2025-26

Annual Report

We all deserve to be understood



Acknowledgement of Country

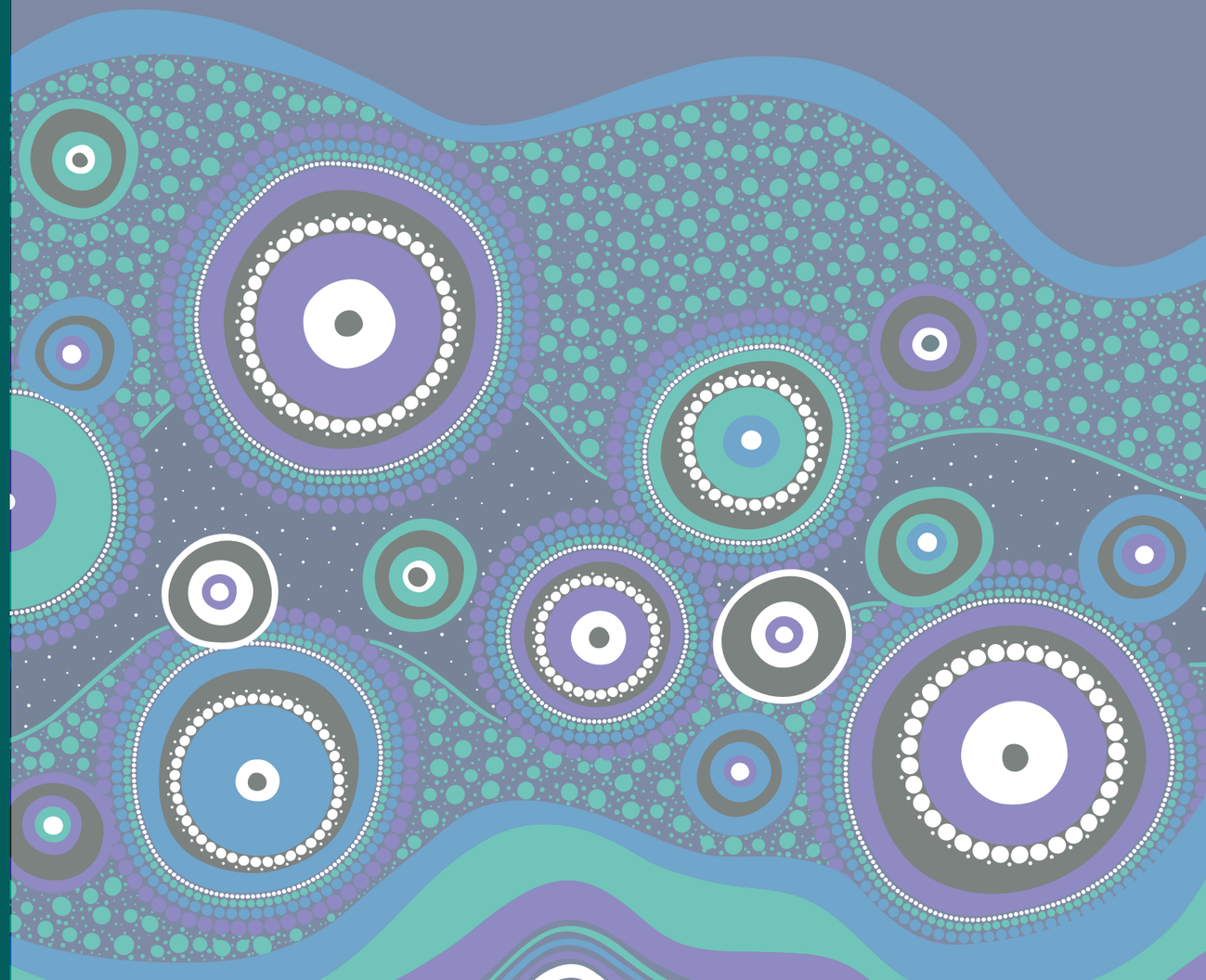
In the spirit of reconciliation, NAATI pays respect to Aboriginal and Torres Strait Islander peoples as the speakers of its first languages. NAATI acknowledges the richness that Indigenous, signed, and all languages bring to Australia and celebrates the role interpreters and translators play in connecting us all.

Front cover:
Curtis Haines - ‘Message Carriers’, 2025

2025-26

Annual Report

We all deserve to be understood



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Message from the Chair

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

I begin by acknowledging the Traditional Owners and Custodians of Country throughout Australia and their continuing connection to land, waters and community. I pay my respects to the people, the cultures and the Elders past and present.

I reflect on my second year as Chair with pride in NAATI's achievements and confidence in the future of the translating and interpreting sector. During 2025-26, NAATI continued to invest in strategic initiatives that strengthen quality, access and sustainability across the sector and advance our vision of a connected community without language barriers.

A significant achievement was the commencement of NAATI's Language Service Provider Endorsement Model in February 2026. Authorised by the Australian Government and state and territory governments, the voluntary model provides an additional layer of quality assurance for purchasers of translating and interpreting services and establishes national expectations for practitioner certification, professional conduct, quality assurance, service data and accountability.

NAATI also continued to support people to attain, maintain and upgrade their credentials through scholarships, test-preparation programs and professional development to strengthen the capability and sustainability of the translating and interpreting profession.

In March 2026, NAATI launched our first national awareness campaign, *We All Deserve to Be Understood*, to promote the vital role of NAATI-certified interpreters in supporting equitable access to essential services.

The Board was pleased to see NAATI's Innovate Reconciliation Action Plan (RAP) formally endorsed by Reconciliation Australia in April 2026. The Innovate RAP provides a practical framework for strengthening relationships, respect and opportunities, and for embedding reconciliation across NAATI's operations. I thank the RAP Working Group and staff who contributed to Innovate RAP's development.

NAATI continued to work with Aboriginal and Torres Strait Islander communities and stakeholders to strengthen interpreting pathways for Aboriginal and Torres Strait Islander languages. The Board thanks the National Indigenous Australians Agency for their continued support of the Indigenous Interpreting Project and acknowledges the commitment of the project team, practitioners, examiners and community partners.

Throughout the year, NAATI continued to monitor technological developments affecting the profession. This included work to support the responsible, efficient and ethical use of artificial intelligence within NAATI and the broader translating and interpreting sector.

The Board remained focused on NAATI's long-term direction and sustainability. During the year, it oversaw the final year of the Strategic Plan 2022–26 and approved a draft Strategic Plan 2027–29.

On behalf of the Board, I thank NAATI's Member Governments for their continued support and partnership. This support assists NAATI to maintain high standards for the translating and interpreting profession and improve access and equity for culturally and linguistically diverse communities, the Australian Deaf community and Aboriginal and Torres Strait Islander communities.

I also thank NAATI's stakeholders in New Zealand, including the New Zealand Ministry of Ethnic Communities, the New Zealand Society of Translators and Interpreters and New Zealand education institutions, for their dedication to professional interpreting standards.

I acknowledge and thank my fellow Directors, Professor Nicholas Farrelly, Mr Jeffrey McAlister, Ms Gulnara Abbasova, Ms Andrea Creado and Ms Caitrin Dunn, for their commitment and contribution throughout the year. I also thank the members of the Audit and Risk Committee, Mr McAlister, Ms Dunn and independent member Mr Hakan Harman, for supporting the Board's governance, financial oversight, risk management and compliance responsibilities.

Finally, on behalf of the Board, I thank NAATI's Chief Executive Officer, Mr Mark Painting, and NAATI staff for their professionalism, innovation and dedication. I look forward to continuing to work with the Board and staff as NAATI enters the next strategic period.

Magdalena Rowan
Chair



Message from the CEO

I am pleased to reflect on our achievements during 2025–26 as we continue our work to set and maintain high standards for the translating and interpreting sector.

I begin by acknowledging the Traditional Owners and Custodians of Country throughout Australia and their continuing connection to land, waters and community. I pay my respects to the people, the cultures and the Elders past and present.

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During the year, NAATI received 4,902 certification-related applications, delivered 1,741 certification tests (excluding prerequisite tests), issued 976 new credentials and recertified 2,116 practitioners.

On 30 June 2026, 13,473 NAATI certification credentials were held by 8,802 individual practitioners and covered 182 languages. Of these, 105 credentials in 23 Indigenous languages were held by 88 practitioners. Practitioners in New Zealand held 485 active credentials. There were also 67 endorsed qualifications (56 in Australia and 11 in New Zealand) offered by 24 institutions (21 in Australia and three in New Zealand).

We continued to strengthen the quality and reliability of the Certification System. This included further implementation of the Examiner Performance Evaluation Framework, a review of recertification requirements, the development of testing materials and continued improvements to online testing.

The Language Service Provider Endorsement Model commenced in February 2026 following extensive consultation with governments, language service providers, professional associations and other stakeholders. The model supports greater consistency, transparency and accountability in the delivery of translating and interpreting services.

We launched our first national awareness campaign, *We All Deserve to Be Understood*, in March 2026. The campaign focused initially on healthcare and highlighted the importance of engaging NAATI-certified interpreters so that people can understand and be understood when accessing essential services.

Our Innovate Reconciliation Action Plan (RAP) was endorsed by Reconciliation Australia in April 2026 and is now being implemented across the organisation. Through the Innovate RAP, NAATI is working to deepen relationships with Aboriginal and Torres Strait Islander stakeholders, build cultural capability and expand opportunities for Aboriginal and Torres Strait Islander interpreters.

I thank NAATI's Member Governments for their continued support. I also thank the professional associations, education institutions, examiners, role-players, test invigilators, practitioners, community organisations and other stakeholders for their contributions to NAATI's work throughout the year.

I thank the Chair of the Board, Ms Magdalena Rowan, and all Directors for their leadership and support. I also thank NAATI staff for their dedication, adaptability and professionalism throughout the year.

I look forward to working with the Board, staff and stakeholders as NAATI begins our next strategic period and continues to deliver our vision of a connected community without language barriers.

Mark Painting
Chief Executive Officer

About NAATI 1

Who we are

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

NAATI is an Australian public company, limited by guarantee and registered as a charity with the Australian Charities and Not-for-profits Commission. NAATI's members are the Commonwealth and state and territory ministers who have policy responsibility for multicultural affairs, ethnic affairs and/or translating and interpreting services within their respective governments. NAATI is governed by a Board of Directors, who are appointed by NAATI's members.

NAATI was formed in 1977, several years after the Commonwealth and state ministers responsible for immigration sought advice from the Committee on Overseas Professional Qualifications on standards for the translating and interpreting services available to the public. NAATI's first significant tasks were to determine standards for levels of accreditation for translators and interpreters, and to conduct a survey of the industry to gain insights into how it functioned and to understand its challenges.

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

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

NAATI's aim is to be a respected and recognised global leader in the provision of certification services for translators and interpreters, to provide high-quality services, and to be responsive to the community and organisations that benefit from translating and interpreting services.

What we do

NAATI's mission is:

- to set and maintain high national standards for the translating and interpreting sector, and
- to enable the existence of an adequate supply of appropriately certified translating and interpreting professionals, responsive to the changing needs and demography of Australia's culturally and linguistically diverse society.

This mission is achieved by:

- ensuring high national standards for the profession through a robust national Certification System, and
- strengthening access and equity for individuals from culturally and linguistically diverse communities, the Deaf community and Aboriginal and Torres Strait Islander people.

Strategic pillars

Encompassing NAATI's vision and mission are NAATI's strategic priorities, which are part of the NAATI Strategic Plan 2022–26.

There are four strategic pillars underpinning our current strategic plan, as follows:

1

Ensuring the ongoing quality and integrity of the Certification System

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

2

Support the growth and sustainability of the profession

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

3

Build a resilient and innovative business

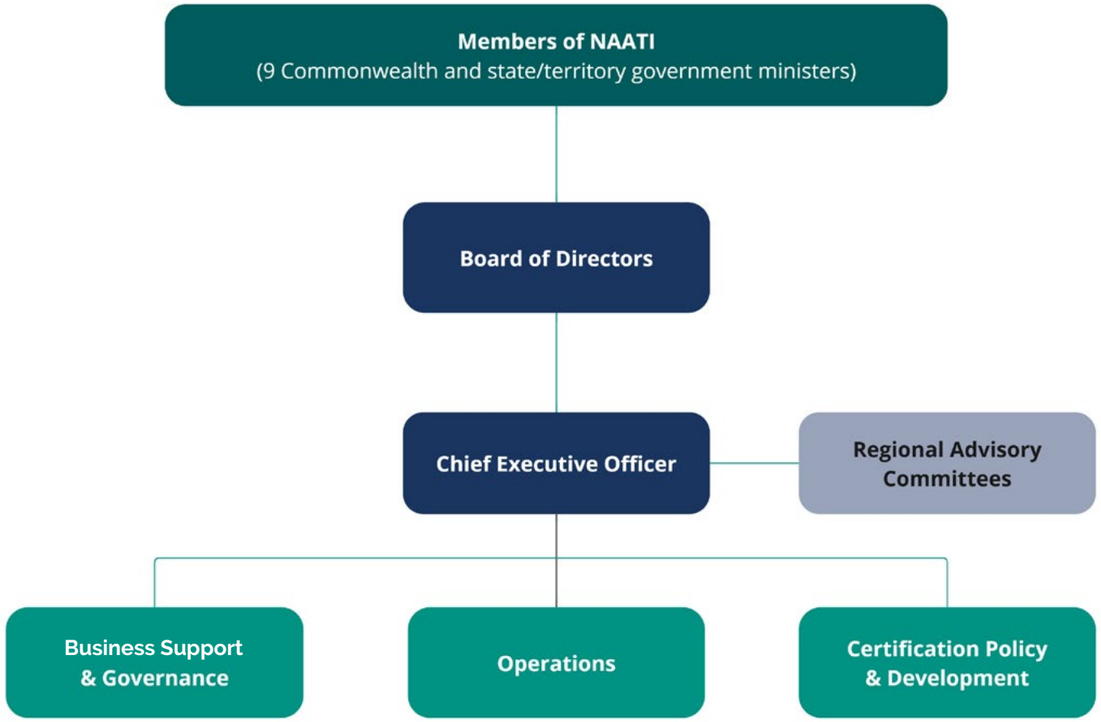
NAATI and its Certification System is sustainable.

4

Strengthen NAATI's brand

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

Governance structure



Members and their representatives

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

Members may appoint a representative to exercise any of their powers under NAATI's Constitution. NAATI's members and their appointed representatives as of 30 June 2026 are set out below.

Member	Representative
Commonwealth	
The Hon Dr Anne Aly MP Minister for Multicultural Affairs	Ms Alexandra Mond Department of Home Affairs
Australian Capital Territory	
Mr Michael Pettersson MLA Minister for Multicultural Affairs	Ms Kylieann Petroni Multicultural ACT, Health and Community Services Directorate
New South Wales	
The Hon Stephen Kamper MP Minister for Multiculturalism	Mr Joseph La Posta Multicultural NSW
Northern Territory	
The Hon Steven Edgington MLA Minister for Housing, Local Government and Community Development	Ms Dorelle Anderson Department of the Chief Minister and Cabinet
Queensland	
The Hon Fiona Simpson MP Minister for Multiculturalism	Ms Julie McDougall Multicultural Affairs Queensland
South Australia	
The Hon Nadia Clancy MP Minister for Multicultural Affairs	Ms Justine Kennedy Department of the Premier and Cabinet
Tasmania	
The Hon Roger Jaensch MP Minister for Community and Multicultural Affairs	Ms Kristy Broomhall Department of Premier and Cabinet
Victoria	
The Hon Ingrid Stitt MLC Minister for Multicultural and Multifaith Victoria	Ms Lakshmi Holmes Department of Premier and Cabinet
Western Australia	
The Hon Dr Tony Buti MLA Minister for Multicultural Interests	Ms Kate Rowlands Office of Multicultural Interests

Board of Directors



Magdalena Rowan

Chair

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

Ms Rowan has been a practising certified interpreter and translator for over 40 years. During this time, she has also been involved in most facets of the translating and interpreting (T&I) sector. She has provided services across all levels of interpreting and translating. She has been an educator in interpreting and translating since the 1980s, both at university and vocational levels in Australia and New Zealand. She was a member of the Technical Advisory Committee for the T&I Public Service Training Package and has designed and implemented T&I courses as a senior lecturer at TAFE SA, including courses for Indigenous and sign language interpreters.

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

Ms Rowan is also a member of the Judicial Council on Diversity and Inclusion subcommittee, responsible for the development of the Recommended National Standards for Working with Interpreters in Courts and Tribunals. Ms Rowan regularly presents to professionals who work with interpreters, continues to practice as a Certified Interpreter and Certified Translator in Spanish and English, and formerly practised as an accredited Polish Professional Interpreter.

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

Ms Rowan's first term as a Director of NAATI expires on 30 November 2026.

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Professor Nicholas Farrelly

Deputy Chair



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

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

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

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

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

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

Professor Farrelly's first term as a Director of NAATI expires on 30 November 2026.



Jeffrey McAlister

Jeff McAlister was appointed to the NAATI Board from 1 September 2023.

Mr McAlister was appointed by the NAATI Board as the Chair of the Audit and Risk Committee from 1 January 2025, having been a member of the Audit and Risk Committee since December 2023.

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

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

Mr McAlister is currently working in Western Sydney for the Bradfield Development Authority, building Australia's first new city in 100 years and creating jobs for the region's fast-growing multicultural communities. He also does pro bono work providing migration advice for vulnerable migrants.

Mr McAlister's first term as a Director of NAATI expires on 31 August 2026.

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Gulnara Abbasova

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

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

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

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

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

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

Ms Abbasova's first term as a Director of NAATI expires on 30 June 2027.





Andrea Creado

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

Ms Creado is currently the CEO of a multicultural organisation in Western Australia, with over 19 years of executive experience working with varied ethnic communities in a community health setting.

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

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

Ms Creado has been recognised by various organisations for her work. She won the Zonta Woman of Achievement Award in 2012, the Soroptimist International Woman of Achievement Award in 2023, and was the recipient of the Social Impact Leadership Australia scholarship in 2023 and a Merit Award for Services to Local Government in 2026.

Ms Creado's first term as a Director of NAATI expires on 30 June 2027.

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Caitrin Dunn

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

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

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

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

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

Ms Dunn's first term as a Director of NAATI expires on 31 December 2027.





Our Chief Executive Officer

Mark Painting

Mr Mark Painting joined NAATI as Chief Executive Officer in July 2015 and has overseen the organisational transformation of NAATI, including the implementation of the national Certification System.

Mark is the chair of the Australian Mirror Committee (CS117) to the ISO Committee on Translating, Interpreting and Related Technology (ISO TC37/SC5). He is also a member of the Judicial Council on Diversity and Inclusion, and the Industry Advisory Board for Monash University's translating and interpreting program.

Prior to joining NAATI, Mark held several corporate and operational roles at senior executive levels in the Australian Public Service. In addition to his public sector career, Mark also has experience as Board Director and sat on several governance and audit committees. He has also been a lecturer/tutor at TAFE and university levels.

Mark holds a Master of Public Administration, a Graduate Certificate in Management and a Bachelor of Business. Mark is a Graduate Member of the Australian Institute of Company Directors, a Fellow of the Institute of Management and Leadership and an Executive Fellow of the Australia and New Zealand School of Government (ANZSOG).

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Delivering on our mission 2

Key highlights and statistics

Some key highlights of the year are below:

NAATI delivered its first ever national consumer awareness campaign in 18 languages including English from March to June 2026, including development of an improved online directory. *We All Deserve to Be Understood* highlighted the vital role of NAATI-certified interpreters, particularly in health settings. Read more on pg 28.

NAATI continues to liaise with the New Zealand Ministry of Ethnic Communities regularly to support professional interpreting standards, with 485 active credentials now held in New Zealand.

Support for practitioners was expanded, including through:

- **Launch of a free employee assistance program for practitioners**
- **Increased professional development available through NAATI Learn, including a Disability Awareness for Interpreters module and a suite of technology-focused learning resources**
- **Simplified recertification requirements, with a new professional development catalogue and policy launched on 2 June 2026. Read more on pg 27.**

The new test preparation program for Certified Provisional Interpreter test candidates in spoken languages was embedded, and the program was piloted in Auslan.

Australia's first Language Service Provider Endorsement Model, delivered by NAATI on behalf of the governments of Australia, was launched in March 2026. Read more on pg 46.

NAATI participated in or sponsored 42 industry and community engagement activities in 2025–26, up from 31 last year.

Implementation has begun on NAATI's Innovate Reconciliation Action Plan (RAP).

4,902 certification-related applications were received, 976 new credentials were issued and 2116 practitioners recertified. Across all test types, 35,982 tests were delivered by NAATI this year, in 99 languages.

As of 30 June 2026, there were:

- 13,473 NAATI certification credentials held by 8,802 individual practitioners in 182 languages. Of those, 105 credentials in 23 Indigenous languages were held by 88 practitioners.
- 67 qualifications (56 in Australia and 11 in New Zealand) across 24 Endorsed Qualification (EQ) institutions (21 in Australia and 3 in New Zealand).

Current credentials held by practitioners as of 30 June 2026:

Credential types	Number
Certified Conference Interpreter	94
Certified Specialist Legal Interpreter	18
Certified Specialist Health Interpreter	22
Certified Interpreter	2,396
Certified Provisional Interpreter	4,409
Recognised Practising Interpreter	915
Certified Advanced Translator	63
Certified Translator	5,111
Recognised Practising Translator	445
Total Credentials	**13,473**
Total Practitioners	**8,802**

Top 10 languages credentials are held in:

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

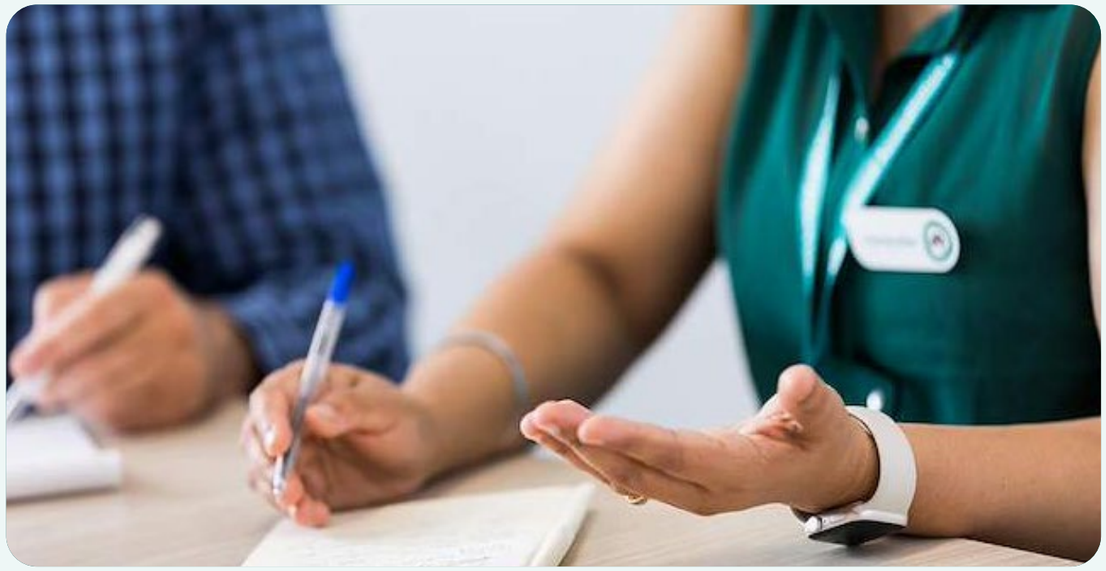
Certification of translators and interpreters

This year, 976 new credentials were issued under NAATI's Certification System and 2,116 practitioners recertified. NAATI maintained the number of languages available for certification testing from the last financial year. The Certified Provisional Interpreter test is offered in 71 languages, ensuring certification reaches some of Australia's most diverse language communities, including Deaf interpreting and Auslan, and 17 Aboriginal and Torres Strait Islander languages. Certified Interpreter tests are available in 29 languages, and Certified Translator tests in 36. For those building specialist or conference-level careers, Certified Specialist Interpreter tests (in the health and legal domains) are offered in seven languages, while Certified Conference Interpreter is available in nine.

Demand for specialist health credentials continued to grow, with 30 candidates sitting the Certified Specialist Health Interpreter test – a 36% increase from the previous year. This year saw a decrease in candidate numbers for the Certified Specialist Legal Interpreter test (−28%) and for the Certified Conference Interpreter test (−50%). While the cause of the decrease is difficult to ascertain, it may reflect changes in market demand.

Online testing

NAATI has continued to use online testing to meet market requirements, with more than 99% of testing now delivered online, up from 95% last year. Through our use of digital testing platforms, candidates from regional and remote Australia, as well as overseas, have greater access to NAATI testing without needing to travel to an Australian capital city. All NAATI testing can be conducted online except for the Certified Provisional Deaf Interpreter test. Approximately 20% of Auslan candidates now choose to sit their test online.



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Review of recertification requirements

This year NAATI reviewed the recertification requirements for practitioners for the first time since the Certification System was implemented in 2018. A suite of policy and system improvements were designed following extensive practitioner consultation and analysis of recertification data, as well as targeted surveys and guidance from a working group. The changes, including a new professional development catalogue, were launched on 2 June 2026 to simplify recertification, create a more user-friendly experience and better support practitioners.

Key changes included the removal of mandatory work practice requirements, a longer recertification window, greater flexibility for practitioners experiencing significant life events, and a simplified approach to PD requirements. The PD catalogue was also comprehensively reviewed, with streamlined activity categories, simplified points allocations and the introduction of new areas such as Australian & New Zealand Society, Industry Leadership, and Technology. Ethics was established as a standalone category, recognising its importance to professional practice.

The initiative was supported by enhancements to myNAATI, online resources and practitioner information sessions.

National consumer awareness campaign



We All Deserve to Be Understood: The vital role of certified interpreters for equitable healthcare

Clear communication is the foundation of safe, quality healthcare. It helps people understand their health, make informed decisions and receive the right care at the right time. But for those who speak little or no English, language barriers can make healthcare confusing and even unsafe.

Important information can be misunderstood or missed, making it harder to ask questions, follow medical advice or feel confident about treatment decisions, risking good health outcomes.

Relying on family members or untrained bilingual staff to interpret also carries a human cost: information may not be accurate, private details may be shared, and sensitive conversations can become difficult or uncomfortable.

From March to June 2026, NAATI delivered its first national consumer awareness campaign, *"We All Deserve to Be Understood"*, in partnership with SBS In Language and CulturalPulse to promote working with NAATI-certified interpreters in healthcare settings. The campaign encouraged patients to request an interpreter and supported healthcare services to understand why certified interpreters matter. It highlighted the role NAATI-certified interpreters play in clinical safety and informed consent, patient dignity and autonomy, and equity of access to healthcare services.

- Approximately 3 million people reached across 7 million impressions through TV, radio and social media.
- An additional 2.5 million people reached through out of home advertising.
- Over 54,000 direct clicks to the NAATI website.

Reaching community in language

The campaign was delivered across 18 languages including English, running across SBS and community television, radio and digital, supported by targeted out-of-home advertising, outreach by community leaders, social media advertising and dedicated in-language community resources on NAATI's website.

Campaign assets included:

- a 60-second TV commercial with subtitles available in Arabic, Simplified Chinese, Traditional Chinese, Greek, Italian and Spanish, as well as accessible English subtitles for Deaf audiences
- 45-second radio spots in 12 languages, demonstrating the experience of working with an interpreter in real-time
- podcast interviews with interpreters in the same 12 languages talking about the value of an interpreter's role
- three out-of-home assets
- social media tiles and translated content across all 17 languages.

New NAATI consumer website

At the centre of the campaign was a new NAATI purpose-built website offering consumers of translating and interpreting services a place to go for general advice, as well as NAATI's online directory of translators and interpreters.

The website at https://directory.naati.com.au/ provides an in-language user experience – initially translated into the 17 languages other than English of the campaign, and soon to be expanded into 36 languages. Experts within NAATI created 13 practical resources in plain English to help people understand a range of topics including the difference between a translator and an interpreter, the difference between a bilingual person and an interpreter, and what the different NAATI credentials mean, as well as how to work with an interpreter and how to prepare a document for translation.

The online directory now allows practitioners to display additional details such as their gender, working dialects, qualifications, expertise and services. It also displays language service providers endorsed under NAATI's new LSP Endorsement Model for the first time (see page 46).

Engaging healthcare practitioners on the ground

To reach healthcare practitioners directly, NAATI participated in key health conferences and industry events throughout 2026, sharing the campaign's message with clinicians, practice owners and health service leaders:

- **Australian Healthcare Week**, 17–18 March 2026, Sydney ICC
- **4th Refugee Trauma Recovery in Resettlement Conference**, 4–5 May 2026, Sydney ICC
- **General Practice Conference & Exhibition (GPCE)**, 15–17 May 2026, Sydney ICC
- **Digital Health Festival, 20–21 May 2026**, Melbourne MCEC
- **RACGP Practice Owners Conference**, 23–24 May 2026, Sydney ICC

These engagements gave the campaign a direct line to the professionals who book interpreters every day, reinforcing the message that certified interpreters are essential to safe, equitable care.

Case study: Marta Barany BEM OAM

Marta Barany BEM OAM has dedicated more than 50 years to interpreting and translating in Australia and, at 94, continues to support the Hungarian-Australian community as a practising NAATI-certified practising practitioner.

Born in Hungary in 1932, Marta's early life was shaped by war and displacement. In 1945, she and her family fled to Germany where they spent almost six years as refugees. During this time, she developed strong language skills, becoming fluent in German and studying Latin, English and French.

Marta migrated to Australia in 1951 under the United Nations Displaced Persons Scheme. She has spoken about the early cultural and linguistic barriers faced by new arrivals and the importance of language access in supporting settlement. Marta recalls many of the Australians she met not knowing anything about Hungary.
After the 1956 Hungarian Revolution, Marta helped establish the 'Hungarian Caritas' to support newly arrived refugees. At a time when Australia had no formal interpreting system, she played an important role in early community interpreting. Marta contributed to the establishment of the Telephone Interpreting Service (TIS) in 1972 through the Ethnic Communities Council and was a founding member and eventual president of AUSIT, the professional association for translators and interpreters. She later contributed to the creation of NAATI, which established standards for translation and interpreting in Australia.

She served as an Ethnic Affairs Commissioner of NSW, chaired the Hungarian Olympic Committee during the 2000 Sydney Games, and continues interpreting across New South Wales. She remains active in the profession and believes her Hungarian heritage has been a source of strength in her life in Australia, working hard to make multiculturalism work.

Marta's achievements have been long-celebrated. She was awarded a British Empire Medal in the 1970s, a Hungarian Gold Cross of Merit, and an Order of Australia Medal in 1995. In March 2026, her contributions over her lifetime were again recognised with the Interpreters and Translators Medal at the NSW Premier's Harmony Dinner, proudly sponsored by NAATI.



Marta Barany is a Certified Translator (Hungarian into English and English into Hungarian) and a Certified Interpreter (Hungarian/English).

NAATI's Reconciliation Action Plan

NAATI's Board and management acknowledge the richness that Aboriginal and Torres Strait Islander languages and culture contribute to Australia and the difficulties that many First Nations people still face. NAATI has a unique role to contribute to Australia's reconciliation journey, and is seeking to embed this through the development of its first Innovate Reconciliation Action Plan (RAP), approved by Reconciliation Australia in April 2026. This follows the successful completion of NAATI's first Reflect RAP in 2024.

While Reflect RAPs often focus on the foundations of reconciliation, Innovate RAPs aim to implement and trial strategies that embed reconciliation goals into an organisation's day-to-day business. NAATI's Innovate RAP is a two-year plan that focuses on developing and strengthening NAATI's relationships with Aboriginal and Torres Strait Islander peoples, engaging NAATI staff and stakeholders in reconciliation, and developing and piloting innovative strategies to empower Aboriginal and Torres Strait Islander peoples.

With more than 150 Indigenous languages still spoken in Australia, many as a primary language, NAATI's certification of interpreters and translators, and its advocacy for their services, help First Nations people access qualified and competent language services. This work preserves the richness of language, supports equitable access to services, and contributes to our broader reconciliation initiatives.

NAATI's Innovate RAP features *Message Carriers*, an original artwork by Anmatyerr interpreter and artist Curtis Haines. The artwork symbolises interpreters and translators as keepers of language and message carriers, highlighting the intergenerational sharing of knowledge and the important role language practitioners play in connecting people, languages and cultures.



Anmatyerr interpreter and artist Curtis Haines presents his artwork 'Message Carriers'.

NAATI continued to support staff engagement in reconciliation through a range of activities held across its offices during NAIDOC Week 2025 and National Reconciliation Week (NRW) 2026. Staff in Melbourne participated in a guided cultural tour of Birrarung Marr and celebrated the launch of NAATI's RAP. Sydney staff attended NAIDOC Week events and an Aboriginal Cultural Tour of Barangaroo. Canberra staff participated in the Yeribee: Indigenous Experiences of Parliament House tour, while staff in Western Australia attended a screening of *Yurlu Country*, supported a NRW street banner initiative, and participated in a cultural tour of Wadjemup (Rottnest Island). The RAP Working Group also shared resources and learning opportunities throughout NRW to encourage staff engagement with First Nations cultures, histories and perspectives.

Aboriginal and Torres Strait Islander language interpreting and translation



NAATI-certified interpreters Kumalie Riley and Benedict Stephens during a NAATI professional development workshop in Alice Springs.

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

NAATI has participated in this work by certifying Aboriginal and Torres Strait Islander language interpreters and translators since 1981 and delivering the Indigenous Interpreting Project (IIP) since 2012.

There are currently 88 NAATI-certified interpreters and translators practising in 23 Aboriginal and Torres Strait Islander languages across Australia. Some choose to be listed in the NAATI online directory.

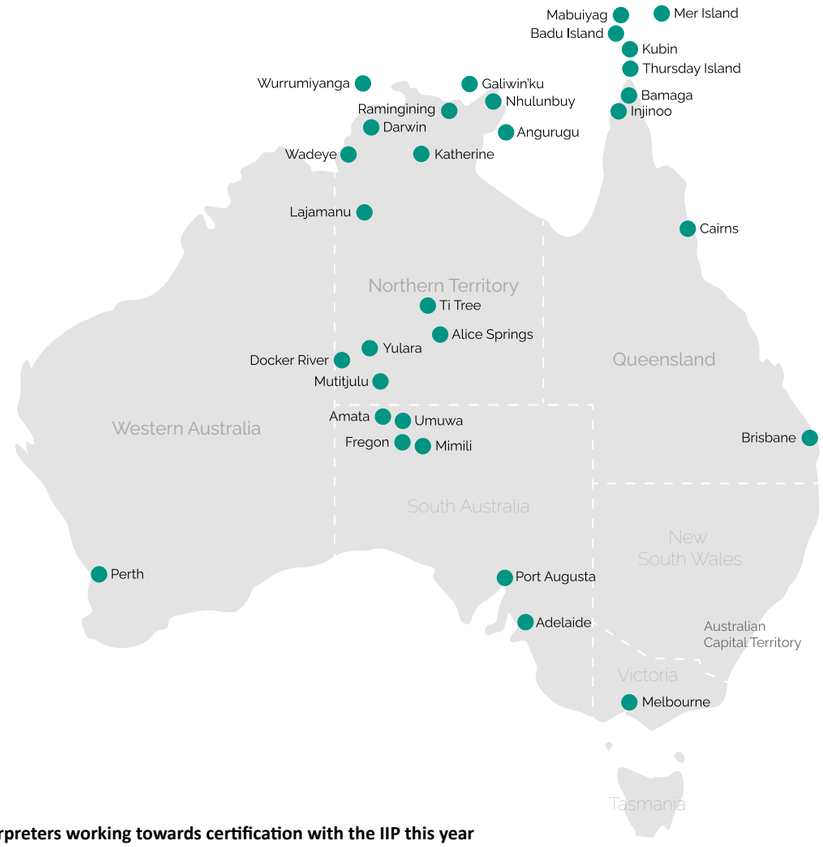
NAATI's work with Aboriginal and Torres Strait Islander language interpreters and translators is currently supported by the National Indigenous Australians Agency (NIAA).

Impact this year

The focus remains on connecting interpreters with training that strengthens their practice and prepares them for NAATI certification. This year NAATI trialled new partnership models that expanded the depth and reach of training available to interpreters seeking NAATI certification.

Key achievements for this year:

- 91 interpreters from 32 locations joined the pathway
- 1,068 hours of training for 55 uncertified interpreters
- 38 prerequisite tests and 13 Certified Provisional Interpreter tests delivered
- 130 hours of PD training delivered to 42 certified interpreters



Locations of interpreters working towards certification with the IIP this year

NAATI delivered more than 1,100 hours of training to 91 candidates, recertifying interpreters, role-players, and examiners, who video-called or travelled in from 32 different locations around Australia.

Certified Provisional Interpreter tests were delivered in NT Kriol, Yumplatok, Kalaw Lagaw Ya, Murrinh Patha and Yankunytjatjara. Testing was conducted at face-to-face workshops in Cairns, Darwin, Katherine and Yulara.



Interpreters Anne-Marie Nudjulu, Jacinta Crocombe, Margaret Curwen-Walker, and NAATI's Hannah Bertram in Darwin, May 2026

This year was the first time NAATI has worked with Kalaw Lagaw Ya interpreters since the Certification System was implemented in 2018. Two Kalaw Lagaw Ya test candidates were among six interpreters who successfully gained their NAATI certification this year.

The delivery of the Indigenous Interpreting Project would not have been possible without the 23 certified Aboriginal and Torres Strait Islander interpreters who were involved in mentoring candidates, the delivery and assessment of tests, and the creation of practice materials.

We are also deeply grateful for the invaluable advice and guidance the NAATI Indigenous Languages Reference Group, chaired by Eddie Sailor, contributed this year.

Language, Voice and Access Project

The Language, Voice and Access Project brought together Iwiri Aboriginal Corporation, NAATI and the Anangu Communities Foundation (ACF) to provide interpreter training for 10 Pitjantjatjara/Yankunytjatjara language speakers from the Anangu Pitjantjatjara Yankunytjatjara (APY) Lands. Initiated and led by senior interpreters Dominic Barry and Harry Wilson, the project built professional interpreting skills and cultural competencies while meeting the prerequisites for NAATI certification. Several participants went on to sit NAATI certification tests, helping strengthen the future Anangu interpreter workforce.



Participants and trainers in the Language, Voice and Access Project, Yulara, May 2026

Translation pathway launched

This year a new Recognised Practising Translator (RPT) pathway for Aboriginal and Torres Strait Islander languages was launched. Developed in response to growing demand for translation services and informed by consultation with translators and language organisations, the pathway sets out the training and evidence requirements for practitioners seeking NAATI translation credentials. Applicants complete the Introduction to Community Translation course delivered by All Graduates and then apply to NAATI for a credential. It provides a clearer pathway to recognition while supporting the delivery of high-quality translation in Aboriginal and Torres Strait Islander languages.

Basque exchange

In October 2025, Lauren Campbell (NAATI) and Sylvia Tkac (NT AIS) participated in a language activism exchange training program in Basque Country, Spain which was facilitated by Dr Erika Gonzalez (RMIT University). They spent two weeks as guest participants of Basque organisation Garabide's "Aditu" (Expert) course in language activism. The organisation's central mission is to share the Basque experience of language recovery with other linguistic communities worldwide. The exchange provided valuable insights into community-led language revitalisation and has informed new partnerships and research opportunities in Australia.



Lauren Campbell (NAATI) and Sylvia Tkac (NT AIS) with Garabide staff in Basque Country, October 2025

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Other testing services

NAATI's role in migration

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

NAATI is the skills assessing authority for the translator (411532) and interpreter (411531) occupations as listed in the Occupation Standard Classification for Australia (OSCA).

Skills assessments

Of the people who applied for a certification credential, 206 advised that they were applying for migration purposes. The skills assessment for these applicants is the standard NAATI test which ensures consistency in NAATI internal review.

Assessing overseas qualifications and skilled employment

There are several skilled migration visas in Australia that require applicants to score a minimum number of points to qualify for a permanent visa. Aspiring migrants can gain points towards one of these visa applications if they demonstrate that they have overseas qualifications or skilled employment experience as a translator or interpreter. Once someone has been awarded a successful skills assessment via testing (see above), they can apply for NAATI to provide an opinion about the comparable Australian level of an interpreting or translating qualification obtained at an overseas institution, or an assessment of verifiable skilled employment as a translator or interpreter undertaken in the last ten years. Five applicants used this additional service last year.

Credentialed Community Language testing

Migrants can gain points towards a skilled migration application, known as the credentialed community language points, by proving their language abilities at a community level. People can gain these points either by holding a NAATI certification as a translator or interpreter or by passing a Credentialed Community Language (CCL) test with NAATI.

During the year, there were 33,406 CCL tests delivered across 56 languages, including 13 languages that are not tested under the Certification System.

Community Language Aide testing

Government agencies and businesses increasingly recognise that language services are essential to communicating effectively with customers and clients, expanding reach, and delivering on their purpose. These services also play a critical role in reducing risk, supporting equity and ensuring people can access and understand important information.

Bilingual workers, also known as community language aides (CLA), support the delivery of language services alongside translators and interpreters. A community language aide is someone who uses a language other than English in their work to assist customers or clients.

NAATI's CLA test gives employers confidence that their staff can provide customer service in another language. This financial year, NAATI delivered 860 CLA tests in 73 languages, including one Indigenous language, Yumplatok.

Testing support to other organisations

This was a busy year with extending NAATI's robust testing capabilities to other contexts, organisations and even other countries. NAATI completed its second year of being the testing platform provider for Victoria Police. This is not related to language assessment but utilised NAATI's knowledge of high-stakes exams to support over 20,000 police force exams this year. NAATI also supported the Canadian Translators, Terminologists and Interpreters Council (CTTIC), with marking its translating tests.

NAATI strengthened its international engagement through a collaboration with the Saudi Arabian Ministry of Foreign Affairs (MOFA) to develop translation and interpreting assessments for diplomatic staff. During the year, NAATI completed the first phase of the project, recruiting and training 23 overseas examiners across nine language pairs (Arabic<>LOTA) and developing specialised assessment materials tailored to MOFA requirements.

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Supporting the profession 3

Practitioner professional development opportunities

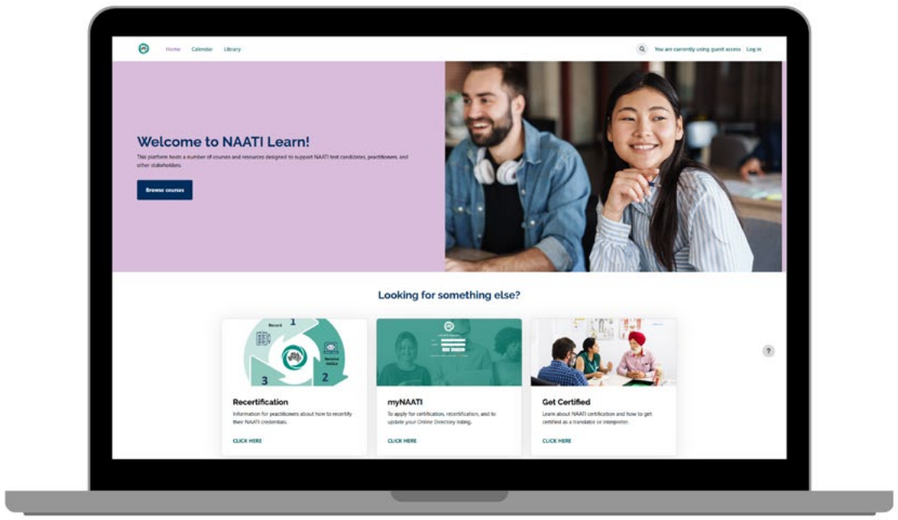
NAATI Learn, NAATI's learning management system, continued to expand its offering in 2025–26 and now hosts over 45 free professional development (PD) courses, an increase of 15 courses this year. This is in direct response to feedback about the need for quality PD opportunities that are easily accessible and clearly aligned to recertification categories.

July 2025 saw an exciting new partnership take shape: NAATI and AUSIT (the Australian Institute of Interpreters and Translators) joined forces to deliver a series of high-quality professional development webinars. Up to 30 live webinars will be delivered over the next two years, supporting translators and interpreters at fundamental, intermediate and advanced levels across a range of relevant skills. Funded by NAATI and delivered by AUSIT, the webinars are free for anyone holding a NAATI credential or AUSIT membership. Those who miss them live can access free recordings afterwards via NAATI Learn. Eleven webinars have been delivered so far to more than 4,500 practitioners. Together, the partnership supports the ongoing professional growth of NAATI-certified practitioners.

The NAATI Learn platform also received a major refresh, vastly improving the user experience. The homepage navigation has improved, and the Learning Library has gained real functionality: courses can now be filtered using advanced tagging, and each listing shows a course summary, estimated learning time, and the PD categories and points on offer. On completion, a certificate can now be automatically generated, making it easier to upload for recertification. The result is simpler for practitioners at every stage: easier to find the right opportunity, easier to complete the training, and easier to track progress towards recertification.

NAATI launched a Disability Awareness for Interpreters PD module in October 2025, which is housed on NAATI Learn. The module was developed in consultation with experts in the translating and interpreting and disability sectors in response to a recommendation from the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability.

NAATI Learn also continues to support the training and development of examiners, role-players, and NAATI staff.



Technology and the sector

NAATI has developed a suite of technology-focused professional development modules, all designed to build practitioners' capability in understanding, evaluating and responsibly using AI in professional practice.

- Artificial Intelligence (AI) Literacy module
- Machine Translation (MT) Literacy module
- Interpreting Technologies module

NAATI's ethical competency test and ethical competency course have also been updated to include new scenario-based questions on the use of AI in professional practice.

In October 2025, NAATI hosted *Evolving Technologies: A Threat or an Opportunity for Translators and Interpreters?*, a free online panel discussion delivered in partnership with memoQ. Featuring Professor Marc Orlando (Macquarie University), Balázs Kis (memoQ) and Aurélie Sheehan (NAATI), the webinar explored the impact of emerging technologies, including artificial intelligence, on the translation and interpreting profession, and examined the opportunities and challenges these developments present for practitioners.

Practitioner employee assistance program (EAP)

NAATI launched a new EAP in March 2026 for NAATI-certified practitioners and their immediate families in Australia and New Zealand. Delivered by TELUS Health, the service provides free and confidential wellbeing support, recognising the unique pressures faced by many practitioners and reinforcing NAATI's commitment to supporting the profession.

Increased support for candidates

Following a successful pilot in the last financial year, NAATI has now expanded its Certified Provisional Interpreter (CPI) Test Preparation Course in partnership with Multicultural NSW, the Victorian Department of Premier and Cabinet (DPC) and LanguageLoop. It was also piloted in Auslan in partnership with Auslan Services. This course aims to support targeted Recognised Practising Interpreters to upskill and prepare for the CPI test. This year, 103 students completed the course with an additional 21 Auslan students completing the piloted course.

NAATI has also developed the Interpreter Foundations for Certification training program in partnership with Multicultural NSW and Sydney Health Care Interpreter Service. It was built to address workforce development needs in NSW while acknowledging the need for training to become an effective interpreter in the community. This foundational training program provides a complete pathway from entry screening for language suitability, through skills development to CPI test readiness. Overall, 168 students enrolled in this program representing 50 languages.

NAATI awarded 330 scholarships under its $1 million scholarship fund launched last year to support practitioners on their practitioner journey.

LSP Endorsement Model

NAATI endorsement of language service providers (LSPs) is a new quality assurance framework to provide greater confidence to purchasers that the delivery of translation and interpreting services is effective for their businesses. The Australian, state and territory governments authorised NAATI to develop the model in December 2024, and it was officially launched for implementation on 24 February 2026.

The model is primarily intended to assist in government procurement of these services, and NAATI is working closely with governments to implement the model.

Endorsement is voluntary and open to eligible LSPs that operate in Australia. Endorsed LSPs commit to meeting high standards of professionalism, data quality, cyber security, practitioner certification and service accountability.

The first half of the past financial year saw continued consultations with industry and government stakeholders on the design of the model, including receiving written submissions, one-on-one meetings, public industry consultation webinars and restricted Industry Working Group meetings.

Endorsed LSPs must meet and abide by the following six requirements:

- Engage NAATI-certified practitioners: *This includes prioritising practitioners with the highest certification subject to availability and suitability of the assignment*
- Uphold the LSP Code of Conduct
- Maintain baseline cyber security controls
- Report service data to NAATI every quarter
- Have in place a mechanism for service quality assurance and client and customer feedback
- Induct new practitioners properly before work begins

As of 30 June 2026, 23 LSPs have been endorsed, with applications continuing to be received.



Support for other projects

Ongoing projects approved for funding by the NAATI Board include:

Menzies School of Health Research *The Communicate Study – Transforming healthcare experience in northern Australia* $65,000 over five years Menzies School of Health Research The Communicate Study – *Northern Territory regional expansion and development* In-kind support	This National Health and Medical Research Council Partnership Project will improve intercultural communication between Indigenous patients and healthcare providers in northern Australia by: providing intercultural training; increasing utilisation of Aboriginal interpreters in hospitals; improving the recruitment, retention and experience of interpreters; improving patient experience and health literacy. The project is now expanding to Central Australia, developing new participatory projects that address priority health system and community concerns of relevance to First Nations health.
Monash University Optimising the availability and provision of Indigenous language interpreting in circuit courts In-kind support	This project aims to investigate the availability of interpreters in Northern Territory circuit courts and discern the impact that the presence or absence of an interpreter has on the experience of Indigenous people engaging with the justice system.



Industry and community engagement

Throughout 2025–26, NAATI maintained a strong presence across the translation, interpreting and language sector, actively participating in conferences, industry events, panel discussions, webinars, podcasts and online publications. Through these engagements, NAATI championed professional development, advanced Indigenous language certification, promoted multiculturalism, and strengthened communication in healthcare and other critical community settings. This ongoing involvement reflects NAATI's commitment to supporting language professionals, fostering inclusion, and improving language access for communities across Australia

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

- First Nations Health Communication Symposium 2025, *Stories that matter, reflecting and collaborating for change*, Darwin and Alice Springs, 21–22 August 2025
- AUSIT Qld Big PD Day, Brisbane, 23 August 2025
- PULiiMA Indigenous Language and Technology Conference, *Echoes of the Past, Voices of the Future*, Darwin, 25–29 August 2025
- NZSTI 2025 Conference, *Past, Present, Future: Shaping the Legacy of Translation and Interpreting*, Aotearoa New Zealand, 13–14 September 2025
- FECCA Multicultural Health and Wellbeing Conference, Shaping Tomorrow Together, Melbourne, 11–12 November 2025
- Polaron, *Unfinished Business, One year on from the Multicultural Framework Review*, Sydney, 14 November 2025
- National Settlement Conference, *We Share a Dream*, Sunshine Coast, 19–21 November 2025
- AUSIT National Conference, *Focusing on Engagement: with government, clients, language communities, colleagues*, Canberra, 21–22 November 2025
- WA Educational Interpreter Professional Learning Event, WA, 30 January 2026
- Australian Healthcare Week, *Shaping the Future of Healthcare Together*, Sydney, 11–12 March 2026
- NSW Premier's Harmony Dinner, Interpreters and Translators Medal sponsor, ICC Sydney, 26 March 2026
- Language and the Law IV, *Shared Knowledge, Shared Healing*, Darwin, 1–2 April 2026
- Polaron, *Communities in Action: Leading Between the Lines*, *Community leadership and language services*, Australian National University, Canberra, 16 April 2026
- Refugee Trauma Recovery in Resettlement Conference, ICC Sydney, 5–6 May 2026
- Australian Digital Health Festival, *Transforming Healthcare Through Connection*, Melbourne, 20–21 May 2026
- LLAMA Spanish Language Fiesta, Latin-American culture celebration, Melbourne, 30 May 2026

NAATI have contributed to, exhibited at, or attended the following conferences and events this year:

- All Abilities Expo, *For Every Ability. For Every Future*, Perth, 5 July 2025
- School of Humanities and Languages "*Languages Lounge*", University of NSW, 25 September 2025
- St Jerome Day of Translators and Interpreters Event at the Princess Alexandra Hospital (PA) co-exhibiting with Queensland Metro Health North, Brisbane, 30 September 2025
- Monash Interpreting & Translation 20th Anniversary Symposium, *Rethinking Training*, *The Evolving Landscape of Translation and Interpreting Studies*, Monash University, Melbourne, 30 September 2025
- School of International Studies Careers Symposium, Macquarie University, 13 October 2025
- First Nations Languages Conference, Language Sovereignty: *Reclaim the Rights, Kalgoorlie*, WA, 21–23 October 2025
- 5th Saudi International Translation Forum, Riyadh, Saudi Arabia, 6–8 November 2025
- CITAA 30th Anniversary Dinner, Melbourne, 7 November 2025
- SA Deaf Festival, Adelaide, 8 November 2025
- *ALTAANZ Online Conference*, 11–13 November 2025
- Moodle Moot Australia Conference, Sydney, 24–25 November 2025
- National Multicultural Festival, Canberra, 7–9 February 2026
- Victorian Multicultural Festival, Melbourne, 27–29 March 2026
- UNSW Interpreting & Translation, *Two Decades of Impact, Redefining Our Future*, UNSW Kensington, 5 May 2026
- GPCE Conference Sydney, Sydney, 15–17 May 2026
- RACGP Practice Owners Conference, Sydney, 23–24 May 2026



Strategic Engagement Manager Lee Yacoumis and Senior Brand and Communications Specialist Trang Do with Menzies School of Health Research colleagues at the First Nations Health Communication Symposium, Darwin.



Strategic Engagement Manager Lee Yacoumis and CCO Michael Nemarich at the General Practitioner Conference & Exhibition in Sydney.

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

- **Conversations Podcast**, *Ask NAATI*, 18 July 2025, Michael Nemarich
- **SBS Hindi Podcast**, *NAATI's Credentialed Community Language test and translation careers: What you need to know*, 7 August 2025, Priyanka Veerabatni
- **Online Panel**, *Evolving Technologies in the T&I Industry*, Online, 16 October 2025, Professor Marc Orlando, Balázs Kis, Aurélie Sheehan
- **Conversations Podcast**, *LSP Endorsement Model,* 17 October 2025, Leigh Cox
- **NAATI**, *Certification Testing, NAATI CPI Student Online Information Session*, 16 January 2026, Paula Aparicio
- **SBS Australia Explained Podcast**, *Australia Explained Podcast, Working in Translating and Interpreting*, 17 March 2026, Paula Aparicio
- **FIT / Translatio**, *Certified Interpreters for Equitable Healthcare*, Online article, 26 March 2026, Lee Yacoumis
- **AUSIT In Touch Autumn 2026 issue**, *Learning from Basque Country, seeing the role T&Is play in making minority languages strong*, Online article, Lauren Campbell and Sylvia Tkac
- **ABC Made in Migration Podcast**, *Language Access and Justice, Why Interpreting Matters*, 1 June 2026, Magdalena Rowan
- **NAATI**, *Recertification Catalogue Launch Webinar*, 10 June 2026, Michael Nemarich
- **Ethnolink**, *NAATI Language Service Provider Endorsement Model Webinar*, 25 June 2026, Sarah Lattimore and Michael Nemarich

NAATI was also pleased to welcome a delegation from the Malaysian Institute of Translation & Books (ITBM) to NAATI offices in November 2025 to learn about Australia's certification system.



A discussion on NAATI's role in certifying Indigenous language interpreters and translators at the Language and Law IV event, Darwin. Left to right: Galathi Dhurrkay, NAATI-certified Djambarrpuyngu interpreter, examiner, role-player, mentor and member of NAATI's Indigenous Languages Reference Group; Lavinia Heffernan, NAATI certified Pintupi-Luritja interpreter from Batchelor Institute; and Hannah Bryant, Project Manager, NAATI Indigenous Interpreting Project.



Left to right: Sharon Anderson, Edward Sailor, Leonara Adidi, Lavinia Heffernen, Jezebel Moketarinja Sena and Dom Barry at the NAATI booth, PULiiMA Indigenous Language and Technology Conference, Darwin.



Development and Training Officers Jacob Wray and Melissa McMahon and Regional Operations Manager (NSW) Gary Harkins at Macquarie University's School of International Studies Careers Symposium, NSW.



Senior Operations Manager (South) Francesca Cimarelli and Development & Training Officer Steph Palomares at the Multicultural Health and Wellbeing Conference, Melbourne.



Certification Testing Team Leader Paula Aparicio and Digital Testing Team Leader Yenny Seo speaking to an attendee at Australian Healthcare Week in Sydney.



Jacob Wray (far right) chairing a session at the Refugee Trauma Recovery in Resettlement Conference, Sydney.



NAATI staff Sebastien Robin, Trang Do and Helen O'Malley with attendees at the AUSIT National Conference, Canberra.



Language Service Provider Endorsement Manager Sarah Lattimore at the NAATI booth, AUSIT National Conference, Canberra.



Jacob Wray and Pascale Johnstone representing NAATI at SA Deaf Festival, Adelaide.



Aurèlie Sheehan, Manager–Certification Policy & Development, moderating and speaking on a panel at the Digital Health Festival, Melbourne.

NAATI was proud to sponsor the Interpreters and Translators Medal at the 2026 NSW Premier's Harmony Dinner. This year's medal was awarded to Marta Barany BEM OAM, recognising her longstanding contribution to the translating and interpreting profession and her role in advancing language access and multiculturalism in New South Wales.



The Hon Stephen Kamper, MP, NSW Minister for Multiculturalism, Interpreter and Translator Medal winner Marta Barany BEM OAM, and NAATI Chair Magdalena Rowan. Photo credit: Salty Dog.



NAATI senior management at the 2026 NSW Premier's Harmony Dinner, Sydney. From left to right: Mark Painting, Michael Nemarich, Ashwini Shankar, Gary Harkins, Magdalena Rowan, Lee Yacoumis, Andrea Creado, Aurèlie Sheehan, Jacob Wray and Nicholas Farrelly. Photo credit: Salty Dog.

NAATI continued to strengthen its international engagement in 2025–26, connecting with the global translating and interpreting profession through conferences, industry forums and knowledge sharing. NAATI representatives participated in events in New Zealand, Saudi Arabia and Japan, providing opportunites to share Australian expertise, exchange knowledge and contribute to international conversations about professional standards and the future of translating and interpreting.



NAATI at the NZSTI Conference in Wellington, New Zealand. From left to right: COO Michael Nemarich, CEO Mark Painting, Board Chair Magdalena Rowan and Project Manager (Supporting the Profession) Fatih Karakas.



Certification Development Manager Vicky Wong with the Australian contingent at the International Conference on Legal and Healthcare Interpreting, Tokyo, Japan.



Project Manager (Arabic Project) Roksan Lashin on 'The Language of Life: Medical Translation in Healthcare Facilities' panel at the International Translation Forum, Riyadh, Saudi Arabia.



COO Michael Nemarich on the 'Quality and Professional Certification: Building Trust in Translation' panel at the Saudi International Translation Forum, Riyadh, Saudi Arabia.



COO Michael Nemarich and Project Manager (Arabic Project) Roksan Lashin with Larry Bogoslaw from the American Translators Association at the International Translation Forum in Riyadh, Saudi Arabia.

Case study: Ludmila Stern

Ludmila Stern is an Emeritus Professor at UNSW Sydney and the founder of the UNSW Master of Interpreting and Translation. Her research on interpreting in international and domestic courts includes the Australian Research Council (ARC) research project Judicial Officers Working with Interpreters: Implications for Access To Justice. She was a NAATI Board Director in 2010-2016.

Ludmila was born in Moscow, in the former USSR, into a multilingual and cosmopolitan family, and received an equally multilingual education. After migrating to Australia in 1979, she completed a Bachelor of Arts in French and Russian with First Class Honours at the University of New South Wales (1983), and later earned a PhD (2000). In the mid-1980s, she became a NAATI-certified Russian-English interpreter and translator, working as a community, legal and conference interpreter and translator, as well as an SBS subtitler, before embarking on an academic career.

Experience at the Australian War Crimes Prosecutions (1989–93) and international courts and tribunals

A defining period of her interpreting career was her work with the Attorney-General's Special Investigations Unit from 1989 to 1993. The Unit investigated suspected Nazi war criminals who had migrated to Australia after World War II. Her role took her throughout the former USSR as part of the Australian legal team where she interpreted both at high-level diplomatic negotiations in Moscow and Kyiv as well as working meetings and informal daily interactions in regional and remote areas of Ukraine. She was also tasked by the Director of Public Prosecutions (DPP) to identify the causes behind miscommunication and misunderstanding between Ukrainian witnesses and the South Australian Supreme court in the cases of defendants Ivan Polyukhovich and Heinrich Wagner. This experience also marked the start of her career as a researcher into court interpreting.

Ludmila's research interests took her to some of the world's most significant international criminal courts and tribunals throughout the late 1990s to mid-2000s, including the International Criminal Tribunal for the former Yugoslavia, the International Criminal Court and the Special Tribunal for Lebanon. Over more than 25 years of research in international and domestic courts, she concluded that the strength of effective interpreted communication in international courts resided primarily in the model inspired by the 1945-49 Nuremberg trials by the International Criminal Tribunal. She found that interpreters in contemporary international courts and tribunals have been an organic part of the courts' design and operations. This has led to highly skilled and trained interpreters having their professional needs met, including teamwork in excellent facilities, the provision of briefing and preparation materials, and court judges and lawyers who understand how to communicate through interpreters.

Her research culminated in her Australian Research Council Linkage Project, *Judicial Officers Working with Interpreters: Implications for Access to Justice*, supported by eight partner organisations, including NAATI, Multicultural NSW and All Graduates. Her research also informed training programs for interpreters, judges and lawyers in both international and Australian jurisdictions on how to work with interpreters in bilingual proceedings.

Starting the interpreting and translation program at UNSW

Her career as an educator and academic began at UNSW in 1989, where she worked as a Russian language instructor. This coincided with the transformative period of perestroika, the collapse of the Soviet Union and the beginning of the post-Soviet era, which opened new opportunities for her to conduct research in previously inaccessible Soviet archives in Moscow.

Her archival research led to a PhD, French Intellectuals and Soviet Cultural Organisations in the 1920s–1930s (2000), and later the monograph Western Intellectuals and the Soviet Union, 1920–40: From Red Square to the Left Bank (Routledge, 2007). Over the course of her academic career, she progressed from Senior Lecturer to Associate Professor and Professor.

As both an interpreter and academic, she recognised the need for professional education pathways in translation and interpreting. With the support of UNSW Faculty of Arts and Social Sciences, she established the Master of Interpreting and Translation (MAITS), the university's first postgraduate program in the field. The program immediately attracted both domestic and international students, including government-sponsored cohorts from Laos. For creating this NAATI-endorsed qualification, she received both the Dean's and Vice-Chancellor's Awards for Teaching Excellence in 2010. The program recently celebrated its 20th anniversary, and today continues to prepare interpreters and translators across 13 language streams using state-of-the-art technology.

Time as a Director on NAATI Board (2010–16) and Technical Reference Advisory Committee Chair (2017–20)

Her longstanding association with NAATI began in the early 1990s as a Russian examiner and later examiner panel co-chair (with the late Rosh Ireland). As the only translation and interpreting expert on the NAATI Board from 2010 to 2016, Ludmila is proud to say that she was among those who contributed to NAATI's major changes. Shortly after she joined the Board, NAATI embarked on the first overhaul of its credentialing system since its foundation in 1987. This overhaul (2012–18) included a total review of the system, resulting in the revision of the certification levels to address the industry needs and introducing new specialised credentials (legal, medical, conference interpreting); a new system of robust, reliable and verifiable certification testing, mandatory pre-testing training and mandatory recertification. During her Board membership, NAATI improved its financial sustainability and deepened engagement with its owners, the profession and the wider community. She is proud to have been part of the team that helped position NAATI to meet the changing needs of the industry and multicultural Australia.

Following her retirement from UNSW in 2026, she continues her work as an Emeritus Professor. While much has been achieved, she still has much to contribute with unfinished research and many exciting plans ahead.



Our people 4

Across NAATI, our people continue to demonstrate a strong commitment to excellence, innovation, collaboration and continuous improvement. These qualities contribute to strong and meaningful connections across our geographically dispersed workforce, supporting flexible, efficient and consistent delivery of services across Australia.

Recent growth in our IT team ensures our infrastructure and support capability is optimised, ensuring flexible delivery of our services to candidates and clients both internal and external. The IT framework enables staff to work and connect from various locations across Australia. This includes NAATI offices, approved work-from-home locations, venues nationally (including remote locations) and internationally to stay connected with colleagues and candidates, to deliver testing and workshops, and engage in professional development opportunities.

Workforce turnover remained low for the year at 3% compared with average industry turnover of 15–16% and the average for not-for-profit organisations of approximately 10%. Average tenure remained steady and similar to previous years at 6.8 years. During the year NAATI farewelled its longest-serving staff member who retired after 28 years of service, while almost 20% of the workforce has 10 or more years of service.

NAATI operates nationally, with staff located in Canberra, Brisbane, Sydney, Melbourne, Adelaide, Hobart and Perth. This national footprint is supported by a strong hybrid working environment, with 60% of staff working under approved home-based work arrangements for up to two days per week, in accordance with policy guidelines and work health and safety considerations. As at 30 June 2026, NAATI employed 931 people in full-time, part-time and casual roles, including test invigilators and role-players who support the delivery of testing.

Employment type	Total	Female	Male	Other
Full-time	57	36	21	0
Part-time	23	20	3	0
Casual	851	594	255	2

Gender equality and diversity

As an organisation centred on language, community and inclusion, NAATI recognises that diverse perspectives and equitable participation strengthen its workforce, improve decision-making and enhance its ability to deliver accessible, responsive and trusted services across Australia.

NAATI's workforce continues to be predominantly female, with women representing 70% of employees across full-time, part-time and casual roles and men representing 30%. While this composition is strongly female, NAATI's approach to gender equality is broader than this, with a focus on ensuring equitable access for all staff to development and promotional opportunities, the ability to participate in workplace projects and initiatives, access to flexibility, and recognition.

NAATI's gender equality report for 2024-25 was submitted to the Workplace Gender Equality Agency (WGEA) in July 2025. On 8 November 2025, NAATI received confirmation from WGEA of NAATI's compliance with the *Workplace Gender Equality Act 2012* (Cth) for the 2024-25 gender equality reporting period. For this reporting period, NAATI's gender pay gap was 0.0%, reflecting NAATI's strong commitment to fair and equitable employment practices.

Implementation of a staff language allowance

The nature of NAATI's work means that language skills are an important and valued capability across the organisation. Many of our staff bring proficiency in languages other than English to their roles, contributing to stronger communication, cultural understanding and connection with colleagues, candidates and external stakeholders.

Among NAATI's full-time and part-time workforce, 23 staff members have a first language other than English. The inclusion of the language allowance in the NAATI Enterprise Agreement formally recognises the value of these skills and the contribution staff make when applying language capability to support communication, collaboration and service delivery across the organisation.

Staff-led committees and working groups

Workplace Consultation Forum

The Workplace Consultation Forum plays an important role in supporting meaningful staff consultation, collaboration and shared problem-solving across NAATI. Established following approval of the NAATI Enterprise Agreement 2024–2028, the forum provides a structured way for staff to contribute their perspectives on workplace matters, support operational improvements and help strengthen communication between employees and senior leadership. Through this consultative approach, NAATI continues to foster an inclusive workplace culture where staff feedback is valued and considered in decisions that affect the employee experience.

The forum has two primary aims:

- To consult with staff and gather feedback on employment matters including policy review and development, staff engagement activities including surveys, learning and development, staff health and wellbeing, and other employee lifecycle matters.
- To assist NAATI to meet its work health and safety obligations under relevant legislation by reviewing and providing feedback on related policies and procedures. Forum members also act as champions across NAATI by supporting staff to understand and minimise risks that could lead to physical or psychological harm.

NAATI Learning and development

NAATI's commitment to learning and development supports a skilled, adaptable and future-focused workforce. As the organisation continues to respond to changing business needs, evolving technology and the expectations of candidates, practitioners and stakeholders, staff capability remains central to delivering high-quality services.

NAATI supports learning that strengthens both personal and professional development, with a focus on building practical skills, confidence and knowledge in areas such as artificial intelligence, technology, business analytics, customer service, team management and personal wellbeing.

Over the past 12 months, NAATI has supported this commitment through a range of learning and development initiatives.

- Adoption of the GO1 online learning platform that brings together thousands of professional training and compliance courses from hundreds of providers to support staff learning and development.
- Training for staff and managers with Menopause Friendly Australia on Menopause Awareness.
- Team Management System (TMS) work with various teams, including revisiting work style preference profiles and delivery of tailored courses and training via an internal facilitator and an external training.
- Rollout of a new and updated suite of SBS courses, including:
    - core training modules of Appropriate Workplace Behaviour, Cultural Diversity and Core Inclusions
    - expanded suite of training modules including Gender Equity, Generational Diversity, First Nations, Disability, LGBTIQ+, Neurodiversity and Modern Slavery.
- Privacy training refresher to all staff via a not-for-profit partner provider.
- Updated training on customer service and people management (including complaints and conflict).

- Personal and professional wellness webinars via our employee assistance program provider.
- Staff attendance at professional conferences and workshops.
- Supporting staff to complete relevant vocational and tertiary level study.
- Informal training and sharing of internal knowledge via our Lunch and Learn program. Topics in the Lunch and Learn program over the last 12 months have included the following:
    - updates on the NAATI awareness campaign
    - Introduction to basic deaf awareness and communication via Expressions Australia
    - Men's health session
    - LSP Endorsement Model
    - National Reconciliation Week event – Working in the Indigenous Language Field
    - Power Automate 101 – Automating Everyday Tasks.

Examiners

Examiners are an intrinsic part of NAATI's work, enabling NAATI to set and maintain high professional standards for assessing translators and interpreters. Examiners are selected following a two-step process before joining a panel of examiners in their specific language to set and assess tests. Each examiner participates in setting and marking training and ongoing quality assurance processes. NAATI currently works with close to 500 examiners across all of it's test types.

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

The space is hosted on NAATI Learn and is NAATI's primary communication channel with examiners, who receive email notifications when news announcements are published.

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

Additionally, NAATI supports ongoing maintenance of its examiner marking performance to ensure the highest level of reliability in the results issued to candidates. Since October 2024, NAATI has implemented a Performance Evaluation Framework for examiners marking non-specialist certification tests. The framework adds to already existing mechanisms by leveraging statistical models and qualitative auditing processes. It enables NAATI to audit and evaluate examiner performance, ensuring examiners apply NAATI's rubrics and standards consistently. This in turn allows NAATI to provide adequate support and feedback through access to e-learning resources, benchmarking exercises and performance follow-ups.

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Our committees

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

These committees connect NAATI with the communities that NAATI serves by bringing together representatives from training institutions, government, language service providers and professional associations, as well as practitioners. The committees identify emerging issues, share insights and strengthen NAATI's understanding of local needs.

The committees strengthen connections across jurisdictions and support the consistent application of standards. They raise awareness of NAATI certification, support local initiatives and foster strong professional networks at the state and territory level. Insights from committee meetings inform NAATI's national strategies and help ensure regional perspectives are reflected in policy and practice.

As advisory bodies, they provide expert advice that informs the organisation's work and do not hold executive powers, perform supervisory functions or make decisions on behalf of NAATI.

Case study: John Flynn AO

John Flynn is a recently retired former Certified Interpreter in Auslan and English. In 2026, he was appointed an Officer of the Order of Australia (AO) in the King's Birthday Honours List.

For more than seven decades, John Flynn AO has been a driving force for Deaf Australians, helping shape the recognition, training and professionalisation of Auslan interpreting in Australia.

Among his most enduring achievements was helping establish the professional foundations of Auslan interpreting in Australia. Through his work with NAATI, interpreter training providers and Deaf organisations, he played a pivotal role in creating pathways that would support generations of Auslan interpreters.

John's connection with the Deaf community began in 1950 when he joined the Adult Deaf & Dumb Society of NSW (now the Deaf Society of NSW) as a Welfare Officer. At the time, he had no knowledge of sign language and lived at Gordon Davis House Stanmore to learn directly from Deaf residents. In 1956, he travelled to the United Kingdom to obtain a Diploma of Deaf Welfare, bringing specialised knowledge back to Australia at a time when no equivalent training existed locally.

Over the following decades, John held leadership roles with Deaf organisations in South Australia, New South Wales and Victoria. Throughout this period, he witnessed growing demand for qualified interpreters and recognised the need for formal training and professional standards.

Recognising the growing need for qualified interpreters, John became a leading voice for formal training and professional standards. His work helped establish interpreter education pathways and contributed to the recognition of Auslan interpreting as a profession.

One of John's most significant achievements was his role in securing the formal recognition of Auslan interpreters through NAATI's former accreditation system. When NAATI was established in 1977, accreditation was primarily focused on spoken community languages used by people for whom English was a second language. Recognising an opportunity to establish professional standards for sign language interpreters within an existing national framework, John and his colleagues successfully advocated for Australian Sign Language to be recognised alongside other community languages. He was subsequently invited to join the NAATI Board and became the inaugural Chair of the National Language Panel established to develop and oversee accreditation testing for sign language interpreters. The first NAATI sign language interpreter test was conducted in Melbourne in November 1982, marking a significant milestone in the professional recognition of Auslan interpreting in Australia. By bringing Auslan into the national accreditation system, John helped position sign language alongside other recognised community languages and strengthen its standing within Australia's language services sector.

The profession that exists today continues to reflect John's vision. In recognition of this contribution, The Australian Sign Language Interpreters' and Translators' Association (ASLITA) established the JW Flynn Oration, delivered at its national conference by individuals who have made outstanding contributions to the interpreting profession. John delivered the inaugural JW Flynn Oration at the National Conference in Hobart in May 1996, setting the foundation for a tradition that continues today.

Beyond his advocacy, John has preserved the history of the Deaf community and interpreting profession through his writing. He authored *No Longer by Gaslight: The First 100 Years of the Adult Deaf Society of Victoria* in 1984. These works document the people, organisations and milestones that helped shape access and inclusion for Deaf Australians.

In 2026, John's extraordinary contribution was recognised nationally when he was appointed an Officer of the Order of Australia (AO) in the King's Birthday Honours List. The award recognised his distinguished service to people who are deaf or hard of hearing, and his contribution to equality, accessibility, Auslan training and education. It reflects a lifetime dedicated to improving communication access and creating pathways for future generations of interpreters.

For NAATI, John's legacy is particularly significant. Through his persistence and leadership, Auslan became part of Australia's national certification framework, helping ensure Deaf Australians have access to certified interpreters and supporting the development of professional standards that continue to guide the sector today. More than four decades after the first NAATI Auslan interpreter tests were conducted, his influence remains embedded in the profession he helped build. Following more than 75 years of service to the Deaf community, John retired in 2026, leaving a legacy that continues to shape interpreting, accessibility and communication access across Australia.



John Flynn, a pioneer in sign language interpreter training, at the Deaf Connect celebration. Image: Deaf Connect.

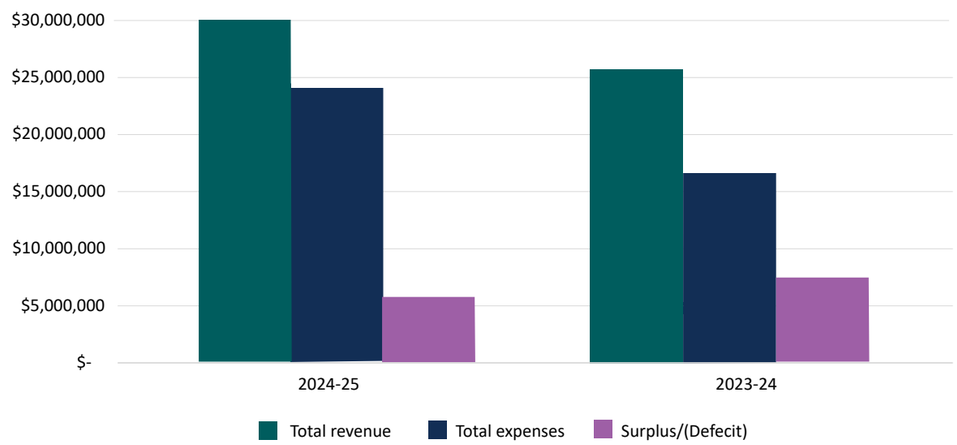
Financial summary 5

The following financial summary is based on audited financial statements for 2025-26 and comparatives for 2024-25.

Operating Result

NAATI ended the year with a surplus of $6.5M compared to $7.6M in 2024-25. This represented a surplus of 21% compared to 29% in 2024-25.

Figure 1: Comparison of 2025-26 performance with the previous year

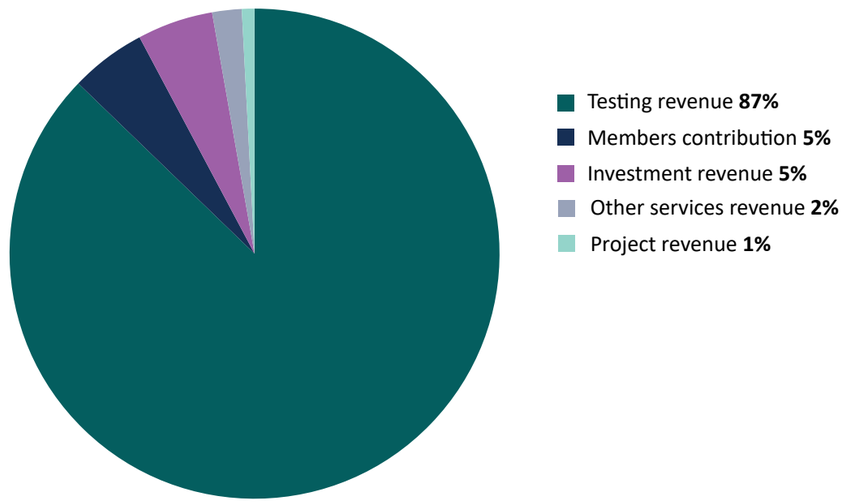


NAATI delivered its highest testing year to date, conducting 36,638 tests in 2025-26 compared to 29,971 in 2024-25. Despite this record testing volume, the operating surplus was 15% lower than in the previous year. This was primarily driven by significant strategic investments made during the year through NAATI's national consumer awareness campaign and technology enhancements.

Revenue

NAATI ended the year with a revenue of $30.6M, the composition of which is as follows:

Figure 2: Composition of revenue for the year ended 30 June 2026



Comparison of 2025-26 revenue with the previous year:

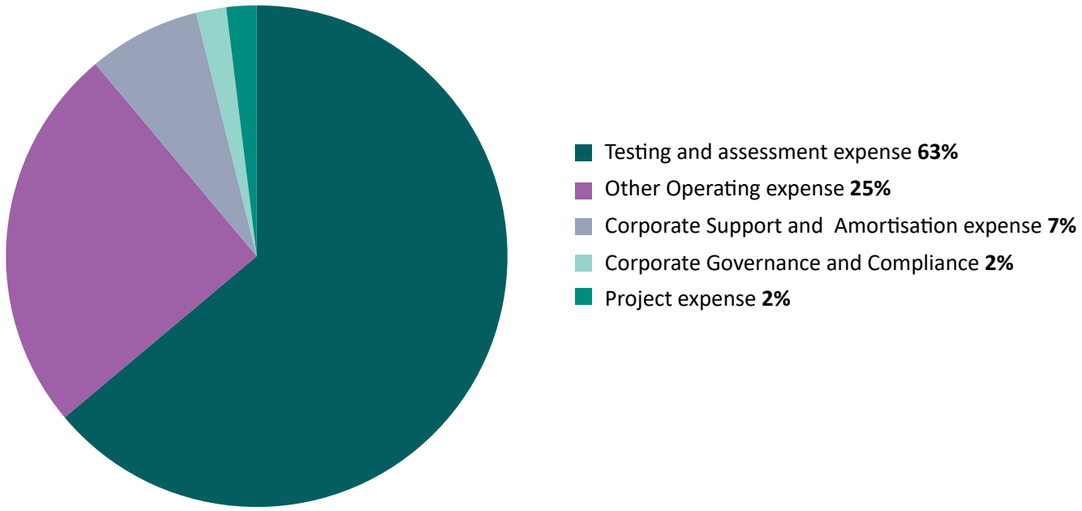
The revenue for 2025-26 was $30.6M compared to $25.8M in 2024-25.

This increase was driven by higher testing activity and record volumes, reflecting continued demand for NAATI's testing services.

Expenditure

During the year 2025-26 NAATI incurred $24M in expenditure. The composition of the expenditure is as follows:

Figure 3: Composition of expenditure for the year ended 30 June 2026.



Comparison of 2025-26 expenditure with the previous year:

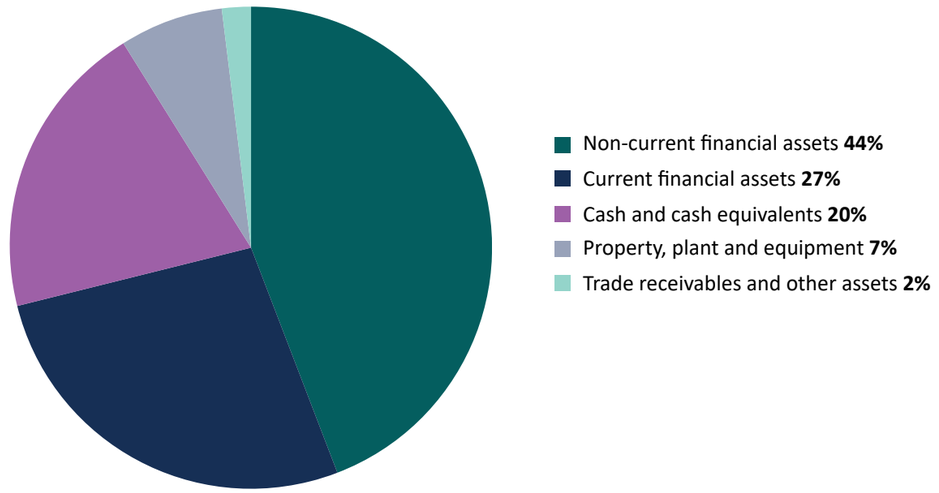
The expenditure for 2025-26 was $24M compared to $18.2M in 2024-25.

Testing, employment, and technology expenses increased in line with the higher testing volumes; however, the increase in expenses was lower than the growth in testing revenue. This was driven by operational efficiencies such as recording tests in-house, optimising the utilisation of test invigilators and role-players within the testing format, a reduction in test development activities. Expenditure also increased compared with the previous year due to strategic investments in initiatives such as the national awareness campaign and technology enhancements.

Assets

NAATI has $49M in assets as at 30 June 2026. The composition of assets is as follows:

Figure 4: Composition of assets as at 30 June 2026



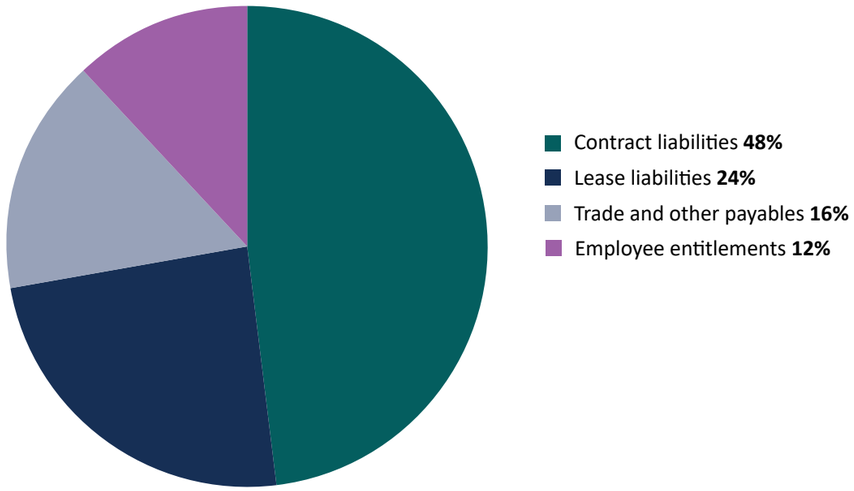
The major components of assets are as follows:

- NAATI has an investment strategy to ensure long term sustainability and efficient utilisation of surplus funds. In accordance with the Investment Strategy, NAATI has invested in operational and long-term portfolios. The funds invested in the operational portfolio along with investment in term deposits constitute current financial assets. Investment in long-term portfolios make up the non-current financial assets.
- Cash and cash equivalents include cash held in bank accounts and funds held in the cash trust accounts of the investment portfolios.
- Property, plant, and equipment consist of office premises leased and considered as assets as per AASB 16, software developed, fit-outs, furniture and fixtures and office equipment.

Liabilities

NAATI has $11M in liabilities as at 30 June 2026. The composition of liabilities is as follows:

Figure 5: Composition of liabilities as at 30 June 2026



The major components of liabilities are as follows:

- Contract liabilities relate to revenue received in advance; testing revenue recognised but tests not sat as at 30 June 2026.
- Lease liability relates to liability recognised on leased office premises in accordance with AASB 16.
- Employee entitlements include annual and long service leave entitlements.
- Trade and other payables include accrued expenses and liabilities to be cleared on submission of Business Activity Statement and payroll tax for June 2026.

The 2025-26 Audited Financial Statements are available on NAATI's website at
www.naati.com.au

Curtis Haines
‘Message Carriers’, 2025

Contact us

E: info@naati.com.au
T: 1300 557 470
W: naati.com.au

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