

Language Service Provider Endorsement Model

LSP Endorsement Guidelines

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Version 1.0



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PART A: General Information

1. LSP Endorsement processes

The Language Service Provider (LSP) Endorsement Model is designed to support Australian, state and territory government access and equity objectives

The National Accreditation Authority for Translators and Interpreters (NAATI) is jointly owned by Australian, state and territory governments. The LSP Endorsement Model will contribute to NAATI's core objective which is to set and maintain high national standards for the translating and interpreting sector.



The endorsement opportunity for LSPs commence.

We publish these LSP Endorsement Guidelines and the Eligibility Form on the NAATI website at www.naati.com.au



You contact NAATI to express your interest in Endorsement.

You email LSPendorsement@naati.com.au with a completed copy of the Eligibility Form to be considered for Endorsement.



We assess your eligibility

We assess your organisation against the eligibility criteria and notify you if you are eligible or not. If you are eligible, we will send you the Application for Endorsement Form



You submit your Application for Endorsement

We assess all eligible organisations' applications against the assessment criteria.



We make endorsement recommendations

We provide advice to our organisation's decision maker on the merits of each application.



Endorsement decisions are made

The decision maker decides which applications are successful.



We notify you of the outcome

We advise you of the outcome of your application.



Evaluation of the Endorsement Model

We evaluate the LSP Endorsement Model as a whole. We base this on information you provide to us, the requirements of the model, NAATI's operational data and information that we collect from various sources.

2. Introduction

These guidelines contain information regarding LSP Endorsement. This document sets out:

- general information, including information about these Guidelines and the purpose of LSP Endorsement
- the eligibility and assessment criteria, and how to apply (including how applications are considered, and how LSPs are notified)
- how endorsed LSPs will be monitored, and their responsibilities and expectations in relation to LSP Endorsement.

3. Important information

Before submitting an application, you **must** have read and understood these guidelines. These guidelines, and any associated documents, can be found on the NAATI website at <https://naati.au/lsp-guidelines>.

NAATI is the authoritative source for information relating to LSP Endorsement. Any alterations and addenda¹ will be published on NAATI's website.

You are responsible for ensuring that your application is complete and accurate. We will investigate any false or misleading information and may exclude your application from further consideration for endorsement if NAATI holds concerns.

If you find an error in your application after submitting it, you should contact NAATI immediately at LSPendorsement@naati.com.au. If we find an error or information that is missing, or if we require further information to substantiate a claim made by you, we may ask you for clarification or for additional information.

You should keep a copy of your application and any supporting documents.

We will acknowledge that we have received your application within five (5) working days. If you need further guidance about the application process or if you are unable to submit an application, contact us at LSPendorsement@naati.com.au.

4. Purpose of LSP endorsement

The National Accreditation Authority for Translators and Interpreters (NAATI) is a public, not-for-profit company that is jointly owned by Australian, state and territory governments. NAATI's role is to set and maintain high national standards for the translating and interpreting sector.

NAATI was authorised by Australian, state and territory governments to establish the LSP Endorsement Model. The LSP Endorsement Model was announced by the Australian Government on 6 December 2024. LSP Endorsement commenced on 24 February 2026.

The intent of the LSP Endorsement Model is to improve the quality and consistency of translating and interpreting services (language services) delivered throughout Australia.

¹ Alterations and addenda include but are not limited to: corrections to currently published documents, changes to close times for applications, questions and answers (Q&A) documents and frequently asked questions (FAQ) documents

LSP endorsement is intended as a permanent market offering, administered by NAATI, for all interested and eligible LSPs to participate in. Participation by eligible LSPs is voluntary.

The establishment of an LSP Endorsement Model may enable interested parties, such as governments, to request that LSPs have been 'endorsed' as a prerequisite requirement to deliver language services on their behalf. If introduced as a mandatory prerequisite, LSP endorsement would, over time, work to ensure a minimum level of service consistency and organisational accountability nationally.

To obtain and maintain 'endorsed' status, LSPs must meet and abide by the following six requirements:

1. Engage NAATI-certified practitioners for translating and interpreting assignments, wherever possible. This includes prioritising practitioners with the highest level of NAATI-certification, wherever possible, subject to the practitioner's availability and the appropriateness of the assignment.
2. Agree to the Language Service Provider Code of Conduct provided at Annex A.
3. Have in place, at a minimum, the cyber security standards provided at Item 7.2.
4. Report service-related data to NAATI every three months, per the requirements provided at Item 12.2.
5. Have in place a mechanism for service quality assurance and client and customer feedback.
6. Have in place a process for inducting new practitioners if and as they are employed, or contracted, to undertake translation and interpreting assignments.

Endorsed LSPs should also display on their website/s and communication materials that they hold endorsement status where it is practicable to do so.

Engagement of NAATI-certified translators and interpreters

For the avoidance of any doubt, endorsed LSPs must ensure that all language practitioners it employs or contracts to deliver its language services have obtained the minimum level of NAATI certification available within their field and language within 12 months of the LSP having been endorsed. Extensions can be agreed to on a case-by-case basis.

Practitioners who remain uncertified after deadline should no longer be assigned work by an endorsed LSP, unless absolutely unavoidable. Each level of certification, including RPI, have prerequisite requirements. Practitioners who have not met those requirements will not be certified by NAATI.

Endorsed LSPs would be expected to work with their practitioners and with NAATI to provide the necessary support to facilitate the certification process.

Evaluation of the endorsement model

NAATI will evaluate the LSP Endorsement Model to measure how well its intended objectives have been achieved. NAATI may use information from applications and reports for this purpose.

NAATI may also interview applicants or ask applicants for more information to help it understand how the endorsement impacted their organisation, and to evaluate how effective the model was in achieving its intended objectives.

PART B: Eligibility, Assessment Criteria and How to
Apply

5. Timing of endorsement processes

If you are successful, we NAATI you will be in a position to communicate your 'endorsed status' to the public within approximately eight weeks of having expressed interest in applying.

Your endorsement status will last for two years from the date of NAATI having written to you with a formal letter of offer.

Table 1: Anticipated timing for endorsement

Activity	Timeframe
Assessment of eligibility	Up to 2 weeks*
Assessment of an endorsement application	Up to 2 weeks*
Internal approval of recommended outcomes of selection process	Up to 2 weeks
Notification to applicant on the outcome	Up to 2 weeks
Length of endorsement status	2 years from the date of endorsement

**Subject to NAATI not requiring additional materials or clarification from you to progress with the application.*

6. Eligibility

Before applying, you must first email LSPendorsement@naati.com.au to express your interest in endorsement. To formally express your interest, you will need to provide NAATI with a completed copy of the LSP Endorsement Eligibility Form, available on the NAATI website, addressing all eligibility criteria. NAATI will assess your eligibility and inform you of the outcome.

6.1 Who is eligible to apply for endorsement?

To be eligible for endorsement by NAATI, you must:

- be considered by NAATI to be an LSP (see Glossary at Item 14)
- have an Australian Business Number (ABN)
- be registered for the purposes of GST
- have an account with an Australian financial institution
- be a legal entity with the capacity to enter into a legally binding agreement or contract
- be located within Australia
- have passed NAATI's due diligence assessment.

6.2 Who is not eligible to apply for endorsement?

You are **not** eligible to apply if you:

- are not recognised by NAATI as an LSP (see Glossary at Item 14)
- are an individual
- are an unincorporated association
- are an overseas resident
- are an overseas organisation if you hold no location within Australia
- are any organisation not included in Item 6.1
- have **not** passed NAATI's due diligence assessment.

6.3 Due diligence assessment

NAATI will undertake due diligence assessments in determining eligibility. For the purposes of these guidelines, due diligence refers to a broad range of checks and analyses NAATI will undertake when assessing the eligibility of an LSP (i.e. the applicant and/or organisation applying for endorsement, including associated entities), prior to an assessment for endorsement.

Factors NAATI will consider when undertaking a due diligence assessment will include:

- Is the applicant considered to be genuine?
- Is the applicant considered to be financially and commercially viable?
- Is the applicant considered to be of good repute and integrity?
- Is the applicant in compliance with Australian law?

NAATI reserves the right to find any application ineligible for endorsement if it does not pass its due diligence assessment.

6.4 Eligible activities

Endorsement is applicable only to the translating and interpreting services (language services) delivered by an eligible LSP. Endorsement does not relate to any other kind of service being delivered by an LSP, through any other element of its broader business undertaking.

6.5 Eligible locations

Endorsement relates solely to the language services delivered by an LSP to the benefit of an individual who is based within Australia (i.e. services that occur within Australia).

7. How to apply for endorsement

If you are assessed as eligible for endorsement, NAATI will provide you with access to the LSP Endorsement Application Form.

Failure to comply with all application requirements may result in you (an eligible LSP) not receiving endorsed status, or being dis-endorsed at a later stage (dependent upon the nature and the timing of the circumstances).

7.1 Application requirements

The application form will require you (eligible applicant) to:

1. Submit a copy of the LSP Code of Conduct (see Annex A), signed by the chair of your organisation's board, your chief executive officer or equivalent.
2. Confirm that your organisation:
 - has in place cyber security practices consistent with the standards outlined at Item 7.2
 - has a mechanism for service quality assurance and client and customer feedback
 - has a process for inducting new employees and contractors delivering language services
 - intends to report service-related data to NAATI at the end of each quarter of the financial year, as per the requirements outlined at Item 12.2; and
 - agrees, at a minimum, to one formal meeting with NAATI every 12 months (or thereabouts), to discuss adherence to the requirements as set out within these guidelines.

3. Respond to the following two (2) assessment criteria by outlining how your organisation intends, from the date of its potential endorsement, to:
 - a. operate in accordance with any government-issued Language Services Guidelines in the jurisdiction/s with which it delivers language services
 - b. operate in accordance with the LSP Code of Conduct. This includes but is not limited to:
 - how your organisation will ensure that all language service practitioners employed and/or contracted to provide language services on your behalf have obtained the minimum level of NAATI credential available within their field and language, wherever possible, within 12 months of the organisation having been endorsed; and
 - how you will prioritise assignments to the highest level of NAATI-certified practitioner/s, where possible, and where it is practicable and appropriate to do so.

7.2 Cyber security requirements

You must confirm to NAATI that your organisation has reasonable cyber security standards in place. The application form will require you to:

- confirm you have read the [Australian Signals Directorate's Cybersecurity guidelines](#)
- confirm your intent to comply with any existing legal obligations arising from the [Australian Cyber Security Act 2024](#).

NAATI *encourages* you to have obtained [ISO 27001:2022 on information security management systems \(ISMS\)](#), however this is not a requirement. Where you do not hold ISO 27001:2022, the application form will require you to:

- confirm you have completed an assessment against the [Essential Eight maturity model](#), and that your organisation has applied internal controls up to the Maturity Level appropriate to the level of risk your organisation considers tolerable (considering its size and complexity).

7.3 Additional application information, and tips for applicants

Additional application information

You may attach any other supporting documentation to the application form if it is in support of your claims in addressing the above requirements. Attachments should be submitted in line with any instructions provided within the application form.

There are no word limits in responding to the selection criteria (see Item 7.1). The amount of detail and supporting evidence you provide in your application should be relative to the size and complexity of your organisation. Applicants are however strongly encouraged to provide sufficient evidence including operational details in order to provide NAATI with a sufficient degree of confidence.

Tips for applicants

In preparing responses against the two assessment criteria at Item 7.1 you are encouraged to:

- **Tailor your responses** — show understanding of the guidelines and the LSP Endorsement Model. Make responses specific to your organisation's business activities, its structure, size, and the jurisdiction(s) it operates within. Avoid generic statements such as "we will comply" without explaining how.

- **Provide evidence** — attach or reference concrete documents: policies, data, workflow diagrams, sample forms, training plans, or reporting templates as appropriate.
- **Demonstrate implementation** — describe who will be responsible, how the requirement will be met and be monitored, and when each step will occur.
- **Be proactive** — include mechanisms for review, continuous improvement, and handling exceptions or breaches.

8. How the application will be assessed

8.1 Assessment team and decision maker

An assessment team will assess your application on its merit and will provide advice to the decision maker. The assessment team will be made up of a select number of NAATI staff appointed by the NAATI Chief Executive Officer.

The decision maker is the NAATI Chief Executive Officer.

NAATI reserves the right to ask an external expert or advisor to inform the assessment process, for example, a probity advisor. All individuals involved in assessment processes will operate in line with NAATI’s Conflict of Interest policies, and any expert or advisor engaged will be required to provide a signed conflict of interest declaration.

8.2 Assessment process

Upon confirming that the application has addressed all requirements, the assessment team will conduct an evaluation of the responses to the assessment criteria, using the scoring matrix below. Both criteria are weighted equally. A successful application must score above 50 out of 100 against each of the assessment criteria. Both will be scored individually.

Score bands	Description
81 – 100 (Excellent / Outstanding)	The response is exemplary. It is clearly tailored to the applicant’s organisation, its services and demonstrates deep understanding of the LSP Endorsement Guidelines, and broad industry objectives. High-quality evidence has been supplied in the response or as an attachment. NAATI has a high degree of confidence in the organisations plans and has minimal doubt about the applicant’s ability to comply with the requirement contained within the criterion.
61 – 80 (Good / Strong)	The response demonstrates a solid understanding of the requirement and how it applies to the organisation. It outlines clear and practical actions or systems to meet the criterion and provides relevant evidence or examples, though some detail or supporting material may be limited. NAATI has a good level of confidence that the organisation can comply with the requirement, with only minor gaps or clarifications needed.
41 – 60 (Adequate)	The response shows a basic understanding of the requirement but lacks depth, specificity, or strong supporting evidence. The approach may appear generic, with limited tailoring to the organisation’s actual operations. Evidence, if provided, is minimal or indirect. NAATI has some confidence in the organisation’s intent to comply but requires further information, clarification, or evidence before full assurance can be given.

21 – 40 (Poor)	The response demonstrates limited understanding of the requirement and provides little or no evidence to support claims. The approach described is vague, lacks practical detail, or appears inconsistent with the expectations of the LSP Endorsement framework. NAATI has low confidence that the organisation could comply without significant further work or revision.
0 – 20 (Very Poor)	The response fails to address the requirement or demonstrates a fundamental misunderstanding of it. There is no meaningful evidence or explanation provided. NAATI has no confidence in the organisation’s ability to comply with the criterion as stated.

The assessment team may seek additional information about you, your application, project partners, related bodies corporate, related entities and associated entities (as defined in the *Corporations Act 2001* (Cth)) and related personnel from third party sources. The assessment team may also consider information about you or your application that is available through the normal course of business.

The assessment team recommends to the decision maker which applications to approve or refuse for endorsement.

The decision maker decides which applications are eligible or not, and who to approve or refuse for endorsement, taking into account the recommendations of the assessment team and any other matters they may see fit.

9. Unsuccessful applications

We will advise you of the outcome of your application in writing.

You may submit a new application for endorsement at any time. You must include new or more information to address any weaknesses that may have prevented your previous application from being successful.

9.1 Feedback on your application

If you are unsuccessful, you may ask for feedback within one (1) month of being advised of the outcome. NAATI will provide written feedback within one (1) month of the request.

9.2 Appeals

You may lodge an appeal if you are dissatisfied with the outcome of your application. An appeal is considered by NAATI as a request for reassessment of NAATI’s decision in relation to an application for LSP endorsement, in accordance with these guidelines.

You must lodge your request for an appeal in writing, no more than three (3) months from the date you were formally advised of the outcome of your application. The appeal must provide specific details as to why you believe a wrong decision has been made.

Details of the appeal and recommended decision will be provided to the NAATI Board by the Chief Executive Officer for consideration. NAATI will advise you of the outcome of the appeal in writing, after the NAATI Board has considered the appeal.

The outcome of an appeal is considered final.

10. Successful applications

10.1 The letter of offer (agreement)

If successful, NAATI will send you a formal letter of offer advising that your application for endorsement has been successful.

To accept the offer, you must provide to NAATI a return letter of acceptance, in reply to NAATI's formal letter of offer. NAATI will consider the requirements as outlined in these guidelines to be in force and take effect from the date NAATI receives your signed letter of acceptance (reply).

10.2 Length of endorsement

If successful, your endorsed status will last for two (2) years commencing from the date on which you have been issued with a formal letter of offer.

You are encouraged to re-apply for endorsement at least three (3) months prior to the date that your endorsed status is scheduled to expire. NAATI will notify all endorsed LSPs with a reminder to re-apply at the appropriate time.

10.3 Announcement of endorsement

Successful organisations will be listed as an 'Endorsed LSP' on the NAATI website, no later than fifteen (15) business days after the commencement date.

11. Probity

NAATI will make sure that the endorsement application process is conducted according to these guidelines. These guidelines may be changed from time-to-time by NAATI. When this happens, the revised guidelines will be published on NAATI's website at <https://naati.au/lsp-guidelines>.

11.1 Enquiries, feedback and complaints

Any questions you have about decisions made relating to endorsement should be sent by writing to LSPendorsement@naati.com.au.

NAATI's [Complaints Policy](#) applies to complaints regarding the LSP Endorsement Model, including these guidelines. All complaints about these matters must be provided in writing to LSPendorsement@naati.com.au.

11.2 Privacy

NAATI treats your personal information according to the [Privacy Act 1988](#) and the [Australian Privacy Principles](#). This includes letting you know:

- what personal information NAATI collects
- why NAATI collects your personal information
- who NAATI gives your personal information to.

Your personal information can only be disclosed to someone else for the primary purpose for which it was collected, unless an exemption applies.

For more information about how NAATI collects and handles personal information, refer to our [Privacy Policy](#).

NAATI may share the information you give us with government entities for purposes including government administration, research or service delivery, according to Australian, state and territory laws.

As part of your application, you declare your ability to comply with the [Privacy Act 1988](#) and the Australian Privacy Principles and your intention to impose the same privacy obligations on officers,

employees, agents and subcontractors that you engage to assist with the activity, in respect of personal information you collect, use, store, or disclose in connection with the activity.

11.3 Confidential information

NAATI will keep any information in connection with an application confidential to the extent where:

1. you clearly identify the information as confidential and explain why we should treat it as confidential
2. the information is commercially sensitive
3. revealing the information would cause unreasonable harm to you or someone else.

NAATI will not be in breach of any confidentiality if the information relating to an application is disclosed to:

- NAATI employees and contractors, as well as NAATI's Members and its Board, for the purpose of managing the endorsement model effectively.

PART C: Information for Endorsed LSPs

12. How we monitor your endorsement

12.1 Keeping NAATI informed

If successful, you must agree, at a minimum, to one formal meeting with NAATI every 12 months (or thereabouts), to discuss adherence to the requirements as set out within these guidelines.

In addition to these meetings, you **must** let us know within 10 business days if anything is likely to affect your endorsed status.

NAATI needs to know of any key changes to your organisation or its business activities, particularly if they affect your ability to uphold the LSP Endorsement Code of Conduct or maintain the requirements specified within the LSP Endorsement Model more broadly. If you become aware of a breach to the code, you must contact us immediately.

If a complaint is lodged regarding an allegation of a breach by your endorsed organisation to the requirements contained within these guidelines, you must agree to engage with NAATI in good faith to resolve those concerns wherever possible.

12.2 Reporting

If endorsed, you must provide to NAATI, at a minimum, the following de-identified service-related data at the end of each financial quarter (i.e. every three months), for each translating and interpreting service delivered:

- Jurisdiction and location of the service (Statistical Area Level 3)
- Service type and format
- Languages utilised
- Service theme (for example, health services, legal/justice services, conference-related services, general government services).
- The practitioner's NAATI Certified Practitioner Number.
 - Reasons why, if a NAATI-certified practitioner was not engaged.
- Confirmation that the practitioner with the highest level of certification was engaged
 - Reasons why, if the practitioner with the highest level of certification was not engaged.
- Whether or not the service was delivered.

Note: NAATI will provide a reporting template to all Endorsed LSPs for reporting purposes to ensure overall consistency.

Note: NAATI is committed to publishing aggregated data, where consistent with Australian Privacy Principles, to ensure stakeholders have access to evidence in order to improve access and equity outcomes where possible.

12.3 Complaints and allegations of non-compliance

NAATI is committed to supporting you, if endorsed, to resolve any potential complaints and improve systems and procedures to better adhere to the requirements set out in these guidelines, in the first instance.

Raising concerns

Clients, practitioners, or members of the public may lodge a complaint to NAATI if they believe an endorsed LSP has breached the LSP Code of Conduct or the requirements set out within these guidelines.

Complaints will be acknowledged promptly by NAATI and will be investigated in a fair, impartial, and timely manner, in line with privacy principles outlined in Item 11.2. NAATI reserves the right to request further information from a complainant to substantiate allegations.

Possible actions

Where a breach of the Code of Conduct or the requirements set out in these guidelines is substantiated, actions may include:

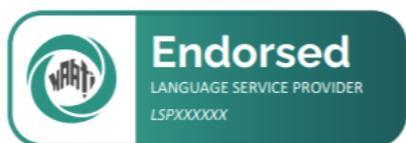
- Informal resolution: Clarification with you and an informal agreement with shared understandings on how the matter will be resolved.
- Formal warnings and remedial actions: Written notice specifying the allegations of breach and any required corrective actions for you to maintain endorsement status, such as the establishment of quality improvement measures.
- Suspension or termination of endorsement: For egregious or repeated breaches, including the unwillingness of an Endorsed LSP to engage with NAATI and/or respond appropriately.

Suspensions and terminations of endorsement are considered by NAATI to be punitive in nature. These actions will only be taken by NAATI as a last resort, wherever possible. NAATI will typically err towards working with an endorsed LSP, the complainant or appropriate industry bodies such as AUSIT / ASLITA (whatever is most appropriate) to resolve a situation.

In extreme cases where an LSP has their endorsed status suspended or terminated, NAATI reserves the right to advise its Members of the outcome. Any decision to remove an LSP from a contracting arrangement or government panel would be the responsibility of the relevant government/s and/or entities.

13. Use of LSP endorsement logo

If endorsed, you are encouraged to showcase your endorsed status on your website/s and communication materials. NAATI will issue you with a unique endorsement logo, which will include a unique reference number. Details regarding use of the logo can be found in the *Guidelines for use: NAATI Endorsed Language Service Provider (LSP) Logo*, which will be provided to all endorsed LSPs.



Example logo

14. Glossary

Term	Definition
applicant	The individual/s formally representing an organisation applying for LSP Endorsement (See 'You')
assessment criteria	The specified principles or standards against which applications will be judged.
Australian Institute of Interpreters and Translators (AUSIT)	The national member-based association for the translating and interpreting profession in Australia (spoken languages)

Term	Definition
Australian Sign Language Interpreters and Translators Association (ASLITA)	The national member-based association for the translating and interpreting profession in Australia (Auslan)
commencement date	The start date for endorsement, which corresponds with the date on which the applicant has been issued with a formal letter of offer.
decision maker	The person who makes a decision to award or refuse endorsement
eligibility criteria	Refer to the mandatory prerequisite criteria which must be met to apply for endorsement.
interpreting	Interpreting is the real-time conversion of one spoken or signed language into another.
language service provider (LSP)	An organisation or business area that offers translating and interpreting services (language services) to facilitate cross-cultural communication as its sole or majority business activity. This includes full-service communications agencies that deliver translating and interpreting services as part of their market offering.
National Accreditation Authority for Translators and Interpreters (NAATI)	Australia's national standards and certifying authority for translators and interpreters, and the organisation administering the LSP Endorsement Model and guidelines (see 'We').
practitioner	The interpreter or translator delivering the language services (i.e. worker)
selection criteria	Comprise eligibility criteria and assessment criteria.
translating	Translation is the conversion of written text from one language into another, including revision and Machine Translation Post-Editing.
we	Refers to NAATI, the organisation administering the LSP Endorsement Model and guidelines (See 'NAATI')
you	Refers to the applicant, the individual/s formally representing an organisation applying for LSP Endorsement (See 'applicant')

Annex A – LSP Code of Conduct



Language Service Provider Code of Conduct

The Language Service Provider (LSP) Code of Conduct is intended as a set of business-related requirements. The code sets out minimum standards of behaviour and requirements that all endorsed LSPs must follow.

This code should be read in conjunction with the [AUSIT Code of Ethics](#) and/or the [ASLITA Code of Ethics and Guidelines for Professional Conduct](#) (whichever is relevant). This code will be independently evaluated and be subject to biennial review, with input from endorsed LSPs, AUSIT, ASLITA and NAATI Members and their representatives as appropriate.

1 General business conduct

- 1.1 Endorsed LSPs agree to comply with all applicable business, corporation, employment, taxation and worker screening laws, regulations and rules in force within the jurisdictions that the LSP operates within.
- 1.2 Endorsed LSPs must engage NAATI-certified practitioners to carry out translating and interpreting assignments in Australia, where NAATI-certified practitioners exist, except in exceptional circumstances.
- 1.3 Endorsed LSPs should prioritise assignments to the NAATI-certified practitioner with the highest level of certification in all cases where that is possible, subject to availability and appropriateness of the assignment.
- 1.4 Endorsed LSPs should not operate in a manner that would give cause for it to knowingly and deliberately:
 - breach any relevant government Language Services Guidelines within the jurisdiction/s where its services are being delivered; and
 - encourage its translators and interpreters to breach either the [AUSIT Code of Ethics](#) or the [ASLITA Code of Ethics and Guidelines for Professional Conduct](#) (whichever is relevant).
- 1.5 Further to Item 1.4, endorsed LSPs should advocate, either back to the relevant contracting agency (government) and/or to NAATI, if/when a government agency does not provide contractual arrangements conducive to their organisation:
 - operating in accordance with any relevant government Language Services Guidelines within that jurisdiction, and
 - enabling its translators and interpreters to appropriately uphold the [AUSIT Code of Ethics](#) or the [ASLITA Code of Ethics and Guidelines for Professional Conduct](#) (whichever is relevant).

2 Artificial intelligence (AI)

- 2.1 Endorsed LSPs should operate broadly in accordance with the [Australian Government's 8 Artificial Intelligence \(AI\) Ethics Principles](#) to ensure AI is safe, secure and reliable.

- 2.2 Endorsed LSPs should operate in accordance with the [SAFE AI Task Force Guidance on AI and Interpreting Services](#), for any interpreting services it delivers.

3 Conduct as an endorsed LSP

- 3.1 Endorsed LSPs shall comply at all times with the requirements as set out in the LSP Endorsement Model Guidelines including this code of conduct.
- 3.2 Endorsed LSPs agree to cooperate in good faith with NAATI to resolve complaints if and when they are made to NAATI regarding the conduct of an LSP with respect to this code and any alleged breaches of the endorsement model more broadly.

Matters relating to complaints regarding alleged breaches and possible actions by NAATI can be found at Item 11.4 in the LSP Endorsement Model Guidelines.

Acknowledgement and acceptance (to be completed by the Endorsed LSP)

By signing below, the LSP agrees that it:

- adopts this LSP Code of Conduct
- will take reasonable steps to implement, maintain and enforce it, and
- will communicate the code to relevant personnel and third parties.

Organisation Name: _____

Authorised Signatory (name): _____

Position/Title: _____

Signature: _____

Date: ____ / ____ / ____

Witness Name: _____

Witness Signature: _____

Date: ____ / ____ / ____