Affairs**

There were no significant changes in NAATI's state of affairs during the financial year except that the additional profits have been added to cash investments.

**After Balance Date Events**

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the company, the results of those operations, or the state of affairs of the company in future financial years. Should aspects of the current Test Administration Review be implemented, there will be significant financial implications.

**Future Developments and Results**

The directors believe that there are no likely developments that will significantly adversely affect NAATI in the coming year.

**Directors' Benefits**

No Director has received or become entitled to receive, during or since the end of the financial year, a benefit because of a contract between NAATI or a related body corporate with a Director, a firm of which a Director is a member or an entity in which a Director has a substantial financial interest. This statement excludes a benefit included in the aggregate amount of emoluments received or due and receivable by Directors and shown in NAATI's accounts or the fixed salary of a full-time employee of NAATI, controlled entity or related body corporate.

# Financial Statements

NATIONAL ACCREDITATION AUTHORITY FOR  
TRANSLATORS AND INTERPRETERS LIMITED (NAATI)  
A.B.N. 42 008 596 996

DIRECTORS' REPORT (CONT'D)  
FOR THE YEAR ENDED 30 JUNE 2005

Indemnifying Officers or Auditor

NAATI has not during or since the financial year in respect of any person who is or has been a Director, employee or auditor of NAATI or a related body corporate:

- indemnified or made any relevant agreement for indemnifying against a liability incurred as an officer, including costs and expenses in successfully defending legal proceedings; or
- paid or agreed to pay a premium in respect of a contract insuring against a liability incurred as an officer for the costs or expenses to defend legal proceedings; with the exception of the following matters.

During the financial year NAATI has paid insurance premiums to insure each of the persons listed below against liabilities for costs and expenses incurred by them in defending any legal proceedings arising out of their conduct while acting in the capacity of director or officer of NAATI, other than conduct involving a wilful breach of duty in relation to NAATI.

Officers insured include:

- |                       |                    |
|-----------------------|--------------------|
| Mr David Wheen        | Ms Susan Bures     |
| Ms Vicki Mitsos       | Mr John Kiosoglous |
| Dr Maximilian Brandle | Ms S. Bell         |
| Mr Abeselom Nega      |                    |

Meetings of Directors

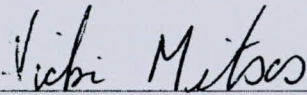
During the financial year, eight meetings of the Board of Directors were held. Attendances were:

	No. of meetings eligible to attend	No. of meetings attended
Mr David Wheen (term expired 30/8/2005)	8	8
Ms Vicki Mitsos	8	8
Dr Maximilian Brandle	8	8
Ms Susan Bures	8	7
Mr John Kiosoglous	8	8
Mr Abeselom Nega (appointed 31/08/2005)	-	-

Auditor's Independence Declaration

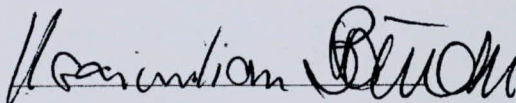
The auditor's independence declaration for the year ended 30 June 2005 has been received and can be found following the directors' report.

Signed in accordance with a resolution of the Board of Directors.



Director

Date: 27-09-05



Director

27.9.05



# **HARDWICKE'S**

**Chartered Accountants**

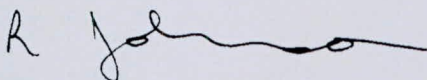
ABN 35 973 938 183

**AUDITOR'S INDEPENDENCE DECLARATION  
UNDER SECTION 307C OF THE CORPORATIONS ACT 2001 TO THE DIRECTORS OF  
NATIONAL ACCREDITATION AUTHORITY FOR  
TRANSLATORS AND INTERPRETERS LIMITED (NAATI)  
A.B.N. 42 008 596 996**

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2005 there have been:

- i. no contraventions of the auditor independence requirements as set out in the Corporations Act 2001 in relation to the audit; and
- ii. no contraventions of any applicable code of professional conduct in relation to the audit.

HARDWICKE'S  
Chartered Accountants



ROBERT J JOHNSON, B. Comm., F.C.A.  
Partner

27/9/05

# HARDWICKE'S

Chartered Accountants

ABN 35 973 938 183

## INDEPENDENT AUDIT REPORT

To the Members of the National Accreditation Authority for Translators and Interpreters Limited

### Scope

We have audited the financial report of the National Accreditation Authority for Translators and Interpreters Limited for the financial year ended 30 June 2005 as set out on pages 7 to 25. NAATI's Directors are responsible for the financial report. We have conducted an independent audit of the financial report in order to express an opinion on it to the Members of NAATI.

Our audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance whether the financial report is free of material misstatement. Our procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report, and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion whether, in all material respects, the financial report is presented fairly in accordance with the Corporations Act 2001 including compliance with Accounting Standards and other mandatory professional reporting requirements and statutory requirements so as to present a view which is consistent with our understanding of NAATI's financial position, and performance as represented by the results of its operations and its cash flows.

The audit opinion expressed in this report has been formed on the above basis.

### Independence


In accordance with ASIC Class Order 05/83, we declare to the best of our knowledge and belief that the auditor's independence declaration set out in the financial report has not changed as at the date of providing our audit opinion.

### Audit Opinion

In our opinion, the financial report of the National Accreditation Authority for Translators and Interpreters Limited is in accordance with:

- (a) the Corporations Act 2001, including:
  - (i) giving a true and fair view of NAATI's financial position as at 30 June 2005 and its performance for the year ended on that date; and
  - (ii) complying with Accounting Standards and the Corporations Regulations 2001; and
- (b) other mandatory financial reporting requirements in Australia.

HARDWICKE'S  
Chartered Accountants

  
Robert Johnson, F.C.A.  
Partner

Dated: 27/9/05  
Canberra



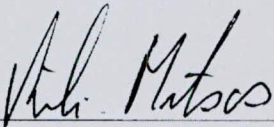
**NATIONAL ACCREDITATION AUTHORITY FOR  
TRANSLATORS AND INTERPRETERS LIMITED (NAATI)  
A.B.N. 42 008 596 996**

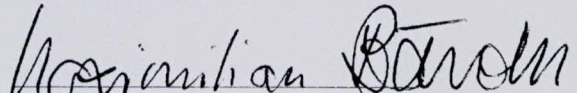
**DIRECTORS' DECLARATION**

The NAATI Board of Directors declares that:

1. the financial statements and notes, as set out on pages 8 to 25, are in accordance with the Corporations Act 2001:
  - i) comply with Accounting Standards and the Corporations Regulations 2001; and
  - ii) give a true and fair view of the financial position as at 30th June 2005 and of the performance for the year ended on that date of NAATI;
2. it is the opinion of the Board of Directors that there are reasonable grounds to believe that NAATI will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors and is signed for and on behalf of the Board of Directors by:

  
\_\_\_\_\_  
Director

  
\_\_\_\_\_  
Director

Date: 27 9-05

27. 9. 05

# Financial Statements

**NATIONAL ACCREDITATION AUTHORITY FOR  
TRANSLATORS AND INTERPRETERS LIMITED (NAATI)  
A.B.N. 42 008 596 996**

**STATEMENT OF FINANCIAL PERFORMANCE  
FOR THE YEAR ENDED 30TH JUNE 2005**

2004 \$		Note	2005 \$
3,160,243	Revenue from ordinary activities	3	3,206,915
(1,192,788)	Employee benefits expense		(1,353,478)
(56,190)	Depreciation expense		(77,271)
(1,449,251)	Other expenses from ordinary activities		(1,539,663)
462,014	Surplus from ordinary activities before income tax expense		236,503
-	Income tax expense relating to ordinary activities	2	-
462,014	Surplus from ordinary activities after related income tax expense	11	236,503
462,014	Total changes in equity other than those resulting from transactions with owners as owners		236,503



**NATIONAL ACCREDITATION AUTHORITY FOR  
TRANSLATORS AND INTERPRETERS LIMITED (NAATI)  
A.B.N. 42 008 596 996**

**STATEMENT OF FINANCIAL POSITION  
AS AT 30 JUNE 2005**

2004 \$		Note	2005 \$
	CURRENT ASSETS		
1,748,721	Cash assets	5	2,030,118
145,469	Receivables	6	175,107
11,737	Other	7	31,234
1,905,927	Total Current Assets		2,236,459
	NON-CURRENT ASSETS		
310,506	Property, plant and equipment	8	246,376
310,506	Total Non-Current Assets		246,376
2,216,433	TOTAL ASSETS		2,482,835
	CURRENT LIABILITIES		
352,550	Payables	9	383,766
222,191	Provisions	10	220,874
574,741	Total Current Liabilities		604,640
574,741	TOTAL LIABILITIES		604,640
1,641,692	NET ASSETS		1,878,195
	ACCUMULATED FUNDS		
1,641,692	Retained surplus	11	1,878,195

# Financial Statements

**NATIONAL ACCREDITATION AUTHORITY FOR  
TRANSLATORS AND INTERPRETERS LIMITED (NAATI)  
A.B.N. 42 008 596 996**

**STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED 30 JUNE 2005**

2004		Note	2005
\$			\$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
829,816	Government grants	18(b)	1,007,010
1,687,390	Test related revenue		1,571,502
680,970	Other revenue		777,983
68,450	Interest received		81,063
(599,590)	Testing expenditure		(652,515)
(2,225,484)	Operating expenditure		(2,488,765)
441,552	Net cash provided by operating activities	12(b)	296,278
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
(274,598)	Purchase of plant & equipment	8	(14,881)
(274,598)	Net cash used in investing activities		(14,881)
166,954	Net increase in cash held		281,397
1,581,767	Cash at the beginning of the financial year		1,748,721
1,748,721	Cash at the end of the financial year	12(a)	2,030,118



**NATIONAL ACCREDITATION AUTHORITY FOR  
TRANSLATORS AND INTERPRETERS LIMITED (NAATI)  
A.B.N. 42 008 596 996**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2005**

**NOTE 1 STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES**

The financial report is a general purpose financial report that has been prepared in accordance with Accounting Standards, Urgent Issues Group Consensus Views and other authoritative pronouncements of the Australian Accounting Standards Board and the Corporations Act 2001.

The financial report covers the individual entity of NAATI Limited. NAATI is a public company limited by guarantee, incorporated and domiciled in Australia.

The financial report has been prepared on an accruals basis and is based on historical costs and does not take into account changing money values or, except where stated, current valuations of non-current assets. Cost is based on the fair values of the consideration given in exchange for assets.

The following is a summary of the material accounting policies adopted by NAATI in the preparation of the financial report. The accounting policies have been consistently applied, unless otherwise stated.

**a) Cash**

For the purposes of the statement of cash flows, cash includes cash on hand, cash at bank and at call deposits with banks or financial institutions, net of bank overdrafts.

**b) Property, plant and equipment**

Property, plant & equipment are carried at cost less any accumulated depreciation. The carrying amount of property, plant and equipment is reviewed annually by directors to ensure it is not in excess of the recoverable amount from those assets. The recoverable amount is assessed on the basis of the expected net cash flows which will be received from the assets employment and subsequent disposal. The expected net cash flows have not been discounted to present values in determining recoverable amounts.

The depreciable amount of all fixed assets are depreciated on a straight line or diminishing basis over their useful lives to NAATI commencing from the time the asset is held ready for use. The depreciation rates used for each class of depreciable asset are:

<u>Class of fixed asset</u>	<u>Depreciation rate</u>
Office equipment	10 – 40%
Furniture & fittings	7.5 – 20%
Technology upgrade	20 – 27%

# Financial Statements

**NATIONAL ACCREDITATION AUTHORITY FOR  
TRANSLATORS AND INTERPRETERS LIMITED (NAATI)  
A.B.N. 42 008 596 996**

## **NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2005**

### **NOTE 1 STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CONT'D)**

#### **c) Employee entitlements**

Provision is made in respect of NAATI's liability for employee entitlements arising from services rendered by employees to balance date. Employee entitlements expected to be settled within one year together with entitlements arising from wages and salaries and annual leave which will be settled after one year have been measured at their nominal amount. Consistent with the current NAATI Certified Agreement, all permanent full-time employees, permanent part-time employees, temporary employees and casual employees, who have sustained continuous employment with NAATI for a period of ten years are eligible for Long Service Leave of thirteen weeks. Employees become eligible for a further six and a half weeks of long service leave after another five years continuous employment.

Contributions are made by NAATI to employee superannuation funds and are charged as expenses when incurred.

#### **d) Revenue**

Revenue from the sale of goods is recognised upon the delivery of goods to customers. Revenue from the provision of services is recognised when the service has been provided to the customers. Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets. All revenue is stated net of goods and services tax (GST).

#### **e) Goods and services tax (GST)**

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the statement of financial position are shown as inclusive of GST.

#### **(f) Adoption of Australian Equivalents to International Financial Reporting Standards**

Australia is currently preparing for the introduction of International Financial Reporting Standards (IFRS) effective for financial years commencing 1 January 2005. This requires the production of accounting data for future comparative purposes at the end of the current financial year. The board are assessing the significance of these changes and preparing for their implementation. The board are of the opinion that the key difference in NAATI's accounting policies which will arise from the adoption of IFRS is:

#### **Impairment of Assets:**

The entity currently determines the recoverable amount of an asset on the basis of undiscounted cash flows that will be received from the assets use and subsequent disposal. As NAATI is a "not for profit" organisation these items can be valued at depreciated replacement cost. The director's assessment is that the majority of the items in the accounts with a written down value have been purchased since 2002 so that the value approximates depreciated replacement cost.



**NATIONAL ACCREDITATION AUTHORITY FOR  
TRANSLATORS AND INTERPRETERS LIMITED (NAATI)  
A.B.N. 42 008 596 996**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2005**

2004	%	Note	%	2005
\$				\$

**(f) Adoption of Australian Equivalents to International Financial Reporting Standards  
(cont.)**

In line with the above NAATI has tested all assets for impairment at 30 June 2005. The impact of the change is estimated to be \$Nil. Therefore there is no change to be made to the financial accounts for the impact of AIFRS.

**NOTE 2 INCOME TAX**

NAATI is tax exempt under Section 50-25 of the Income Tax Assessment Act 1997.

**NOTE 3 REVENUE**

		Operating activities			
883,800	27	Government funding	18(a)	29	942,197
1,585,288	50	Test-related revenue		46	1,458,756
622,848	21	Other services revenue		22	710,452
68,307	2	Interest received – other corporations		3	95,510
3,160,243	100	TOTAL REVENUE		100	3,206,915

**NOTE 4 SURPLUS FROM ORDINARY ACTIVITIES**

Surplus from ordinary activities has been determined after:  
Charging as expenses:

8,384	Depreciation of furniture, plant and equipment	13,158
47,806	Depreciation of technology upgrade	64,113
56,190	Total depreciation	77,271
6,145	Provision for annual leave	7,487
14,457	Provision for long service leave	(8,804)
54,775	Net loss on disposal of plant, equipment & AMS	1,679

**NOTE 5 CASH ASSETS**

1,137	Petty cash accounts	812
39,172	Operating accounts	51,906
1,708,412	Investment accounts	1,977,400
1,748,721		2,030,118

# Financial Statements

**NATIONAL ACCREDITATION AUTHORITY FOR  
TRANSLATORS AND INTERPRETERS LIMITED (NAATI)  
A.B.N. 42 008 596 996**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2005**

2004 \$		2005 \$
<b>NOTE 6 RECEIVABLES</b>		
	Current	
145,469	Trade debtors	175,107
<u>145,469</u>		<u>175,107</u>
<b>NOTE 7 OTHER ASSETS</b>		
	Current	
1,144	Other receivables	15,722
10,593	Prepayments	15,512
<u>11,737</u>		<u>31,234</u>
<b>NOTE 8 PROPERTY, PLANT &amp; EQUIPMENT</b>		
69,564	Office equipment - at cost	62,892
<u>(18,826)</u>	Less: accumulated depreciation	<u>(22,977)</u>
50,738		39,915
21,372	Furniture & fittings - at cost	34,469
<u>(5,131)</u>	Less: accumulated depreciation	<u>(7,422)</u>
16,241		27,047
397,321	Technology Upgrade - at cost	397,321
<u>(153,794)</u>	Less: accumulated depreciation	<u>(217,907)</u>
243,527		179,414
<u>310,506</u>	Total property plant & equipment	<u>246,376</u>

## Movement in Carrying Amounts

Movements in the carrying amounts for each class of property, plant and equipment between the beginning and end of the current financial year were as follows:

	Office Equipment	Furniture & Fittings	Technology Upgrade	Total
Balance at the beginning of the financial year	50,738	16,241	243,527	310,506
Additions	1,784	13,097	-	14,881
Disposals	(1,740)	-	-	(1,740)
Depreciation expense	(10,867)	(2,291)	(64,113)	(77,271)
Carrying amount at the end of the financial year	<u>39,915</u>	<u>27,047</u>	<u>179,414</u>	<u>246,376</u>



**NATIONAL ACCREDITATION AUTHORITY FOR  
TRANSLATORS AND INTERPRETERS LIMITED (NAATI)  
A.B.N. 42 008 596 996**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2005**

2004 \$		2005 \$
<b>NOTE 9 PAYABLES</b>		
	Current	
127,291	Trade creditors	132,496
15,300	Accrued charges	15,500
12,591	Test fees in advance	21,702
61,072	Practitioner Directory fees in advance	58,008
120,325	Grants in advance	123,260
15,971	GST liability	32,800
<u>352,550</u>		<u>383,766</u>

**NOTE 10 PROVISIONS**

	Current	
95,784	Provision for annual leave	103,271
126,407	Provision for long service leave	117,603
<u>222,191</u>	Aggregate employee entitlements liability	<u>220,874</u>
22 (one position vacant)	Number of full time equivalent employees at year end	24

**NOTE 11 RETAINED SURPLUS**

1,179,678	Retained surplus at the beginning of the financial year	1,641,692
462,014	Net surplus	236,503
<u>1,641,692</u>	Retained surplus at the end of the financial year	<u>1,878,195</u>

NAATI shows an accumulated surplus of \$1,878,195. The adequacy of this surplus is constantly under review, as the company must ensure that it has sufficient working capital to meet its day to day operational cash flows. As with prior years, NAATI's cash flow can be significantly affected by such factors as the timing of grant funding from the Commonwealth, State and Territory Governments, and the considerable up front costs that are incurred in delivering a test program, before any revenue is received. If no government funding is received and there is a delayed or unsuccessful test program NAATI has to maintain reasonable accumulated surpluses to assure operational stability. From a recent review of the investment policy, it has been identified that NAATI would ideally maintain reserves of at least four months trading to provide a level of security and an environment for efficient decision making.

# Financial Statements

NATIONAL ACCREDITATION AUTHORITY FOR  
TRANSLATORS AND INTERPRETERS LIMITED (NAATI)  
A.B.N. 42 008 596 996

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2005

2004

\$

2005

\$

### NOTE 12 CASH FLOW INFORMATION

#### a) Reconciliation of cash

Cash at the end of the financial year as shown in the statements of cash flows is reconciled to items in the statement of financial position as follows:

1,137	Petty cash accounts	812
39,172	Operating accounts	51,906
<u>1,708,412</u>	Investment accounts	<u>1,977,400</u>
1,748,721		2,030,118

#### b) Reconciliation of cash flows from operations with operating surplus from ordinary activities after income tax

462,014	Surplus after extraordinary items	236,503
	Non cash flows in surplus from ordinary activities	
8,384	Depreciation	13,158
47,806	Depreciation (technology upgrade)	64,113
54,775	Loss on disposal of fixed assets	1,740
	Changes in assets & liabilities	
(142,483)	(Increase)/decrease in debtors	(29,638)
143	(Increase)/decrease in other debtors	(14,578)
(7,421)	(Increase)/decrease in prepayments	(4,919)
20,602	Increase/(decrease) in employee entitlements	(1,317)
41,539	Increase/(decrease) in creditors	22,034
(25,799)	Increase/(decrease) in accrued charges	200
2,935	Increase/(decrease) in grants in advance	2,935
(22,559)	Increase/(decrease) in test fees in advance	9,111
1,616	Increase/(decrease) in directory fees in advance	(3,064)
<u>441,552</u>	Net cash provided by operating activities	<u>296,278</u>



**NATIONAL ACCREDITATION AUTHORITY FOR  
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**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2005**

2004  
\$

2005  
\$

**NOTE 13 AUDITORS' REMUNERATION**

	Remuneration of the auditor for:	
9,800	- auditing the financial report	9,800
8,690	- other services	7,900
<hr/>		<hr/>
18,490		17,700
<hr/>		<hr/>

**NOTE 14 RELATED PARTY DISCLOSURES**

**a) The Directors of NAATI during the financial year were:**

Mr David Wheen  
Ms Vicki Mitsos  
Dr Maximilian Brandle  
Ms Susan Bures  
Mr John Kiosoglous

**b) Director's Remuneration**

34,216	Income paid or payable to all Directors of NAATI by the company and any related parties	47,270
<hr/>		<hr/>
	Number of Directors whose income from NAATI and any related parties was within the following bands:	
4	\$0 - \$9,999	4
1	\$10,000 - \$19,999	1

**NOTE 15 SEGMENT INFORMATION**

NAATI is a national body that provides and maintains standards for translators and interpreters and promotes, encourages and develops competence and skills in translating and interpreting from one language to another. It operates primarily throughout Australia with some limited services being available in certain overseas locations.

# Financial Statements

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**NOTE 16 ECONOMIC DEPENDENCY**

A significant portion of NAATI's annual revenue is derived from Commonwealth, State and Territory Government funding. A new funding agreement with these funding bodies was negotiated covering the period 1 July 2003 through until 30 June 2006.

**NOTE 17 FINANCIAL INSTRUMENTS**

a) Interest rate risk

NAATI's exposure to interest rate risk, which is the risk that a financial instrument's value will fluctuate as a result of changes in market interest rates and the effective weighted average interest rates on classes of financial assets and financial liabilities, is as follows:

2005	Weighted Average Effective Interest Rate	Fixed Interest Rate Maturing				Non- interest Bearing	Total
		Floating Interest Rate	Within one year	1 to 5 years	Over 5 years		
		\$	\$	\$	\$	\$	\$
Financial Assets							
Cash	5.15	1,690,765	338,541	-	-	812	2,030,118
Receivables		-	-	-	-	175,107	175,107
Total Financial Assets		1,690,765	338,541	-	-	175,919	2,205,225
Financial Liabilities							
Payables		-	-	-	-	383,766	383,766
Total Financial Liabilities		-	-	-	-	383,766	383,766

2004	Weighted Average Effective Interest Rate	Fixed Interest Rate Maturing				Non- interest Bearing	Total
		Floating Interest Rate	Within one year	1 to 5 years	Over 5 years		
		\$	\$	\$	\$	\$	\$
Financial Assets							
Cash	4.85	1,409,043	338,541	-	-	1,137	1,748,721
Receivables		-	-	-	-	145,469	145,469
Total Financial Assets		1,409,043	338,541	-	-	146,606	1,894,190
Financial Liabilities							
Payables		-	-	-	-	352,550	352,550
Total Financial Liabilities		-	-	-	-	352,550	352,550



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**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2005**

**NOTE 17 FINANCIAL INSTRUMENTS (CONT'D)**

b) Credit risk

Credit risk on the company's financial assets is the loss that would be recognised if the other parties failed to perform their contractual obligations. The maximum exposure to credit risk, excluding the value of any collateral or other security, at balance date to recognised financial assets is the carrying amount, net of any provisions for doubtful debts of those assets, as disclosed in the statement of financial position and notes to the financial statements.

The company does not have any material credit risk exposure to any single debtor or group of debtors under financial instruments entered into by the company.

c) Net fair values

The carrying amount of the company's receivables, payables and bank accounts approximate their fair value. Receivables and payables are recognised at the amounts due and owed respectively.

The net fair values of listed investments have been valued at the quoted market bid price at balance date.

Financial assets where the carrying amount exceeds net fair values have not been written down as the company intends to hold these assets to maturity or for the long term.

Aggregate net fair values and carrying amounts of financial assets and financial liabilities at balance date:

	2005		2004	
	Carrying Amount	\$ Net Fair Value	Carrying Amount	\$ Net Fair Value
Financial Assets				
Cash	2,030,118	2,030,118	1,748,721	1,748,721
Receivables	175,107	175,107	145,469	145,469
	<u>2,205,225</u>	<u>2,205,225</u>	<u>1,894,190</u>	<u>1,894,190</u>
Financial Liabilities				
Payables	383,766	383,766	352,550	352,550
	<u>383,766</u>	<u>383,766</u>	<u>352,550</u>	<u>352,550</u>

# Financial Statements

NATIONAL ACCREDITATION AUTHORITY FOR  
TRANSLATORS AND INTERPRETERS LIMITED (NAATI)  
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NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2005

NOTE 18 GRANT FUNDING

a) In 1998-1999, Commonwealth, State and Territory Governments provided grants totalling \$230,350 for the purpose of a technology upgrade. The Commonwealth and Queensland Governments had a stated position that there would be cost recoveries in future years because of the upgrade. On this basis a reduction in government funding until 2003/04 to recover their initial capital funding was in place. The amount of the reduction in 2004 was:

Commonwealth Government	\$32,375
Queensland Government	\$5,000

Full recovery was achieved by the end of 2003/04.

b) The Cash Flow Statement recognises transactions including GST on a cash received or paid basis. In prior years Victoria had paid the current years grant in June of the prior year. In the 2004 year the Victorian prepayment for 2005 was not received prior to 30 June 2004. For the dollar effect of this change see the quantum of annual grants listed by funding body on page 21 in the "Detailed Income and Expenditure Statement" under the "Government Funding" heading.

NOTE 19 OVERSEAS TESTING

Included in the test-related revenue and test-related expenditure is the financial information pertaining to the overseas testing program. Further information is available in relation to this area of NAATI's operations in a separate "Special Purpose Financial Report."



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**DETAILED INCOME & EXPENDITURE STATEMENT  
FOR THE YEAR ENDED 30 JUNE 2005**

2004 \$		Note	2005 \$
<b>GOVERNMENT FUNDING</b>			
440,590	Commonwealth Government	18(a)	483,606
7,535	ACT Government		7,705
156,005	NSW Government		159,516
4,050	NT Government		4,141
67,005	QLD Government	18(a)	73,626
38,975	SA Government		39,852
12,610	TAS Government		12,894
117,390	VIC Government	18(b)	120,325
39,640	WA Government		40,532
883,800	Total Government Funding		942,197
<b>TEST-RELATED REVENUE</b>			
18,104	Cancellation fees		21,226
22,748	Language Aide		16,312
630	Paraprofessional – Translation		1,691
76,031	Paraprofessional – Interpreting		104,978
518	Paraprofessional – Review		1,726
218,960	T & I – Translation		224,043
68,742	T & I – Interpreting		65,479
7,993	T & I – Review		8,060
1,050	AT/CI – Translation		2,100
232,836	Overseas – Translation	19	260,861
7,830	Overseas – Interpreting	19	8,178
14,510	Application fees – overseas tests	19	23,414
78,093	Sale of overseas prospectus	19	62,058
174,210	On demand tests – resident		150,951
537,566	On demand tests – non-resident		390,210
100,138	Sale of sample tests		100,091
12,867	Viewing of tests		9,368
12,462	Other test related revenue		8,010
1,585,288	Total testing revenue		1,458,756

# Financial Statements

**NATIONAL ACCREDITATION AUTHORITY FOR  
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**DETAILED INCOME & EXPENDITURE STATEMENT  
FOR THE YEAR ENDED 30 JUNE 2005**

2004 \$	Note	2005 \$
OTHER REVENUE		
188,869	Application fees	196,782
4,218	Recognition fees	3,955
70,994	Education services – candidate workshops	88,819
15,126	Education services – delivery of special workshops	12,856
25,100	Special project (China)	-
-	Special project (Regional & Rural)	65,815
27,584	Australian Course Accreditation – by course	32,641
8,467	Australian Course Accreditation – by institution	7,683
57,143	Practitioner Directory entry fee	78,855
8,452	Sale of Practitioner Directory	1,645
26,110	Overseas qualifications - Assessment fees – resident	14,396
49,341	Overseas qualifications - Assessment fees – non-resident	71,555
27,187	Sale of 'Ethics of the Profession'	26,475
4,028	Sale of 'Introduction to Interpreting'	3,548
1,978	Sale of other publications	2,188
4,434	Sale of 'Terms on the Go'	3,852
2,340	Sale of 'Liaison Interpreting'	1,103
38,248	Sale of Certificates	34,959
17,519	Sale of ID Cards	18,522
10,380	Sale of NAATI News	10,796
13,099	Sale of RMIT publications	11,552
20,774	Sale of Translator Stamps	20,635
68,307	Interest	95,510
1,457	Other revenue	1,820
691,155	Total other revenue	805,962
3,160,243	TOTAL REVENUE	3,206,915



**NATIONAL ACCREDITATION AUTHORITY FOR  
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**DETAILED INCOME & EXPENDITURE STATEMENT  
FOR THE YEAR ENDED 30 JUNE 2005**

2004 \$		Note	2005 \$
<b>TEST-RELATED EXPENDITURE</b>			
4,684	Language Aide – oral marking		3,568
992	Language Aide – written marking		535
55	Language Aide – review & supervision		-
741	Paraprofessional – setting translation		512
5,945	Paraprofessional – setting interpreting		8,980
102	Paraprofessional – marking translation		451
13,808	Paraprofessional – marking interpreting		27,800
635	Paraprofessional – review of tests		1,214
6,599	T & I - setting translation		9,099
9,225	T & I - setting interpreting		12,426
87,952	T & I - marking translation		96,586
28,468	T & I - marking interpreting		30,462
1,367	T & I - review of tests		2,782
1,704	T & I – supervision translation		1,046
2,365	T & I - supervision interpreting		4,908
-	T & I – monitoring translation		1,400
-	T & I – monitoring interpreting		2,700
831	AT/CI – marking translation		1,332
206,951	On Demand tests		160,856
4,768	Hire of test venues		5,327
51,390	Overseas administration costs	19	49,160
27,570	Overseas courier charges	19	27,140
34,517	Overseas marking – translation	19	25,982
1,146	Overseas marking – interpreter	19	-
17,283	Overseas prospectus	19	14,360
2,907	Printing of tests		1,306
1,122	Purchase & erasure of tapes		1,191
4,698	Tape production – master		5,736
2,621	Tests material and postage		150
1,976	Readers for Interpreting tests		7,584
10,310	Sample tests – stock		10,535
2,019	Sample tests – development & typing		9,776
4,885	Examiner training		23,895
9,750	Chairperson honorarium fees		13,300
5,050	Accreditation consultancy - format devel. - pilot setting		126
-	Accreditation consultancy - online courseware devel.		13,050
-	Accreditation consultancy - examiner training manual		7,000
-	Accreditation consultancy - test procedure review		10,964
-	Accreditation consultancy - other		8,013
2,045	Test related expenditure miscellaneous		5,531
556,481	Total testing expenditure		606,783

# Financial Statements

**NATIONAL ACCREDITATION AUTHORITY FOR  
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**DETAILED INCOME & EXPENDITURE STATEMENT  
FOR THE YEAR ENDED 30 JUNE 2005**

2004 \$		Note	2005 \$
OPERATING EXPENDITURE			
42,611	Bank charges		39,657
18,490	Accounting & Audit fees	13	17,700
19,511	Insurance – contents & liability		22,114
1,351	Subscriptions		1,410
3,300	Research		-
2,845	Legal costs		6,126
7,216	Travelling expenses		8,300
58,876	Directors' remuneration & other costs	14	68,374
3,382	Insurance – directors		2,465
36,280	Equipment – photocopier lease & charges		32,795
39,359	Education services		50,456
11,955	Special project (China)		-
559	Special project (Rural & Regional Project)		24,786
13,523	QAAC sitting fees & other costs		12,539
5,652	Translator stamps		5,644
29,201	Office – general expenses (includes stationery & minor acquisitions)		45,621
70	AUSIT/T&IAD NSW		-
78,235	Postage/courier		86,433
12,533	Electricity		14,110
53,241	Telecommunications		47,820
188,513	Property – rental		201,360
13,692	Property – upkeep (including cleaning)		14,570
375	Equipment – repairs and maintenance		644
6,366	Refurbishment/relocation		-
5,085	Outgoings – Melbourne		5,808
2,289	Office security		2,592
(3,555)	SAM enhancements and maintenance		32,753
14,512	IT consumables		13,083
29,904	IT support/maintenance		25,629
11,425	IT licences & subscriptions		11,225
732	IT manuals & memberships		-
167	IT postage & courier		806
7,902	IT network connectivity & internet		12,748
34,341	IT lease agreement		42,009
5,000	Website design & maintenance		-
12,032	Communications – internet		12,001
1,122	Certified agreement costs		-
1,375	OH&S costs		2,652
23,878	Recruitment costs		24,898
6,224	Human Resource Development		4,728
9,282	RO Training conference		6,581
983,078	Salaries – permanent/contract		1,104,825



**NATIONAL ACCREDITATION AUTHORITY FOR  
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**DETAILED INCOME & EXPENDITURE STATEMENT**

**FOR THE YEAR ENDED 30 JUNE 2005**

2004		Note	2005
\$			\$
	OPERATING EXPENDITURE (CONT'D)		
12,564	Salaries – casual		44,805
14,457	Salaries – movement provision LSL		(8,804)
6,145	Salaries – movement provision AL		7,487
17,333	Insurance – workers' compensation		29,947
24,161	Payroll tax		35,878
93,169	Superannuation contributions		100,481
8,384	Depreciation		13,158
47,806	Depreciation – technology upgrade		64,113
36,112	Printing – directory/newsletter/stationery		33,908
24,206	Printing – other publications		19,850
7,530	Identification cards		-
2,543	Publicity and functions		14,793
634	RAC costs		1,072
54,775	Loss on disposal of fixed assets		1,679
2,141,748	Total operating expenditure		2,363,629
2,698,229	<b>TOTAL EXPENDITURE</b>		2,970,412
462,014	<b>OPERATING SURPLUS AFTER EXTRAORDINARY ITEMS</b>		236,503

# 9. Appendices



# Appendices

## 9.1 Members of the Qualifications Assessment and Advisory Committee: 2004 - 2005

Dr Emy Watt  
B.A., M.A. PhD

Chair  
Conference Interpreter, AIIIC Member, T&I educator, knowledge of T&I courses at international locations; NAATI examiner.

Ms Anna Grassi  
B.A.

T&I Educator (curriculum);  
representative for paraprofessional courses in Australia.

Ms Amalia Milman  
Dip. Teaching, Assoc  
Dip Teaching

Practitioner at Advanced Translator and Interpreter levels, T&I educator, experience with service provision, NAATI examiner.

Dr Jemina Napier  
B.A., M.A., PhD

Educator, researcher, NAATI examiner,  
Practitioner (Auslan), Representative of courses at the professional and graduate level

Ms Helen Slatyer  
B.A., Dip TEFLA  
M.A. PhD (in progress)

Senior Researcher in the National Centre for English Language Teaching and Research, Macquarie University, special expertise in test validation

Mr Ari Pappas  
Grad. Dip in Health  
Sciences Management  
Dip T & I, Dip Welfare Studies

Manager of a key service provider agency,  
Education Liaison Officer and project  
for Schools Commission Program



## 9.2 Members of the Regional Advisory Committees: 1 July 2004 to 30 June 2005

Under the post 30 June 2004 arrangements for two-year appointments to the Regional Advisory Committees, organisations are now able to nominate representatives to the committee. However, as individuals often change positions within their organisations, the representatives to the Committees may change several times over the period of the appointment. The list below includes all individuals who participated on the Committees during the 2004-2005 financial year.

### REGIONAL ADVISORY COMMITTEE MEMBERSHIP: 2004-2005

ACT:	Ms K O'Sullivan (Convenor)	
	Mr K Banda	
	Ms C Crane	
	Ms A Dolejsi	
	Ms C Duffy	
	Ms H Gibson	
	Ms M Gomez	
	Ms B Luk	
	Mr N Manikis	
	Ms M Oldfield	
	Dr C Phillips	
	Mr R Pintos-Lopez	
	Ms A Stensletten	
	Dr K Windle	
NSW:	Mr D Wheen (NAATI Chair) ex officio	
	Ms A Grassi	(Convenor)
	Ms S Bures	(NAATI Director) ex officio
	Ms N Arrage	
	Mr V Boyko	
	Mr S Campisi	
	Mr M Doerfler	
	Ms A Groth	
	Ms R Lee	
	Ms T Markos	
	Ms F Mueller	
	Mr D Norris	
	Ms Y Piller	
	Ms E Sanchez	
	Mr P Sinclair	
	Mrs K Steiner	
	Ms H Stephan	
	Ms B Vukojevic	
	Ms C Webster	



# Appendices

NT:	Dr P Chakravarti (Convenor) Ms F Abbott Dr P Black Miss S Chakravarti Ms D Clarke Mr P Frasz Mr T McMahon Mr A Patajo Ms A Quinn Ms H Roe Ms B Teo Ms U Vorst Ms A Wait
QLD:	Ms M Spring (Convenor) Ms P Avila Mr L Burness Ms R Forni Ms L Henniker Dr L Ko Mr I Muil Ms P Nugent Ms N Parisi Ms I Szymanska Mr T Tran Mr T Tri Mr A von Stein Mr K Yip Dr M Brandle (NAATI Director) ex officio
SA:	Mr M Armiento (Convenor) Dr Borhan Saaid Ms Marj Ellis Mr M Ciezkowski Mr M Cronshaw Ms N Dantalis Ms R Gillies Mr M Gostich Mr R Grympa Mrs K Jackson Ms A Lawrie-Smith Mr N Marovich Mr E Neophytou Ms L Pugh Ms G Skalban Ms M Slatter Ms K Todd Ms C Voelkel-Hutchinson Mr J Kiosoglous (NAATI Director) Ex-Officio



TAS:	Det. C Waterhouse (Convenor) Ms L Andersch Ms M Astrinakis Mr G Duarte Mr G Kane Mr C Mackie Mr M Pathik Dr B Peeters Mr S Robinson Mr B Smith Ms S Wickham
VIC:	Ms M Maggio De Leo (Convenor) Ms S Casey Ms P Cody Ms F Cozzi Mr A Florez Ms J Gould Ms K Halastanis Mr H Hulusi Ms E Hussain Ms S Koutes Ms S Leane Ms U Nguyen Mr U Ozolins Mr C Pagonis Mr A Pappas Ms S Pavlovska Mr T Rose Ms K Stempf de Vargas Ms S Thomas Miss M Tune Ms M Vasilakakas Mr M Zafiropoulos Ms C Toffoli-Zupan (SOM) Ms V Mitsos (NAATI Director ) ex officio
WA:	Mrs T Nicholls (Convenor) Ms D Danicic Ms M Dreyfus Mr P Fahie Dr W Frick Mrs M Gruszka Dr H Jacomard Dr T Lawrence Mrs H Murphy Ms R Pasqualini Ms R Perera Dr J Puls Ms K Sprigg Mrs R Tsapazi Ms D Vukcevic Dr W Yeung



# Appendices

## 9.3 NAATI Administrative Staff at 30 June 2005

### **Canberra Office**

Ms Sherrill Bell	Chief Executive Officer	FT	(Full Time)
Ms Maria King	Finance Manager	FT	
Mr Robert Foote	Accreditation Manager	FT	
Mr Paul Bayly-Jones	Accreditation Officer	FT	
Ms Anchal Rastogi	Accreditation Services Officer	FT	(Maternity Leave)
Ms Kym Bush	Accreditation Services Officer	FT	
Ms Renuka Ganesan	Accreditation Services Officer	FT	(ML Replacement)
Ms Jane Swan	Administrative Officer	FT	
Ms Megan Rallings	Administrative Assistant	FT	
Ms Kathleen Osztrekovic	Administrative Assistant	FT	
Ms Lynne Goodyer	Publications Officer	FT	(Maternity Leave)
Ms Deniz Saticieli	Publications Officer	FT	(ML Replacement)
Ms Santa Jugovac	PA to Chief Executive Officer	PT	
Ms Sonia Esquivel	Project Officer (contract)	FT	

### **Australian Capital Territory**

Mr Geoff McKergow	Manager	PT
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### **New South Wales Office**

Mr Alan Raisbeck	Manager	FT
Mr Gary Harkins	Education Officer	FT
Ms Dea Perini	Testing Officer	FT
Ms Maria Coloma	Reception/Client Services	FT
Ms Amanda Hawkes	Client Services	FT

### **Northern Territory**

Ms Lynda Cui	Manager	PT
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### **Queensland**

Mr Jim Duncan	Manager	FT
Ms Satomi Logothetis	Administration Assistant	PT
Ms Patricai Avila	Administration Assistant	PT

### **South Australia**

Ms Cheryl Appelkamp	Manager	PT
Ms Daniela Kautsky	Administration Assistant	PT

### **Tasmania**

Ms Moira Nolan	Manager	PT
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### **Victoria**

Ms Cynthia Toffoli-Zupan	Manager	FT
Ms Marline Ali	Reception/Client Services	FT
Ms Helen Hatzaras	Administration Assistant	PT
Ms Lorraine David	Client Services Officer	Casual

### **Western Australia**

Ms Valerie Van Loggerenberg	Manager	PT
Mr Don Cameron	Administrative Assistant	Casual
Ms Megan Beasley	Administrative Assistant	Casual









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