Language Service Provider Endorsement

Setting a new national benchmark for quality language services



A connected community without language barriers

What is LSP endorsement?

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 framework is authorised by Australian, state and territory governments.

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.

How is an LSP defined?

An LSP is defined as an organisation or business area that offers translating or interpreting services to facilitate cross-cultural communication as its sole or majority business activity,

OR

a full-service communications agency that includes the delivery of translating or interpreting services.

What endorsed LSPs commit to

An endorsed LSP must:

- Engage NAATI-certified practitioners wherever possible
- Prioritise practitioners with the highest certification subject to availability and suitability of the assignment
- Maintain baseline cyber security controls
- Report service data to NAATI every quarter
- Operate in line with government Language Services Guidelines
- Uphold the LSP Code of Conduct
- Induct new practitioners properly before work begins

For service purchasers

(e.g. government, agencies, public services)

Why choose an endorsed LSP?

Engaging an endorsed LSP helps ensure services are delivered in line with recognised national standards.

All endorsed LSPs must comply with the following conditions:

Quality you can trust

- ☑ Engage NAATI-certified practitioners wherever possible, prioritising the highest level of certification available.
- ☑ Ensure alignment with any government-issued language services policies and guidelines operating within relevant jurisdictions.

Stronger safeguards

- ☑ Meet minimum organisational cyber security standards, such as the Australian Cyber Security Centre's Essential Eight Maturity Model.
- ☑ Ensure confirmation of internal processes for quality assurance, feedback and continuous improvement.

Data and transparency

- ☑ Report quarterly, de-identified service data to NAATI, which will be used to build a national evidence base of service delivery trends, interpreter and translator availability, and access and equity outcomes which can be shared with purchasers and other stakeholders to inform policy and sector improvements.

Accountability & integrity

- ☑ Comply with a new, organisational-focused LSP Code of Conduct, closely aligning with AUSIT and ASLITA professional ethics for practitioners.

For prospective LSPs

(Thinking about applying?)

Why become an endorsed LSP?

Endorsement is available to eligible LSPs and demonstrates that services are delivered in line with national standards for quality and reliability. Endorsement provides an additional level of assurance to clients and service users.

With endorsement, LSPs can:

Be recognised as a leader in quality

- ☑ Demonstrate that your organisation meets nationally consistent standards for language services.
- ☑ Display a unique NAATI LSP endorsement logo on your organisation's website and communications materials to promote your credibility.

Strengthen your market position

- ☑ Governments and major purchasers may request or prefer endorsed LSPs.
- ☑ Endorsement helps you differentiate from competitors, even when not required, especially in competitive procurement environments.

Support practitioner excellence

- ☑ Show your commitment to engaging NAATI-certified translators and interpreters.
- ☑ Highlight your internal workforce practices including induction, quality systems and ethical compliance.

Build operational strength

- ☑ Strengthen and maintain cyber security, data reporting, and quality assurance processes that support business operations.
- ☑ Receive guidance through monitoring meetings with NAATI, supporting continuous improvement.

Why it helps you

Consistency. Compliance. Confidence.

Engaging a NAATI-endorsed Language Service Provider (LSP) gives service providers confidence that their language services are consistent, compliant and high quality, helping meet access and equity obligations, reduce risk, and deliver better outcomes for people with low English proficiency.

For LSPs, endorsement demonstrates that services meet nationally recognised standards for quality and reliability. It builds trust with clients, strengthens competitiveness in procurement, and showcases a commitment to professional practice.

Ensure your language services are professional, fair and accurate.
Choose a NAATI-endorsed LSP.

NAATI's online directory

All endorsed LSPs can now be found in the NAATI Online Directory. Each listing includes information about the provider and the services they offer, as well as contact details if you would like to engage their services.

View the full listings at directory.naati.com.au and select Endorsed Language Service Providers (or scan the QR code)



Ready to strengthen your reputation and support national language service standards?

Start your endorsement journey at naati.au/lsp



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