

2023-24

Annual Report

A connected community without language barriers



National Accreditation Authority
for Translators and Interpreters LTD



Acknowledgement of Country

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

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Message from the Chair

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

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

This year, the implementation of NAATI's 2022-26 Strategic Plan progressed well as NAATI's Board, management and staff continued striving to achieve a connected community without language barriers.

Significantly, most of the recommendations from NAATI's Continuous Improvement Program (CIP) were implemented this year. With the aim of the CIP being to ensure that NAATI's Certification System remains fit for purpose and that the certification tests remain valid, reliable and practical to conduct, I acknowledge the accomplishments, leadership and expertise of all of those involved with this important project.

I take this opportunity to thank the Member Governments of NAATI and Ministers past and present for the continued support of NAATI and for their confidence in me by the appointment initially as Director and later as NAATI Chair. NAATI has valued the support and collaboration with the Member Representatives, and this has greatly assisted NAATI to positively deliver high standards for the translating and interpreting profession in Australia and increase access and equity for people from culturally and linguistically diverse communities, the Australian Deaf community, and Aboriginal and Torres Strait Islander communities.

In addition, on behalf of the Board, I thank the National Indigenous Australians Agency for supporting the delivery of the Indigenous Interpreting Project.

NAATI's Reflect Reconciliation Action Plan (RAP) was completed this year, and the Board was pleased to support NAATI's progression to an Innovate RAP, the second level in the RAP Framework. This enables NAATI to continue developing and strengthening relationships with Aboriginal and Torres Strait Islander peoples and engaging staff in reconciliation.

NAATI continues to invest in relevant research and this year commissioned Macquarie University to conduct an analysis of the emerging trends in the use of digital technologies in the translating and interpreting industry. On behalf of the Board, I thank Professor Marc Orlando and his colleagues from the Department of Linguistics at Macquarie University for their comprehensive, informative, and insightful research report, which the Board was pleased to receive in March 2024.

I acknowledge and extend the Board's thanks to our stakeholders in New Zealand, including the New Zealand Ministry of Business, Innovation and Employment (MBIE), the New Zealand Society of Translators and Interpreters, and the training institutions, for their support and collaboration. I congratulate the MBIE on the launch of the MBIE's Language Assistance Services Programme, which marks the introduction of the requirement for interpreters to hold NAATI certification to work for New Zealand government agencies from 1 July 2024.

Special thanks and appreciation to the Technical Reference Advisory Committee, chaired by Ms Magdalena Rowan, for providing expert advice to the Board during the year.

I acknowledge the contributions of the Directors whose terms ended this year, Ms Jovanka Naumoska, Mr Mark Avery, Mr Nirmal Hansra, Ms Josephine Buontempo and Dr Adolfo Gentile, and thank them for their work over the past three years. I also acknowledge Mr George Bisas' contributions to the Board during his term as a Director from 1 September 2023 to 5 June 2024.

I thank the current Directors, Mr Jeffrey McAlister, Professor Nicholas Farrelly and Ms Rowan, who joined the Board this year, for their contributions to the Board, and welcome Ms Gulnara Abbasova and Ms Andrea Creado, who commenced their terms as Directors on 1 July 2024 and wish them the very best in their role of positioning NAATI for the challenges and opportunities ahead.

In particular, I warmly congratulate Ms Rowan on her appointment as the new Chair of the Board from 1 July 2024. I wish Ms Rowan every success in this important leadership position, knowing that she brings invaluable skills, expertise and knowledge of the sector in which NAATI works.

I take this opportunity to extend special thanks to the senior management and all NAATI staff for their productive work during the year. It has been a privilege to see the dedication and innovative approaches to the work of NAATI by this professional group of people.

Finally, I thank NAATI's CEO, Mr Mark Painting, for his valued leadership, dedication to NAATI's purpose, and commitment to the translating and interpreting sector. He has been instrumental to NAATI's transformation and success. I gratefully register my appreciation and thanks for his support during my tenure as Chair. I wish Mark, the Board and NAATI's staff well for the future.

Voula Messimeri AM
Chair



Message from the CEO

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

NAATI has had another busy year receiving over 3,300 applications for certification and delivered over 2,400 certification tests. Certification testing of interpreters had its highest year yet, with an increase of 28%. NAATI issued over 950 new credentials this year, and more practitioners gained certification through testing than all previous years.

At the end of 2023-24, over 13,800 NAATI certification credentials were held by over 9,300 individual practitioners in 184 languages. This includes 118 credentials in Indigenous languages held by 101 practitioners in 28 languages. Further, at the end of this year, there were 80 qualifications (68 in Australia and 12 in New Zealand) across 29 Endorsed Qualification institutions (25 in Australia and four in New Zealand).

We were delighted to launch our new website which has many new features designed to improve our users' experience.

We had a productive year with international engagement, sponsoring and attending the NZSTI Conference in Christchurch, New Zealand, presenting at the CIUTI InDialog 4 Conference in Ghent, Belgium, participating in the ISO (T&I) Conference in Brussels, Belgium, and attending the International Translation Forum at King Saud University in Riyadh, Saudi Arabia.

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

I acknowledge the exceptional contributions of the NAATI management team and staff and thank them for all their work.

I thank the Directors for their leadership and look forward to working with the Board and staff to deliver NAATI's strategic priorities next year, and congratulate Ms Magdalena Rowan on her appointment as Chair of the Board from 1 July 2024.

Finally, I thank the Chair, Ms Voula Messimeri AM, whose term as a Director ended on 30 June 2024. Ms Messimeri was appointed as a Director on 1 November 2014 and as the Chair of the Board on 1 December 2017. Ms Messimeri has contributed significantly to NAATI over the past 10 years, and I thank Ms Messimeri for her leadership, professionalism, generosity, and dedication to NAATI and the translating and interpreting sector.

Mark Painting
CEO

Section One

About NAATI

Who we are

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

NAATI is a not-for-profit public company and has nine members. The members of NAATI are the Commonwealth and State and Territory Government 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 the 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 as a company in 1984.

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
- 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.

NAATI's Certification System provides quality assurance and confidence to people who rely on translators and interpreters to participate effectively in Australian society.

Strategic pillars

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

There are four strategic pillars underpinning our strategic plan:

1

Ensuring the ongoing quality and integrity of the Certification System

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

2

Support the growth and sustainability of the profession

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

3

Build a resilient and innovative business

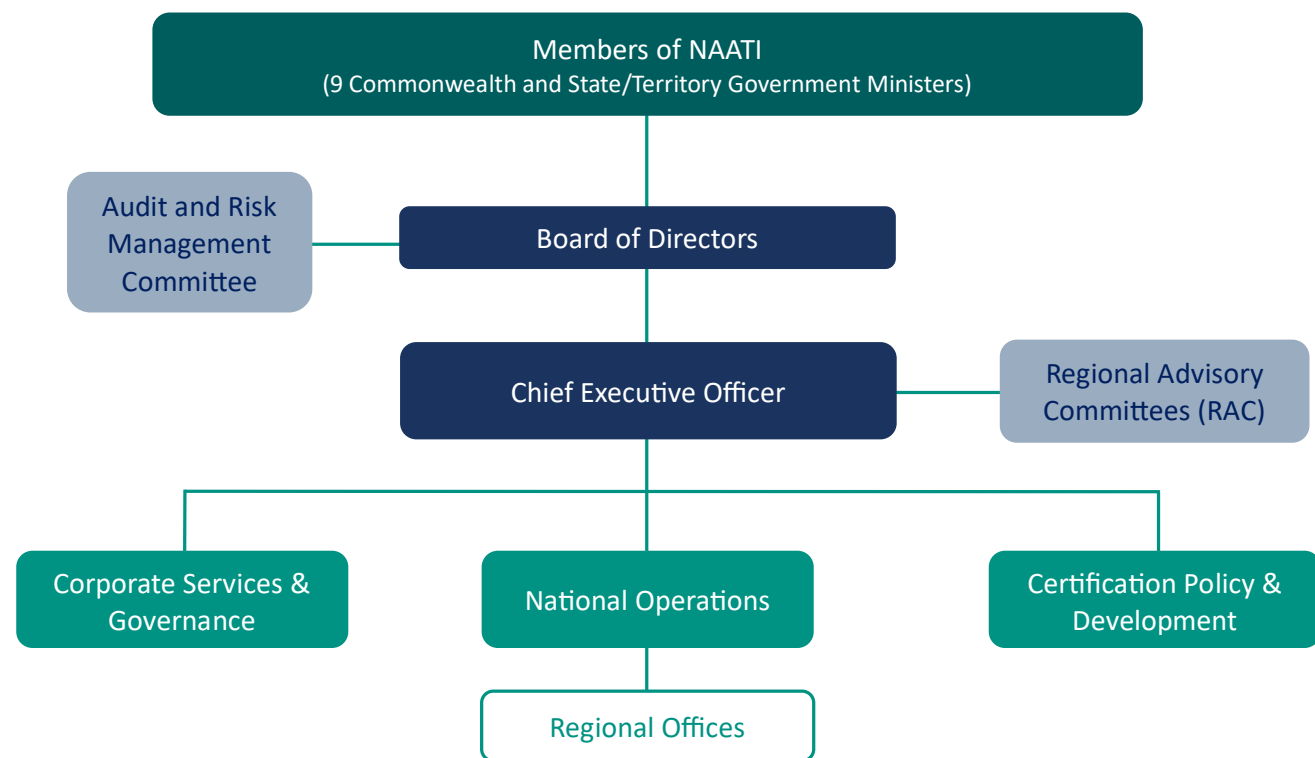
NAATI and its Certification System is sustainable.

4

Strengthen NAATI's brand

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

Governance structure



Members and their representatives

NAATI’s members are those ministers responsible for multicultural affairs, ethnic affairs and/or translating and interpreting services in each of the Commonwealth, State and Territory Governments.

Members may also appoint a representative to exercise any of their powers under NAATI’s Constitution. NAATI’s members and their appointed representatives as of 30 June 2024 are set out below.

Member	Representative
Commonwealth	
The Hon Andrew Giles MP Minister for Immigration, Citizenship, and Multicultural Affairs	Ms Alexandra Mond Assistant Secretary, Migrant English and Language Services Branch Refugee, Humanitarian and Settlement Division Department of Home Affairs
Australian Capital Territory	
Mr Mick Gentleman MLA Manager of Government Business Minister for Business Minister for Fire and Emergency Services Minister for Industrial Relations and Workplace Safety Minister for Multicultural Affairs Minister for Police and Crime Prevention	Ms Kylieann Petroni Senior Director, Office for Multicultural Affairs, CSD Communities ACT Government

Member	Representative
New South Wales	
The Hon Stephen Kamper MP Minister for Small Business Minister for Lands and Property Minister for Multiculturalism Minister for Sport	Mr Joseph La Posta Chief Executive Officer, Multicultural NSW
Northern Territory	
The Hon Chanston Paech Minister for Aboriginal Affairs and Treaty Minister for Local Government Minister for Arts, Culture and Heritage	Ms Dorrelle Anderson Deputy Chief Executive Officer Central Australia and Territory Regional Growth Department of the Chief Minister and Cabinet
Queensland	
The Hon Charis Mullen MP Minister for Child Safety, Seniors and Disability Services Minister for Multicultural Affairs	Mr Wayne Briscoe / Ms Julie McDougall Executive Director, Multicultural Affairs Department of Children, Youth Justice and Multicultural Affairs
South Australia	
The Hon Zoe Bettison MP Minister for Tourism Minister for Multicultural Affairs	Ms Justine Kennedy Director, Multicultural Affairs Department of the Premier and Cabinet
Tasmania	
The Hon Roger Jaensch MP Minister for Children and Youth Minister for Community Services Minister for Aboriginal Affairs	Ms Tegan Dwyer Assistant Director, Community Policy and Engagement Department of Premier and Cabinet
Victoria	
The Hon Ingrid Stitt MP Minister for Mental Health Minister for Ageing Minister for Multicultural Affairs	Ms Lakshmi Holmes Acting Director, Multicultural Affairs Policy Multicultural Affairs Social Policy and Intergovernmental Relations Group Department of Premier and Cabinet
Western Australia	
The Hon Dr Antonio (Tony) De Paulo Buti MLA Minister for Education Minister for Aboriginal Affairs Minister for Citizenship and Multicultural Interests	Mr James Jegasothy A/Executive Director, Office of Multicultural Interests Department of Local Government, Sport and Cultural Industries

Board of Directors



Voula Messimeri AM (Chair)

Voula Messimeri AM was appointed to the NAATI Board from 1 November 2014, bringing to the Board significant experience and skills as an Executive and Non-Executive Director.

Ms Messimeri has had roles as a non-executive director including as chair of the peak multicultural national body, the Federation of Ethnic Communities' Councils of Australia (FECCA); deputy chair of the Ethnic Communities Council of Victoria; inaugural chair of Women's Health in the North; and chair of InTouch Multicultural Centre Against Family Violence.

Ms Messimeri was appointed to the RMIT University Council, serving two terms and representing the council as a board director on the RMIT Training Board, a controlled entity of the RMIT University. With a strong interest in language services, she was appointed as a director on the Victorian Interpreting & Translating Service (VITS) Board, a state-owned enterprise, where she served for 15 years and occupied the role of deputy chairperson twice in that time.

Major contributions to policy combined with her advocacy roles led to appointments on a wide range of ministerial state and federal advisory structures across diverse areas, including health, ageing, income support, media and as a member on the Australian Multicultural Advisory Council.

She is a Fellow of the Williamson Community Leadership Program and has been awarded honorary life membership for significant contributions and leadership by FECCA and PRONIA, where she was a long-standing CEO. The Greek Government recognised her service to the Australian Greek diaspora in 2009.

Ms Messimeri was inducted into the Victorian Honour Roll of Women and recognised under the Order of Australia for her contribution to refugees, migrants and women. She is a Member of the Australian Institute of Company Directors and currently serving as a non-executive director and Vice President on the Board of PRONIA and as chair of the Board of Settlement Services International (SSI).

Ms Messimeri's term expired on 30 June 2024.

Dr Adolfo Gentile

Dr Adolfo Gentile was appointed to the NAATI Board from 31 July 2020.

He brings to the Board significant experience as a consultant, teacher and researcher in the translating and interpreting field. He was also a member of the Refugee Review and Immigration Tribunals.

Dr Gentile has a PhD in Translation Studies, a Master of Educational Administration and is a NAATI Certified Advanced Translator in Italian (both directions).

He is an Affiliate of the Interpreting and Translation Studies program at Monash University and is widely known as an expert in his field, having researched and published extensively on translating and interpreting matters. He is a former President of the International Federation of Translators (FIT).

Dr Gentile has a long-standing relationship with NAATI, including being a former Board Chair.

Dr Gentile's term expired on 30 June 2024.





George Bisas

George Bisas was appointed to the NAATI Board from 1 September 2023. Mr Bisas was appointed as the Chair of the Board's Audit and Risk Management Committee on 1 December 2023.

He brings to the Board more than 30 years of executive management experience in Australia and abroad within the government, private and non-government sectors.

Mr Bisas has worked for the last 15 years in senior roles within the language services industry. As Chief Executive Officer for LanguageLoop, the Victorian Government owned language service provider, from 2009 to 2015, he managed a major change process resulting in significant commercial success for the company. He returned to the company as CEO from 2021 to August 2023.

In November 2015 he was appointed as Director of Language Services for the NSW Government where he managed a major review of the industrial award covering NSW Crown interpreters and translators. He was responsible for the development of key policy related to language services and also implemented a number of key initiatives aimed at ensuring the sustainability of the industry in NSW.

Prior to his involvement in the language services industry, he was with the Victorian Equal Opportunity and Human Rights Commission, where he managed the Commission's education, community relations and commercial operations. Between 2000 and 2005 he was appointed to a senior advisory position with the Hong Kong Government through the Hong Kong Equal Opportunities Commission.

He has been appointed to a range of government and non-government boards and advisory committees.

Mr Bisas' term ended on 5 June 2024.

Jeffrey McAlister

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

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

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

Mr McAlister is currently the Chief Investment Officer for the City of Gold Coast where he attracts and drives public and private investment into Australia's fastest growing major city. He also does pro bono work providing migration advice for vulnerable migrants and sits on the Board of the Licensed Immigration Advisers Association of New Zealand.

Mr McAlister's term expires on 31 August 2026.





Professor Nicholas Farrelly

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

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

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

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

At the start of his academic career, he co-founded New Mandala, which went on to become a pioneering website for Southeast Asian Studies.

Professor Farrelly is currently a Pro Vice-Chancellor at the University of Tasmania and previously, from 2020-23, 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 2020 he was appointed by the Australian Foreign Minister to serve on the board of the Australia-ASEAN Council. He was re-appointed to this role in 2023. Professor Farrelly is also a Graduate of the Australian Institute of Company Directors and a Senior Fellow of the Higher Education Academy (UK).

Professor Farrelly's term expires on 30 November 2026.

Magdalena Rowan

Magdalena Rowan was appointed to the NAATI Board from 1 December 2023.

Ms Rowan has been a practicing certified interpreter and translator for over 40 years. During this time, she has also been involved in most facets of the industry, providing services across all levels of interpreting and translating. She has been an educator in interpreting and translating since the 1980's, both at university and vocational levels in Australia and New Zealand. She was a member of the Technical Advisory Committee for the T&I Public Service Training Package and has designed and implemented T&I courses as a senior lecturer at TAFESA, including courses for Indigenous and Sign language interpreters.

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

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

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

Ms Rowan's term expires on 30 November 2026.





Jovanka Naumoska

Jovanka Naumoska was appointed to the NAATI Board from 1 August 2020 and became a member of the Board's Audit and Risk Management Committee on 19 February 2021.

Ms Naumoska is a legal practitioner with expertise in public administration, corporate law, intellectual property and corporate governance. She holds a Bachelor of Laws (Honours) and Bachelor of Science (Honours) and has a Graduate Diploma in Applied Corporate Governance from the Governance Institute of Australia.

She is a council member of the Australian Dispute Resolution Advisory Council. She is also employed as a legal practitioner for a federal government research agency.

Ms Naumoska's term expired on 31 July 2023.



Mark Avery

Mark Avery was appointed to the NAATI Board from 1 September 2020.

Mr Avery is currently working as a university academic teaching, researching and consulting in health services management and he has over 30 years' experience in leadership, management and corporate roles in both the public and private health care sectors in Australia and the United Kingdom.

His career and experience have been at the senior executive, chief executive, consultant, academic, company director and board member levels spanning acute care hospital settings, teaching and research centres, community health services, metropolitan and rural service delivery, aged care sector, regional and district health services, educational environments and internal and external/competitive commercial services.

He holds a Bachelor of Health Administration, Master of Business, PhD and is a Graduate of the Australian Institute of Company Directors.

Mr Avery's term expired on 31 July 2023.

Nirmal Hansra

Nirmal Hansra was appointed to the NAATI Board from 1 November 2020. He was appointed Chair of the Board's Audit and Risk Management Committee on 19 February 2021.

Mr Hansra has over 30 years' senior executive management experience and over 13 years' board and corporate advisory experience.

He is the deputy chair of Link Wentworth Housing Ltd and chair of the Compliance and Risk Committee of Gleneagles Asset Management Limited. Mr Hansra is an independent member of the Audit and Risk Committees for the Property and Place Group, NSW Department of Planning & Environment and NSW Greater Cities Commission. He recently retired as director of Children's Tumour Foundation of Australia Ltd and Have A Voice Pty Ltd and previously held roles as Chair of Campbell Page Limited and non-executive director of Eureka Group Holdings Limited, Kuringai Financial Services Limited and Council on the Ageing (NSW) Inc.

Mr Hansra has a Master of Commerce Degree (Business Management major) and is a Fellow of the Australian Institute of Company Directors, the Governance Institute of Australia, Chartered Accountants Australia and New Zealand and CPA Australia.

As a qualified chartered accountant, Mr Hansra held Chief Financial Officer/ Finance Director roles in leading Australian and international companies including Ruralco Holdings Ltd, Industree Ltd, Australian Pharmaceutical Industries Ltd, Fujitsu Australia Ltd and Texas Instruments Australia Ltd.

Mr Hansra's term expired on 30 October 2023.





Josephine Buontempo

Josephine Buontempo was appointed to the NAATI Board from 1 December 2020.

Ms Buontempo has held executive positions across the corporate, legal, government and social sectors for over 25 years. She has managed agencies and services in community law, education, housing, employment disability, family, children's and youth services and refugee and humanitarian resettlement.

Ms Buontempo's experience in executive leadership is coupled with roles as a highly experienced Non-Executive and Independent Director and in an advisory capacity for community-based corporations and government agencies and ministerial and industry advisory and review panels. Her Non-Executive Director appointments have span social and affordable housing, culture and heritage, community services and philanthropy.

Since 2008, Ms Buontempo has been the Managing Director of Kasali Migration Australia, a global migration law practice focussed on Australia's economic development through corporate migration, mobilisation of specialist teams for industrial projects, regional development and growth of future focussed industries including advanced manufacturing, technology and resources.

Ms Buontempo is currently Deputy Chair of the Australian Broadcasting Corporation Advisory Council, Deputy Chair of Foundation Housing Limited, with a social and affordable housing property development and management portfolio in the Perth metropolitan, Kimberley & Pilbara regions of WA and Chair of the Australian Leadership Hub (Scholarship Foundation) Assessment Panel.

Ms Buontempo is a member of the Australian Institute of Company Directors, MAICD, Associate Fellow of the Associate Fellow of the Australian Institute of Management (AFAIM), alumni of the City University of New York Graduate Centre for Philanthropy and Civil Society and member of the Migration Institute of Australia (MMIA).

Ms Buontempo's term expired on 30 November 2023.

Our CEO

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 a 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).




Section Two

Year in Review


Key highlights and statistics

As of 30 June 2024, there were:


- **13,942** NAATI certification credentials held by **9,365** individual practitioners in **184** languages, including **118** credentials in Indigenous languages held by **101** practitioners in **28** languages
- **80** qualifications (**68** in Australia and **12** in New Zealand) across **29** Endorsed Qualification (EQ) institutions (**25** in Australia and four in New Zealand)




NAATI launched a new website. This significant upgrade reflects NAATI’s ongoing commitment to enhancing user experience and providing valuable resources to the community. Read more on page 29.




The NSW team moved into a new centrally located office, which offers easy public transport access and versatile, light-filled spaces for staff, Board meetings, digital and face-to-face testing, training, and stakeholder engagement.




A further six recommendations were implemented as part of NAATI’s Continuous Improvement Program, and the program is now 75% completed. Read more on page 34.




NAATI continued working with the New Zealand Ministry of Business, Innovation and Employment on the transition to NAATI certification for interpreters working with the New Zealand Government. To date, NAATI has received 999 candidate applications and issued 251 credentials to NZ candidates in total.



NAATI completed the implementation of our Reflect Reconciliation Action Plan (RAP) and commenced preliminary planning for the development and implementation of our Innovate RAP. Read more on page 36.




958 new credentials were issued and 2,522 practitioners recertified.



NAATI implemented the Australian Cyber Security Centre’s (ACSC) Essential Eight mitigation strategies to help protect our business against cyber threats. NAATI met the requirements for the ACSC’s Essential Eight Maturity Level Three, which is the highest maturity level.

Current credentials held by practitioners:

Credential types	Number at 30 June 2024
Certified Conference Interpreter	87
Certified Specialist Legal Interpreter	10
Certified Specialist Health Interpreter	9
Certified Interpreter	2,434
Certified Provisional Interpreter	4,107
Recognised Practising Interpreter	931
Certified Advanced Translator	63
Certified Translator	5906
Recognised Practising Translator	395
Total	13,942



Top 10 languages credentials are held in:

Chinese (translation only)

Mandarin (interpreting only)

Auslan

Arabic

Persian

Vietnamese

Spanish

Japanese

Cantonese

Dari

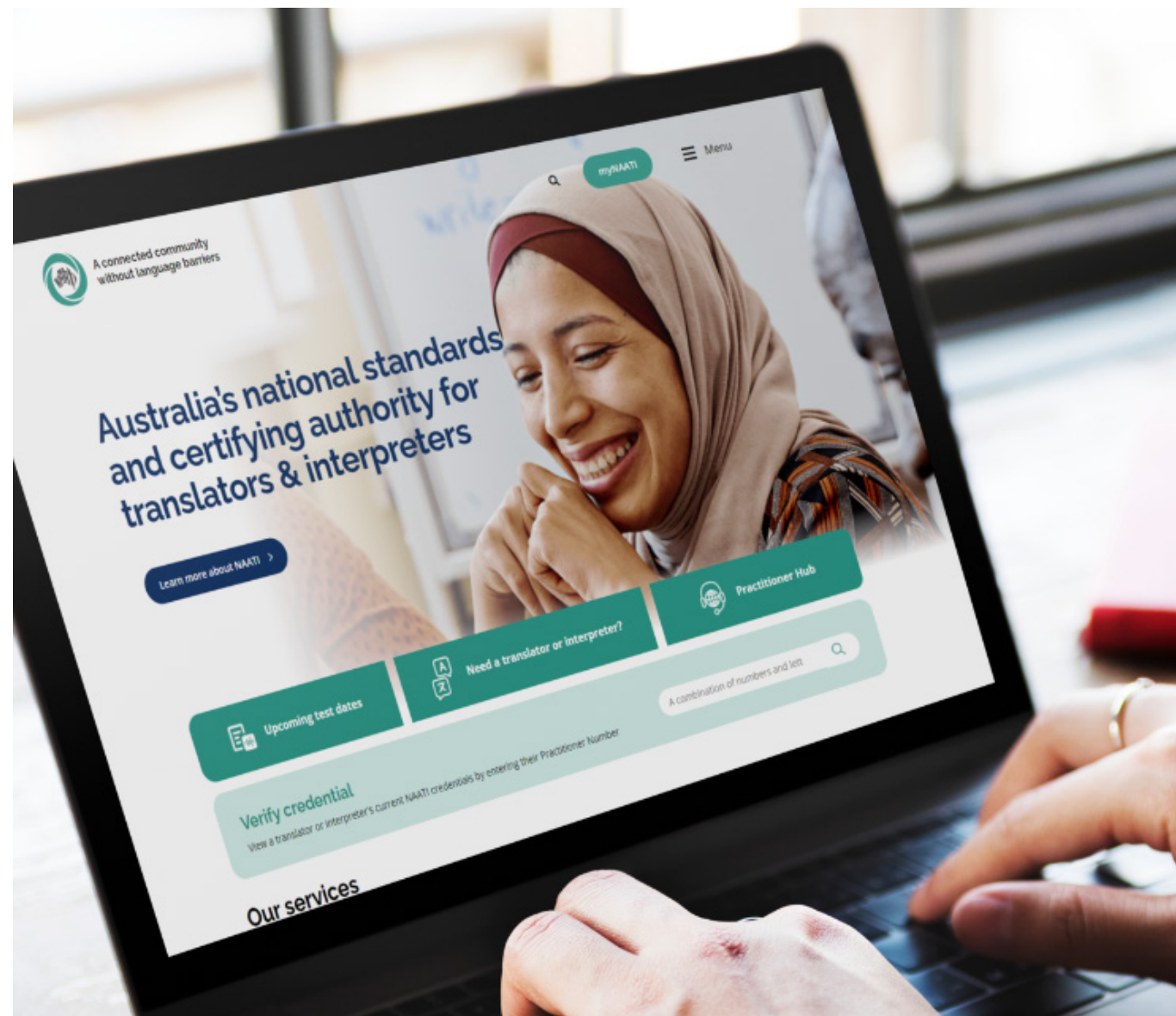
Certification of translators and interpreters

NAATI had some major achievements in the implementation of the Certification System this year. NAATI now offers 67 languages for its first level of interpreting tests (Certified Provisional Interpreter) including 15 Aboriginal and Torres Strait Islander languages, Deaf interpreting and Auslan. Certified Interpreter tests are offered in 26 languages, and Certified Translator tests are now available in 36 languages.

Certified Specialist Interpreter tests (in the health and legal domains) are available in seven languages, while Certified Conference Interpreter is available in eight languages.

In the past financial year, four Auslan candidates, along with one Spanish and one Italian candidate, successfully passed the Certified Conference Interpreter tests, with the Spanish and Italian candidates achieving certification in both language directions. Additionally, five Certified Specialist Legal Interpreter credentials were awarded in Auslan, Mandarin, and Spanish, while four Certified Specialist Health Interpreter credentials were awarded in Arabic and Mandarin. Notably, one Mandarin candidate earned both specialist credentials within this period.

The testing calendar through to 2026 was released during the year, providing further confidence to candidates, tertiary institutions and other stakeholders about what is being tested and when. Every session includes an online option to provide access to testing for remote, regional and international candidates.



NAATI website

The new NAATI website was launched at the end of August 2023. This significant upgrade reflects NAATI's ongoing commitment to enhancing user experience and providing valuable resources to its community. The successful development of the new platform was achieved with the dedication of NAATI's staff, and the insightful contributions of a focus group of practitioners.

New features on the NAATI website include:

- **Practitioner Hub:** This all-in-one resource serves as a comprehensive destination for professional development opportunities, essential resources, and job listings tailored specifically for practitioners
- **Enhanced Certification System Information:** The section detailing the Certification System and various credentials has been revamped to offer clearer and more accessible explanations
- **Dedicated Test Pages:** Each test offered by NAATI now has its own landing page, consolidating information on pathways, prerequisites, test details, assessment, application procedures, and preparation tips in one easy-to-navigate location
- **Streamlined Online Directory:** The improved directory features direct links for calling or emailing listed practitioners and provides guidance on searching for and collaborating with certified translators and interpreters
- **New Resources Section:** The newly organised resources section includes filterable downloads and external links for easy access to valuable materials
- **Improved Navigation:** The website now offers a more intuitive experience with a clearer menu design and simplified navigation
- **Enhanced Accessibility:** Committed to accessibility, NAATI has ensured that key pages are available in accessible Word document format and translations are offered in 11 languages, and
- **Mobile Responsiveness:** The new site is fully mobile-responsive, ensuring a seamless experience across all devices.

The valued features such as the credential verification tool, myNAATI login, test date search function, and recertification advice remain unchanged. Existing website pages will automatically redirect to their new counterparts to ensure all links remain functional.

NAATI looks forward to users exploring the new website and hopes they find it both user-friendly and informative. NAATI appreciates the continued support of our community as we work to enhance the overall user experience. Visit the NAATI website at naati.com.au

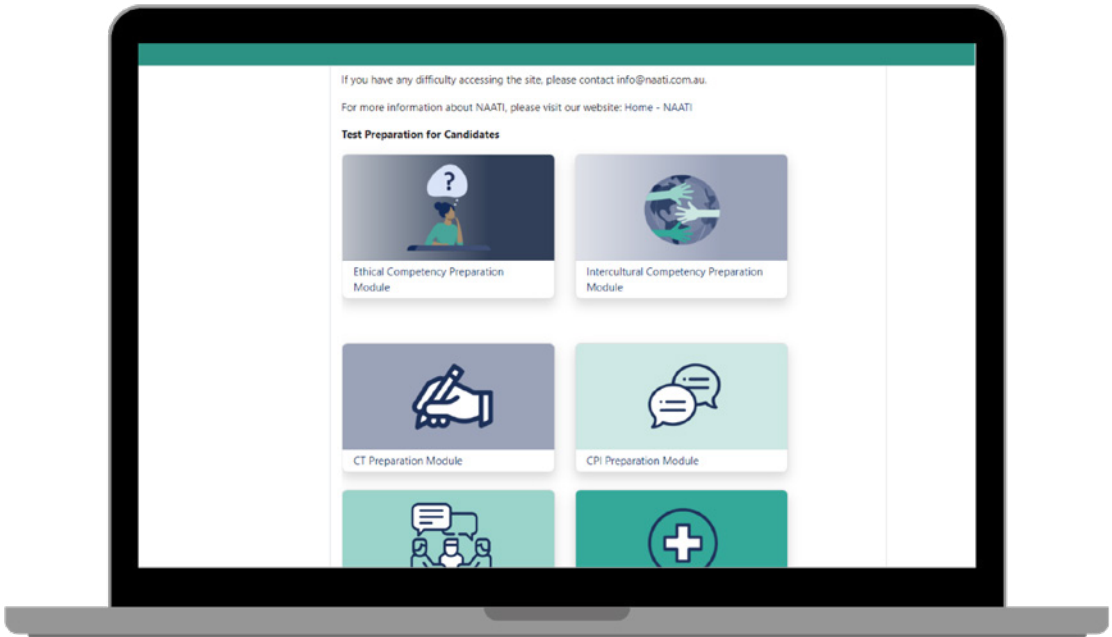
NAATI Learn

NAATI’s learning management system, NAATI Learn, continued to be developed with more practice materials available in more languages. Endorsed Qualification (EQ) institutions are supported through this system on the EQ hub, which includes access to live anonymised student data to enable further improvements to candidate training and test preparation. NAATI Learn also provides a space for online training opportunities for staff, role-players and examiners.

New modules added to the NAATI Learn platform this year include:

- Specialist Interpreter preparation modules designed specifically for those aspiring to become Certified Specialist Legal (CSLI) or Health (CSHI) Interpreters. These modules offer a range of resources and materials to help candidates prepare for their tests
- Interactional management (IM) materials to our Certified Provisional Interpreter (CPI) Preparation Module to help candidates prepare for the CPI test
- NAATI’s Intercultural and Ethical Competency candidate preparation modules are now accessible to all practitioners as a complimentary professional development resource, and
- Examiner Space: an exclusive training and communication hub for NAATI examiners. Read more on page 60.

The NAATI Learn platform is free to use and registration is not required to access candidate preparation modules.



Online testing

NAATI has continued to prioritise online testing to meet the evolving needs of the market. Over the previous financial year, NAATI made significant strides in ensuring the secure delivery of online tests. This enables test candidates from regional and remote Australia, as well as overseas, to have greater access to NAATI testing without needing to travel to an Australian capital city. As a result, all Credentialed Community Language, Community Language Aide, Certified Translator, Certified Interpreter (spoken), and non-live interpreting tasks can now be conducted online, with dedicated online testing options becoming a standard offering for candidates.

In October 2023, NAATI’s partnership with Televic Education, NAATI’s online testing provider, was further strengthened with the signing of a memorandum of understanding (MOU) during the Belgian Trade Delegation to Australia, led by Princess Astrid of Belgium. The agreement was formalised by NAATI’s Chief Operating Officer, Mr Michael Nemarich, and Televic’s General Manager, Mr Joris Vanholme.



NAATI’s Chief Operating Officer, Michael Nemarich, and Televic’s General Manager, Joris Vanholme, signing a MOU during the Belgian Trade Delegation to Australia, October 2023.

Australia’s first signed language translation credential

Last year NAATI launched one of the world’s first signed language translation credentials: Recognised Practising Translator (Written English into Auslan). Auslan translation consists of translating complex English source documents or videos into Auslan and is typically conducted by Deaf practitioners. This is in line with industry trends and culturally accepted practices. As a result, only Deaf people are eligible to apply for this credential. It is important to note that Auslan translation is different from sight translation (which is tested in NAATI’s Certified Interpreter test) as it deals with complex written source texts.

As at 30 June 2024, 19 practitioners held this new credential.



Case Study: Auslan Interpreting in the Deaf Muslim Community

Rebecca Cramp – NAATI-Certified Interpreter in Auslan and English

For me, language access has always been important. I had a Deaf cousin, my family fingerspelled and used basic signs, and I had a passion for inclusion.

At the age of 4, I apparently announced to my mother that I was going to be an interpreter “when I grew up”. So I threw myself into learning Auslan and Signed English, went to every interpreted performance and Deaf gathering I could find and in 2001 I completed the Diploma of Interpreting (Auslan-English). In 2002 I became a NAATI Paraprofessional Auslan-English interpreter and that 4-year-old girl’s prediction came true.

My early career was mostly spent working with Deafblind people (a dual-sensory loss of both sight and sound) who communicate in Tactile Auslan or Tactile Fingerspelling. I also worked with Deaf people in community settings, for TAFE, health care, and employment, but my favourite early career setting was the Deaf school at North Rocks where I was privileged to work with Deaf children and teachers in an Auslan-English bilingual immersive environment.

I gained my Professional Auslan-English NAATI accreditation in 2005, thanks to some mentorship and encouragement from the principal at the school at the time. In the forefront of my mind was always equity, access and holding space for the communities I worked with.

Since then, I have been lucky enough to work in so many exciting spaces, too many to list. For example: I have worked with Deaf professionals as a designated interpreter. I have been blessed to interpret for women giving birth, and for the loved ones of folks who are taking their last breaths. I have interpreted media briefings, even while my own family home was being threatened by fire. Also, I have had the good fortune to be on interpreting teams at international conferences several times.

Recently, I have been working in an exciting space: working with Deaf Muslims in religious settings such as mosques, Islamic centres and jurisprudence classes. This interpreting context comes with several challenges: I am not Muslim, so I have had to learn about the religion, I did not speak Arabic (and even now my Arabic fluency is still far from fluent) which meant the constant code-switching between English and Arabic in the source text was something to overcome. After support from the Deaf Muslim community and two of Sydney’s mosques, we now have a fledgling team of four interpreters working in this domain, in a trilingual setting.

Because Deaf Muslims hadn’t had access to religious teachings, there wasn’t any developed vocabulary for the terms we needed to use in our interpreting. So, we have worked together with the community to develop new vocabulary, borrowing some signs from overseas languages where appropriate. This emerging community in Australia has Deaf people from at least 11 different countries and it is an honour to work with them as part of the small team of practitioners interpreting on a weekly basis in this space.

I have been honoured to be present in so many moments of people’s lives as their interpreter; literally from cradle to grave. Providing communication access is such a privilege. With a Master of Translating and Interpreting under my belt, this year I embarked on the toughest piece of work yet. In order to give back to the community I work with, and those who invested in me so I could become a better interpreter, I recently completed a Master of Research investigating the Auslan rendering of the code-switching that occurs in the Islamic religious settings we work in. Soon I will make recommendations on how these findings can apply to other trilingual interpreting settings interpreters find themselves in.

Continuous Improvement Program

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

This year, NAATI successfully implemented six additional recommendations primarily in the areas of examiner training and performance, task design, and assessment rubrics, bringing the project implementation to near completion with 75% of the CIP now completed. NAATI commits to delivering another three recommendations by June 2025.

A focus on candidate preparation

Since the launch of the CIP, NAATI’s focus has been on enabling candidates to do their best at their test by providing them with a suite of free online preparation resources in the form of e-learning modules as well as access to practice materials and NAATI’s testing platform.

This year, NAATI has developed a new free e-learning resource for candidates sitting the Certified Provisional Interpreter (CPI) test. This interactive module focuses on a key skill of the CPI test, Interaction Management, and provides a comprehensive resource to support candidates in mastering one of the essential skills of dialogue interpreting.

Refinement of NAATI's assessment rubrics

After nearly two years of consultation with industry experts, NAATI released a refined version of its certification assessment rubrics. The refinements focused on a review of the performance descriptors of NAATI’s assessment rubrics, with a view to ensure greater clarity of the wording and allow for more details in the performance descriptors.

The review did not intend to change performance pass/fail criteria or the assessment process, and these remain unchanged.

The refined rubrics will better support candidates and trainers in their understanding of NAATI’s standards and performance expectations on test day.





NAATI's Reconciliation Action Plan

In striving to achieve NAATI's vision for a connected community without language barriers, NAATI's Board and CEO acknowledge that reconciliation must be a core part of the business. Aboriginal and Torres Strait Islander people are the first people and custodians of the country that all Australians now call home.

In recognition of this, and with the guidance of NAATI's Reconciliation Action Plan (RAP) Working Group, NAATI's Reflect RAP was launched in September 2021 and completed this year. In implementing the Reflect RAP, NAATI achieved Reconciliation Australia's main objectives, by scoping and developing relationships with Aboriginal and Torres Strait Islander stakeholders, deciding on our vision for reconciliation, and exploring our sphere of influence.

In March 2024, the Board gave support for NAATI to progress to the Innovate RAP, the second level in the RAP Framework. The Innovate RAP will be a two-year plan that will enable NAATI to gain a deeper understanding of our sphere of influence, develop and strengthen relationships with Aboriginal and Torres Strait Islander peoples, engage staff and stakeholders in reconciliation, and develop innovative strategies to empower Aboriginal and Torres Strait Islander peoples. The Innovate RAP Working Group has been established and will be chaired by NAATI's Chief Operating Officer.

In March 2024, NAATI released a Statement of Commitment to Reconciliation that committed to promoting reconciliation within our network of practitioners and partners in the language services sector, recognising that there is a long path to language access parity. NAATI is committed to the ongoing pursuit of the right to language for all.

Key activities in advancing reconciliation this year:

- staff engagement in local cultural events during National Reconciliation Week and NAIDOC Week was supported across NAATI, with staff attending external events and coordinating events internally
- artwork was sought from local First Nations artists to display in NAATI's offices and accompany NAATI's Acknowledgement of Country. This acknowledgment, crafted by our Reflect RAP Working Group, is prominently displayed in each of our state offices, and
- an art workshop led by local Whadjuk, Ballardong and Yuat artist, Jarni Mitchell, was held in our WA office to discuss symbols used in Aboriginal culture and language and cultural practices and locations in Boorloo (Perth) that are important to Whadjuk Noongar people. The contributions of staff in this workshop were included in the final artwork piece displayed in our WA office.

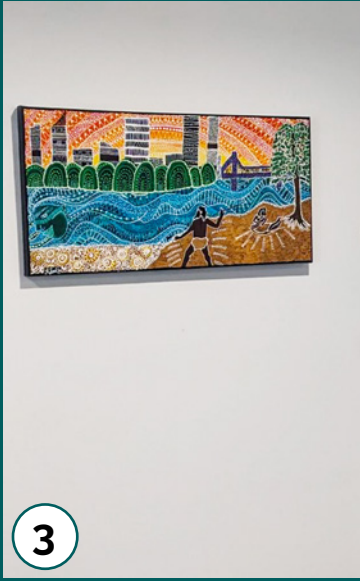
NAATI's Reflect RAP can be found on the NAATI website under About Us: bit.ly/about-NAATI



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- 1 *Wurundjeri Country* (NAATI Melbourne Office): 'Djerrang-U Wurrhadindu' - Many gum leaves, Mick Harding, 2016.
- 2 *Noongar Country* (Acknowledgement of Country Mural at the NAATI Perth Office Entrance) – Designed by local First Nations artist Jarni, 2024. Printed and applied by Discus Print and Signage.
- 3 *Meanjin Country* (NAATI Brisbane Office): 'Her name is Maiwar', Kalika Link, 2023.
- 4 *Gadigal Country* (NAATI Sydney Office): 'Gaagal', Miimi & Jiinda, 2021.
- 5 WA NAATI team participating in an art workshop led by local Whadjuk, Ballardong and Yuat artist, Jarni Mitchell, September 2023.
- 6 NAATI's sponsored banner as part of the Perth Reconciliation Week Street Banner Program, 2024.

Aboriginal and Torres Strait Islander language interpreting

Aboriginal and Torres Strait Islander language interpreters in Australia play a vital role in ensuring that Indigenous people can participate equitably in Australian society. Having a supply of NAATI-certified interpreters assures all parties that the interpreting will be to a high standard. It also protects interpreters by articulating their role clearly, which is important in small language communities where role boundaries and the impartiality of interpreters are often put to the test.

Since 2012, NAATI has been working with Australian governments and Indigenous organisations to increase the number of certified Aboriginal and Torres Strait Islander language interpreters. This is achieved through:

- building awareness of NAATI certification amongst interpreters and bilingual staff who are doing interpreting work
- preparing aspiring interpreters for prerequisite and certification tests
- certifying interpreters and supporting them to maintain their skills and recertify, and
- advocating for the Indigenous interpreting industry.

NAATI works in collaboration with many stakeholders, including Aboriginal language interpreting services, language centres, employers of Indigenous language interpreters, training institutions such as TAFE SA, and individual practitioners.

NAATI’s Indigenous Interpreting Project (IIP) receives funding from the Australian Government and is currently funded until June 2026.



Interpreters Donella Clarke, Lazarus Gallagher, and Lindsay Katakarinja take a break during their certification preparation workshop in Alice Springs

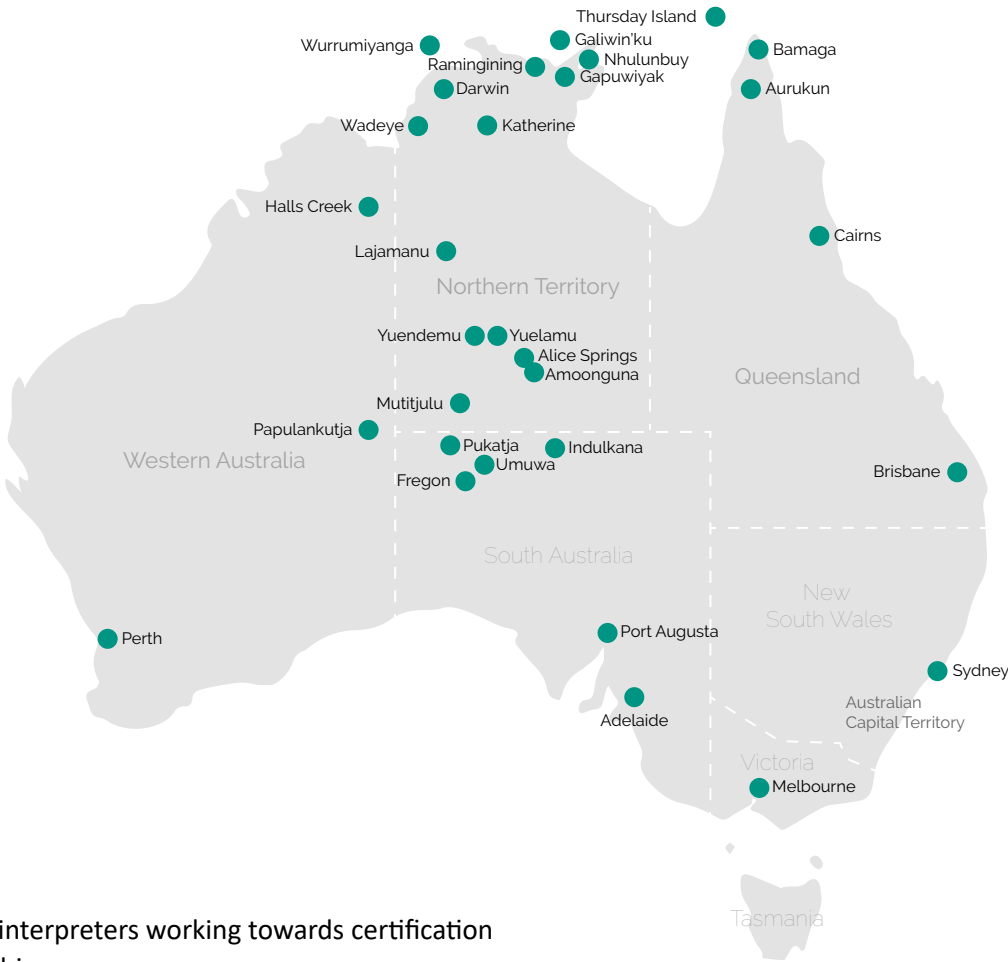
Project impact this year

This year we have seen an increase in the number of expressions of interest from interpreters wanting to achieve their NAATI certification, the number of people attending test preparation training, and the number of people completing test prerequisites and ready to sit their test. This indicates that the value of NAATI certification for Aboriginal and Torres Strait Islander language interpreters is growing.

To meet this demand, NAATI has continued to deliver an accessible pathway for Aboriginal and Torres Strait Islander language interpreters to achieve NAATI certification - providing tailored support to each interpreter on the pathway, delivering regular live online prerequisite and test preparation courses, running face-to-face CPI testing workshops and professional development workshops for those wanting to continue learning and growing as professionals.

This year, 65 interpreters from 29 locations across Australia joined us on this pathway, and we delivered:

- 47 prerequisite tests
- 20 Certified Provisional Interpreter (CPI) tests, and
- 29 recertifications issued and nine CPI certifications issued.



Locations of interpreters working towards certification with the IIP this year.

NAATI delivered more than 1200 hours of training to 107 people: candidates, recertifying interpreters, role-players, and examiners, who video-called or travelled in from 29 different locations around Australia.

CPI tests were delivered in seven languages: Murrinh-Patha, Warlpiri, Kunwinjku, Anmatyerr, Pitjantjatjara and Yolngu Matha (Djambarrpuyngu and Dhuwaya). Testing was conducted at face-to-face workshops in Darwin (Larrakia country), Adelaide (Kurna country), and for the first time in a remote community, in Wadeye, NT.

The two Murrinh-Patha candidates tested in Wadeye were among nine interpreters who successfully gained their NAATI certification this year. Murrinh-Patha is one of the most in demand languages for interpreting, with interpreters usually working in their community or Darwin.



Murrinh-Patha interpreters, mentors and the NT Aboriginal Interpreter Service were integral to making CPI testing happen in Wadeye.

The delivery of the project has involved over 35 Indigenous interpreters who were supported with mentoring, test preparation, test delivery and examining. They were also involved in the development of CPI practice materials now hosted on our online learning platform, NAATI Learn.

Three professional development webinars were delivered. These events have created a community of practice which is important for interpreters who often work in isolation and a wonderful opportunity for peer support and professional growth. These activities contributed to the professional development logs of 38 interpreters working towards their recertification, with 29 interpreters successfully recertifying this year.

One of the big highlights of the year was the Puliima Language Conference, held in Darwin in August 2023. Over 1,000 delegates attended the five-day event to celebrate Indigenous language work that is happening around Australia and overseas. The NAATI IIP team collaborated with the NT Aboriginal Interpreting Service to present two 'Interpreter for a Day' workshops. Attendees came from all different language groups and parts of the languages sector and left with an increased respect for the knowledge, skills and hard work that is required of interpreters.



Lavinia Heffernan (NAATI), Thecla Hartree (CPI Kriol) and Maggie Napurrula Burns (CPI Warlpiri and CPI Pintupi-Luritja) taking in the magic at Puliima 2023.

Looking forward

As interest in NAATI certification for Aboriginal and Torres Strait Islander language interpreters increases, NAATI is looking into how it can evolve its current pathway offering to best support this growth. We would like to see an increase in the training pathway options for bilingual individuals to hone their interpreting skills and ultimately reach NAATI certification. We would like to explore different training models that draw on existing infrastructure and relationships. We would like to see people who use their interpreting skills in personal or professional arenas recognised as the professionals they are.

The current national push to value Aboriginal and Torres Strait Islander languages through policy mechanisms is urgent and very welcome. This year, NAATI has advocated for the inclusion of the interpreting industry in these considerations, for its integral role in ensuring effective communication, better outcomes for Indigenous Australians, and as a valued profession and employment option for Language speakers.

We are hopeful that the First Nations Languages Policy Partnership, formed to establish a national approach and drive progress on Closing the Gap Target 16 – 'Cultures and Languages are strong, supported and flourishing' will continue to recognise the vital role that Aboriginal and Torres Strait Islander interpreters play in the pursuit of this vision.

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, but this is not the only way that NAATI supports multiculturalism.

NAATI is the skills assessing authority for the translator and interpreter occupations on the Department of Home Affairs' skilled occupations list, which means NAATI provides direct support to aspiring migrants.

Skills assessments

Both 'translator' and 'interpreter' remained on the skilled occupations list throughout the year, enabling migrants who are certified translators or interpreters to apply for specific skilled migration visas.

Of the people who applied for a certification credential, 307 advised that they were applying for migration purposes. The skills assessment for these applicants is the standard NAATI test which ensures consistency in standards.

Assessing overseas qualifications and skilled employment

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

Credentialed Community Language testing

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

Although the majority of CCL testing is conducted online, NAATI has partnered with several international testing locations to provide candidates the opportunity to sit a CCL test in person at a testing venue in either Karachi, Pakistan or Abu Dhabi, United Arab Emirates. This was in recognition of the high demand for testing in these countries, as well as internet speeds often required to sit the test which is sometimes not available to test candidates. Additional sites will be launched next year due to candidate demand.

During the year, there were 17,176 CCL tests delivered across 50 languages, including 10 languages that are not tested under the Certification System.

Community Language Aide testing

Government agencies and businesses are increasingly aware that language services are essential to reach their customers and clients effectively, increase market share, or deliver on their mission. Additionally, they are critical in mitigating risk and ensuring equity and understanding. Bilingual workers, also known as community language aides, have a role to play alongside translators and interpreters in the delivery of language services. A community language aide is someone who uses their language other than English (LOTE) in the course of their work to assist customers or clients.

NAATI's Community Language Aide (CLA) test is designed to give businesses and government departments confidence that their bilingual staff can effectively and competently communicate to non-English speaking clients, students or stakeholders in a two-way conversation. It assesses a candidate's ability to communicate in a simple and direct exchange of information on familiar and routine matters. The test has been delivered in over 60 languages, including languages that are not tested under the Certification System.

NAATI's online CLA Knowledge Competency Course, housed on NAATI Learn, is free for anyone to access. It is designed to increase understanding of the complementary but different roles played by interpreters and bilingual workers in the delivery of language services.

Several organisations, including Services Australia and Multicultural NSW, have adopted CLA testing for their staff. CLA testing is recommended for organisations under one of the indicators in Multicultural Australia's Culturability Accreditation Standards.

In addition to the standard CLA test, NAATI can create and deliver customised CLA tests as well as other unique language testing for businesses and government departments as required in partnership with our extensive network of examiners and language professionals.

Section Three

Supporting the Profession

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

Investment in the profession

Since 2018, NAATI has provided financial and in-kind support to projects that address issues faced by the industry. NAATI has a particular interest in ensuring NAATI’s Certification System remains high quality and fit-for-purpose, as well as capability and capacity building and innovation across the profession.

This year, NAATI commissioned Macquarie University to conduct an in-depth analysis of the emerging trends in the use of digital technologies in the translation and interpreting industry. NAATI invested \$30,000 in this research project and the research report was provided to NAATI in February 2024. The report proposes a comprehensive overview of the impact new technologies have on the work and roles of translators and interpreters today, including current perceptions from professionals. In addition to providing useful insights into an ever-evolving aspect of the industry, this important piece of work provided NAATI with recommendations on NAATI certification and on how to support practitioners in this fast-developing area.

The following project supported by NAATI was completed this year:

<ul style="list-style-type: none">• AUSIT• <i>Queensland Preparing Interpreters project</i>• \$25,000	This project was co-funded by NAATI and AUSIT to cover the full cost of the four-unit skill set for scholarship recipients in high-demand languages. One round of scholarships has been delivered to eight students and a second scholarship round with three students is nearing completion.
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Ongoing projects approved for funding by the NAATI Board include:

<ul style="list-style-type: none">• Monash University• <i>Deafblind communication and interpreting: Building professional competencies</i>• \$20,000 over two years	This Australian Research Council Linkage Project will inform recommendations for developing training resources for deafblind interpreters and provide a foundation for skill set descriptions that could underpin a deafblind interpreting credential.
<ul style="list-style-type: none">• University of NSW• <i>Judicial Officers’ communication strategies when working with court interpreters</i>• \$65,000 over three years	This Australian Research Council Linkage Project aims to improve access to justice in criminal courts by producing evidence-based guidelines for judicial officers.
<ul style="list-style-type: none">• Menzies School of Health Research• <i>The Communicate Study – Transforming healthcare experience in northern Australia</i>• \$65,000 over five years	This National Health and Medical Research Council Partnership Project will improve intercultural communication between Indigenous patients and healthcare providers in northern Australia, by increasing utilisation of Aboriginal interpreters in hospitals; improving the recruitment, retention and experience of interpreters and improving patient experience, health literacy and outcomes.



<ul style="list-style-type: none">• National Ageing Research Institute• <i>The MINDSET Study: Dementia training for interpreters: supporting communication and assessment</i>• \$90,000 over three years	This National Health and Medical Research Council Partnership Project will develop training on interpreting health consultations with dementia patients and develop an online delivery platform for this workshop.
<ul style="list-style-type: none">• Monash University• <i>Optimising the availability and provision of Indigenous language interpreting in circuit courts</i>• In-kind support	This project aims to investigate the availability of interpreters in NT circuit courts and discern the impact that the presence or absence of an interpreter has on the experience of Indigenous people engaging with the justice system.

Industry and community engagement

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

- Careers Expo in Melbourne (17-19 August 2023), Sydney (8-9 September 2023), Perth (12 September 2023) (CaLD Jobs Expo), Melbourne (14-16 March 2024), Adelaide (10-11 May 2024), Brisbane (24-25 May 2024), Sydney (27-29 June 2024)
- PULiiMA Language and Technology Conference, Larrakia Country, Darwin, 21-22 August 2023
- Access to Respectful Aged Care for Migrant and Aboriginal Seniors, a hybrid event in Perth, 24 August 2023 - NAATI, AfCAS and All Graduates
- InDialog 4 Conference, Ghent, Belgium, 18-19 September 2023
- UNSW Languages Lounge: Careers in Languages and Linguistics, Sydney, 3 October 2023
- First Nations Communication Symposium & Workshop, Darwin, 18-19 October 2023
- Saudi Translation Forum Exhibition, Riyadh, Saudi Arabia, 3-4 November 2023
- ASLIA National Mini PD event, 4 November 2023
- Future of Finance Summit, Sydney, 14-15 November 2023
- Launch of Interpreting Mentoring and Professional Advancement Regional Opportunities (IMPARO) project report and online toolkit for regional interpreters and translators (project partnership with Monash University and Wise Well Women), Shepparton, 22 November 2023
- National Settlement Conference, Melbourne, 23-24 November 2023
- National Multicultural Festival, Canberra, February 2024
- RAP Leaders Yarning Circle, Canberra, February 2024
- NSW Premier's Harmony Dinner, Sydney, March 2024, and
- TAUS Conference, Tokyo, Japan, 16-17 April 2024.

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

- World Association of Sign Language Interpreters (WASLI) Conference, Jeju Island, South Korea, July 2023
- EthnoLink Multicultural Communications Summit, Melbourne, August 2023
- New Zealand Society of Translators and Interpreters (NZSTI) Conference, Christchurch, New Zealand, September 2023
- National Multicultural Health and Wellbeing Conference (FECCA), Sydney, November 2023, and
- AUSIT National Conference, Sydney, November 2023.

NAATI is a member of International Federation of Translators (FIT), Critical Link, Conférence Internationale Permanente D'instituts Universitaires de Traducteurs et Interprètes (CIUTI), and the Victorian Government's Language Services Quality Committee, and is represented on the AUSIT Ethics Committee.

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

- ABC Radio National two-part special investigation into the impact of interpreter shortages in Australian courts, 'Justice, but not in my language', July and August 2023
- NAIDOC Week 'Interpreting in Aboriginal and Torres Strait Islander Languages', July 2023
- ASLIAQ webinar on 'Recognised Practising Translator (Written English into Auslan) and Recertification', October 2023
- 'Ask NAATI' - Conversations podcast, October 2023
- NAATI Certification Information session, December 2023
- AUSIT - 'The NAATI Certification System: recent innovations and what future test takers should know', February 2024
- 2M Language Services webinar 'Optimising Interpreter Services in Healthcare: Insights from Industry Experts', March 2024
- NAATI Recertification Workshops, June 2024
- NAATI Certified Specialist Interpreter Tests (Legal/Health), June 2024, and
- 2M, RMIT and NAATI Webinar 'RMIT Introduction to Interpreting Skill Set - Course Information', June 2024.

This year, NAATI focused on increasing awareness and engagement with prospective students by participating in Careers Expos nationwide. NAATI staff, alongside industry stakeholders and current practitioners, actively engaged with attendees, addressing their inquiries and underscoring the critical importance of our industry.



NAATI staff and stakeholders at the Melbourne Careers Expo in August 2023. From left to right: Dustin Chen and Özgü Güntekin (NAATI), Karine Bachelier (AUSIT), Carlos Fernando Plata Cuartas (Albright Institute), Janetta Ziino and Emma McInnes (NAATI).



NAATI staff and stakeholders at the Brisbane Careers Expo in May 2024. From left to right: Jim Duncan (NAATI), Carl Gene Fordham (AUSIT), Lauren Briigman (ASLITA), Dr Akiko Uchiyama (University of Queensland).



NAATI CEO Mark Painting and Strategic Engagement Manager Lee Yacoumis at the FECCA National Multicultural Health and Wellbeing Conference in November 2023.

NAATI is proud to have sponsored the Language Services Medal at the 2024 NSW Premier's Harmony Dinner. The Language Services Medal was awarded to Dr Raymond Chakhachiro and presented by NAATI Chair Voula Messimeri AM and the Hon Steve Kamper, MP, NSW Minister for Multiculturalism. The Language Services Medal recognises the achievements of an interpreter or translator for the role they play in ensuring that the community of NSW has access to essential information and services. Dr Chakhachiro has worked as a NAATI-Certified Arabic Interpreter and Translator, as well as a university lecturer in NSW, for over 30 years.



The Hon Stephen Kamper, MP, NSW Minister for Multiculturalism, Language Services Medal winner Dr Raymond Chakhachiro, and NAATI Chair Voula Messimeri AM.



NAATI staff at the AUSIT National Conference in November 2023. From left to right: Gary Harkins, Mark Painting, Michael Nemarich, Trang Do and Lee Yacoumis.



NAATI Senior Operations Manager (South) Francesca Cimorelli (far left) at the launch of Monash University's Interpreting Mentoring and Professional Advancement Regional Opportunities (IMPARO) project report and online toolkit in Shepparton, Victoria on 22 November 2023.

NAATI's international presence this financial year was marked by active participation in key events. In July 2023, NAATI supported the participation of NAATI-Certified Deaf Interpreter Ramas McRae at the World Association of Sign Language Interpreters Conference in Jeju Island, South Korea. September saw NAATI sponsoring and attending the New Zealand Society of Translators and Interpreters Conference in Christchurch, New Zealand, while Dr Adolfo Gentile and Ms Aurélie Sheehan represented NAATI at the InDialog 4 Conference in Ghent, Belgium. Additionally, in early November, NAATI was invited to the International Translation Forum at King Saud University in Riyadh, hosted by the Literature, Publishing and Translation Commission, part of the Saudi Arabia Ministry of Culture. In addition to participating in the forum, NAATI provided online translator and interpreter testing for the Literature, Publishing and Translation Commission and Princess Nourah Bint Abdul Rahman University throughout the year.



Mark Painting, Fiona Whiteridge (GM Refugee and Migrant Services at MBIE) and Michael Nemarich at the NZSTI Conference, September 2023.



Dr Adolfo Gentile and Aurélie Sheehan at the InDialog Conference in Ghent, Belgium, September 2023.



Case Study: Industry Insights from a NAATI-Certified Interpreter in New Zealand

Carolina Cannard - NAATI-Certified French and Greek interpreter

“We interpreters are the voices of those who cannot speak”

Carolina Cannard is a NAATI-Certified French and Greek interpreter based in New Zealand. She is also a PhD researcher exploring the experiences of refugee women with interpreters in New Zealand. Carolina specialises in simultaneous conference interpreting and co-founded SiNZ. Her passion for interpreting and her understanding of the interpreter’s complex role incited her to advocate for fair pay and better working conditions by creating a petition and collecting testimonies from fellow interpreters, which she later submitted to the New Zealand Government.

PhD research and volunteering

Conducting research on interpreting at a PhD level was an undeniably tough and testing experience. The NZ Red Cross gave me the opportunity to assist the NGO as a volunteer to help refugee families settle in their communities. Volunteering, along with the interviews I collected from refugee women who participated in my research project, were life changing - they gave me an in-depth understanding of how much our work means to our most vulnerable clients. We interpreters are the voices of those who cannot speak. We must recognise and honour the importance of our professional role and the impact that we can have in people’s lives. I feel very proud and privileged to be working as an interpreter.

Simultaneous interpreting and SiNZ

Being in the booth is a thrill and the challenging nature of simultaneous interpreting is something that I really enjoy. With colleagues Isabelle Wannenbourg and Agustina Marianacci, we decided to create SiNZ (Simultaneous Interpreters New Zealand) to offer a platform for New Zealand-based interpreters who specialise in simultaneous and conference interpreting. Our aim is to promote the recognition of this specific interpreting mode in New Zealand, foster collegiality and communication among members, and to advocate on behalf of the profession. Day by day, we dedicate our time as volunteers to help SiNZ grow.

We must speak up for our industry

One of the greatest joys of working as an interpreter is to meet other inspiring colleagues who end up becoming dear friends along the way. Our continuous discussions revealed how most of us were disheartened by the generally unsustainable low industry rates and the unethical practises that some agencies perpetuate by hiring unqualified interpreters, thus putting vulnerable clients and high-stake services at risk. I decided to speak up about these issues and seek support from NZSTI and fellow practitioners. With the help of NZSTI and dedicated colleagues, I was able to send a petition signed by 1,600 people and over 40 interpreter testimonies to the New Zealand government to raise our concerns collectively. I want to encourage all T&I colleagues to unite and speak up openly about industry issues to push for change and better working conditions for all. Together, we are stronger.

Section Four

Our People

As a national organisation, effective communication across NAATI is critical to ensure the delivery of an exceptional level of service. Excellence in communication supports the candidate experience, allows seamless engagement with various stakeholders, and ensures that staff can reach out and engage at any time with their team members and colleagues across the country.

Our excellent IT platforms have allowed increased flexibility and changed the way we work, deliver our services, and engage with each other. From an internal staff perspective, our intranet continues to play a key role in communication and connection acting as a ‘hub’ to support and share business, industry and personal development stories and experiences that contribute to professional growth and development.

Turnover at NAATI has remained low this year, at just 8% compared to industry averages of 14%, which has provided a stable and knowledgeable base to support recent business realignment activity as well as business-as-usual activity. During the year, there were a few work anniversary celebrations, including two 20-year work anniversaries and several five-year work anniversaries.

NAATI operates across Australia with staff located in Canberra, Brisbane, Sydney, Melbourne, Adelaide, Hobart and Perth. As of 30 June 2024, NAATI employed 822 people in full-time, part-time and casual roles, which includes test invigilators and role-players who support the delivery of testing.

Employment type	Total	Female	Male
Full-time	45	33	12
Part-time	22	18	4
Casual	755	529	226

Staff-led committees and working groups

Reconciliation Action Plan Working Group

NAATI will continue its reconciliation journey with the support of the Executive team and the Board through the next phase of Reconciliation Action Plan (RAP) development, with the Innovate RAP. A new working group will oversee the development and roll out of this work, with a view to embedding reconciliation practices and commitments into our everyday work at NAATI.

During this year, cultural engagement and learning continued to be a key focus at a local level, with National Reconciliation Week and NAIDOC Week events held in each state. NAATI’s offices in Perth, Brisbane, Sydney and Melbourne now proudly display works from local First Nations artists which tell stories about the lands on which we work, and support our goals of increasing engagement with and understanding of Country.

Staff Consultative Committee

While staff consultation remains a priority commitment, the existing Staff Consultative Committee was placed on hold at the end of 2023 to allow space for an Employee Bargaining Committee to support the negotiations for the NAATI Enterprise Agreement 2024-2028.

Work Health and Safety Committee

The role of the Work Health and Safety (WHS) Committee is to assist NAATI in discharging its WHS responsibilities under the relevant WHS legislation. The committee plays a vital role in reviewing and providing feedback on related policies.

The committee continued to work with senior leaders within NAATI to ensure practical application of various changes to legislation and codes of practice. Underpinned by recent changes to the model WHS laws, NAATI has taken all reasonable steps to educate and support staff to understand and minimise risks that could lead to psychological harm. Internal training was developed to ensure managers and team leaders understood their obligations and the practical application of risk minimisation strategies.

NAATI Enterprise Agreement 2024-2028

A significant piece of work for the first half of 2024 was establishing an Enterprise Bargaining Committee to negotiate the terms and conditions of the NAATI Enterprise Agreement 2024-2028. Through a nomination process, an employee committee of seven was formed, representing our various locations and roles within the organisation. Staff input into the process has been strong and we look forward to finalising the process and ensuring a strong commitment to terms and conditions that allow our staff to work at their full capacity, while being able to balance their personal lives, learning and development goals, and overall wellbeing as a NAATI team member.

Staff Engagement: Voice Project Staff Survey for February 2025

A staff engagement survey was not undertaken in 2024 due to business realignment activity and the Enterprise Agreement negotiations. A survey was undertaken in February 2023 with excellent results in Staff Engagement (87%), Progress (90%) and Wellbeing (88%). NAATI now aims to conduct a survey on a two-yearly cycle with our external partner, and short internal pulse surveys on the alternate year.

Our next staff engagement survey is scheduled for February 2025 and supports our continuing commitment to consult and engage with staff to ensure a safe, productive and engaging work environment for all.

NAATI Learning and Development

Several learning and development initiatives were rolled out this year to support the changing way we do business, and in particular the increased focus on technology and digital change.

Once again, we engaged with our ICT training provider to offer updated training for staff in a variety of Microsoft products, most significantly PowerBi.

Other learning and development initiatives included:

- an internal psychological safety training program for managers and team leaders rolled out in early 2024
- updated training on customer service, people management (including complaints and conflict), and business and report writing skills
- cultural awareness training, both face-to-face and online
- personal and professional wellness webinars via our Employee Assistance Program provider

- ongoing partnership with the Australian Institute of Management to deliver a variety of courses to individuals including financial management, strategy on a page, marketing, training and assessment, and new leader courses
- staff attendance at professional conferences and workshops, and
- supporting staff to complete relevant vocational and tertiary level study.

Employee wellbeing

During this year NAATI’s Employee Assistance Program (EAP) provider Benestar merged with global health and wellbeing provider Telus Health to offer an enhanced range of services for our staff. The service continues to offer coaching and counselling services, self-help tools, a mobile app, checklists and resources as well as monthly webinars.

Support was also provided during the year for staff to access a local flu vaccination program, either via onsite clinics or the provision of vouchers that could be redeemed at local pharmacies.

NAATI has continued the partnership with the ACT Healthier Work program and has maintained Platinum+ status throughout the year. The Healthier Work program encourages workplaces to engage staff in a variety of healthy initiatives that support good physical and psychological health. Supported by national and local providers, NAATI has launched and embedded several initiatives for our teams across the country.

Examiners

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

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

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

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

Our committees

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

Technical Reference Advisory Committee

The Technical Reference Advisory Committee was established in 2018, coinciding with the introduction of NAATI’s Certification System. Since 2018, the Committee has met at least four times each year and reported to the Board through the CEO.

With the terms of several Technical Reference Advisory Committee members expiring at the end of 2023, and two of the Committee members being appointed to the Board, in March 2024 the Board decided to bring the Technical Reference Advisory Committee to a close.

The Technical Reference Advisory Committee has been a key source of expert advice to the Board and NAATI’s staff on technical translating and interpreting matters. Over the years the Technical Reference Advisory Committee played an important role in the provision of independent advice on policy and practice issues.

The Technical Reference Advisory Committee members during the year were:

- Magdalena Rowan (Chair)
- Gulnara Abbasova
- Ismail Akinci
- Dr Miranda Lai
- Dr Teresa Lawrence
- Christine Le
- John Antonopoulos, and
- Julie Judd.

Regional Advisory Committees

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

The main role of the Regional Advisory Committees is to provide NAATI with advice and insights on translating and interpreting matters relevant to the respective state or territory. The Regional Advisory Committees also facilitate the exchange of information among their local networks of practitioners, educators, industry, government and other stakeholders.

Regional Advisory Committee members are drawn from a cross-section of the profession, including representatives of professional associations, language service providers, government agencies, educational institutions, and individual practitioners.

Section Five

Financial Summary

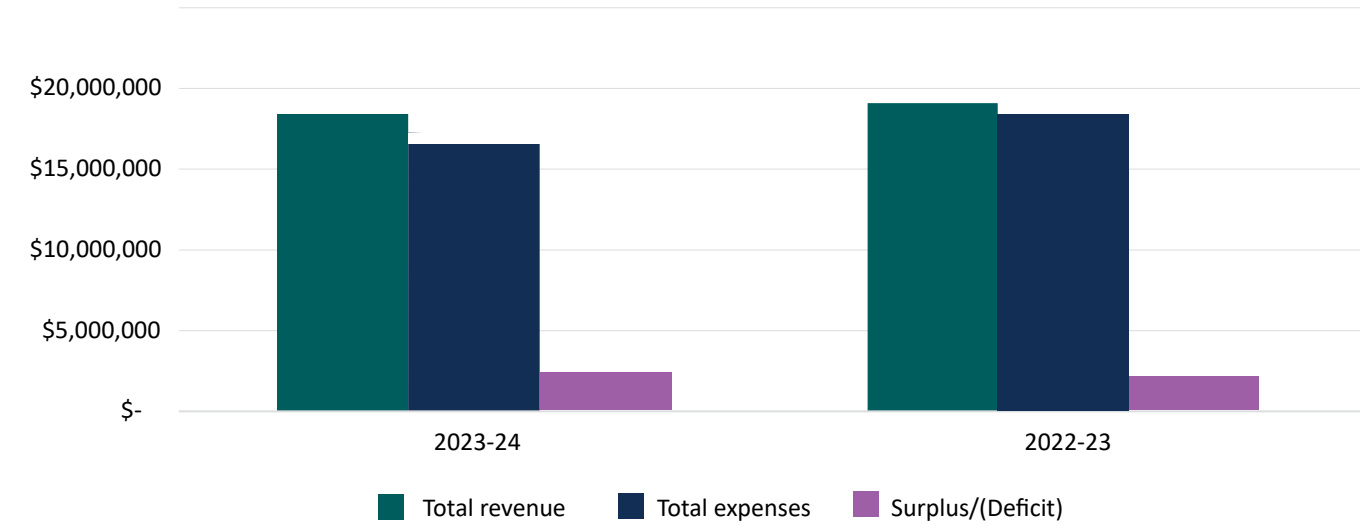


The following financial summary is based on the audited financial statements for 2023-24 and comparatives for 2022-23.

Operating Result

NAATI ended the year with a surplus of \$1.9M compared to \$1.7M in 2022-23. This has resulted in a surplus of 10% compared to 9% in 2022-23.

Figure 1: Comparison of 2023-24 performance with the previous year



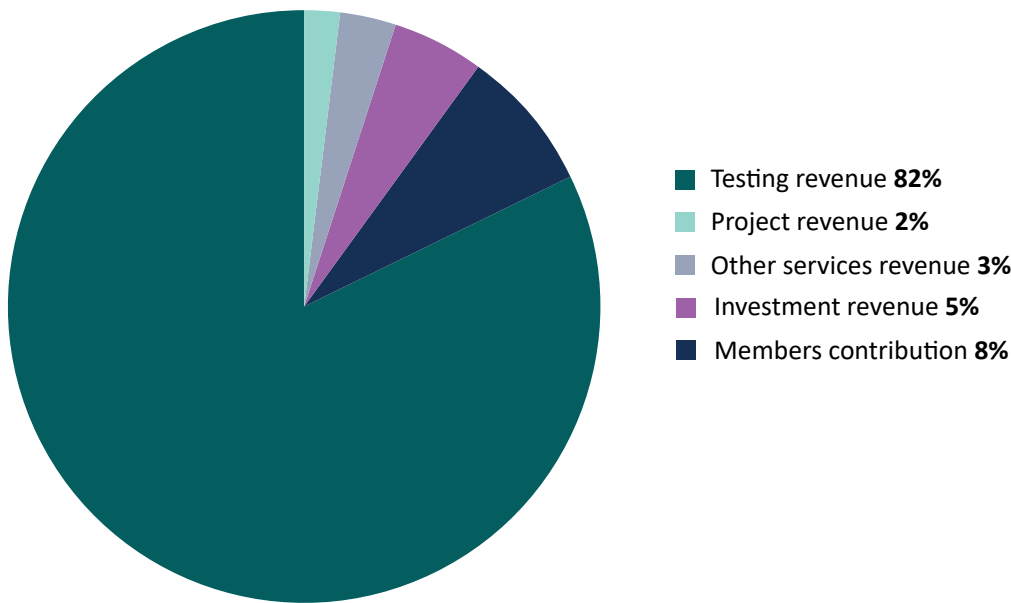
The operating result for 2023-24 is slightly more than the previous year due to the reduction in expenditure as a result of operational efficiencies and reduction in test development activities during the year.

In total, 20,922 tests were delivered in 2023-24 compared to 21,427 in 2022-23.

Revenue

NAATI ended the year with a revenue of \$18.4M, the composition of which is as follows:

Figure 2: Composition of revenue for the year ended 30 June 2024



Comparison of 2023-24 revenue with the previous year:

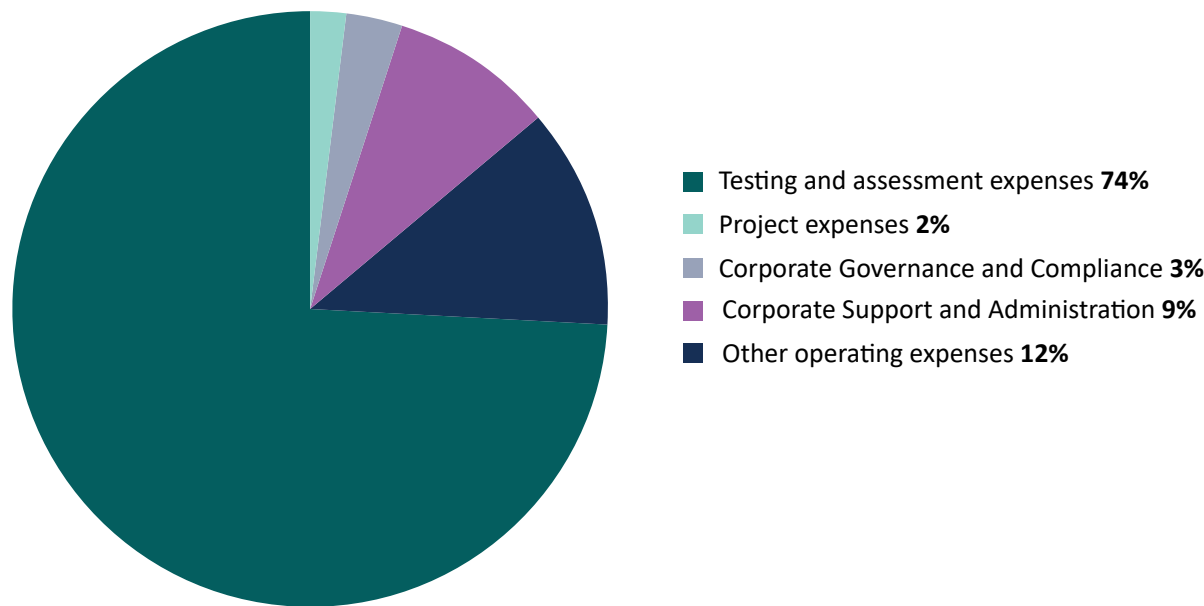
The revenue for 2023-24 is \$18.4M, around the same level as 2022-23 \$18.9M (variance of 2%).

The slight reduction in demand for testing services was offset by the increase in investment income from short-term investments due to continued increase in interest rates.

Expenditure

During the year 2023-24 NAATI incurred \$16.5M in expenditure. The composition of the expenditure is as follows:

Figure 3: Composition of expenditure for the year ended 30 June 2024



Comparison of 2023-24 expenditure with the previous year:

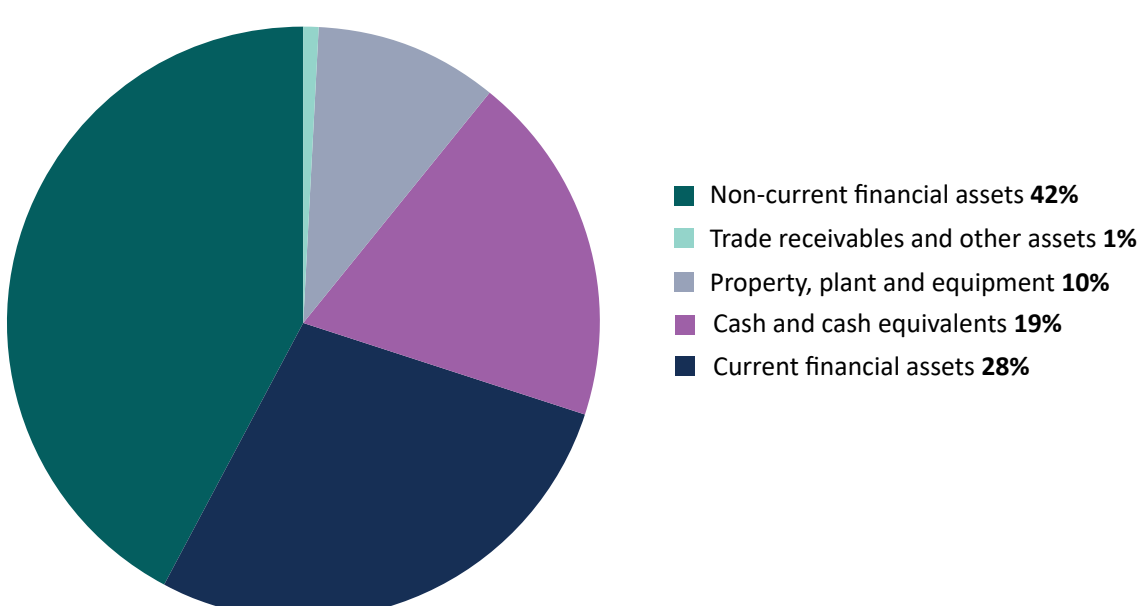
The expenditure for 2023-24 is \$16.5M compared to \$17.2M in 2022-23.

The decrease in expenditure was mainly due to operational efficiencies achieved through activities such as recording tests in-house and optimising the use of test invigilators and role-players in the testing format and reduction in test development activities.

Assets

NAATI has \$32M in assets as at 30 June 2024. The composition of assets are as follows:

Figure 4: Composition of assets as at 30 June 2024



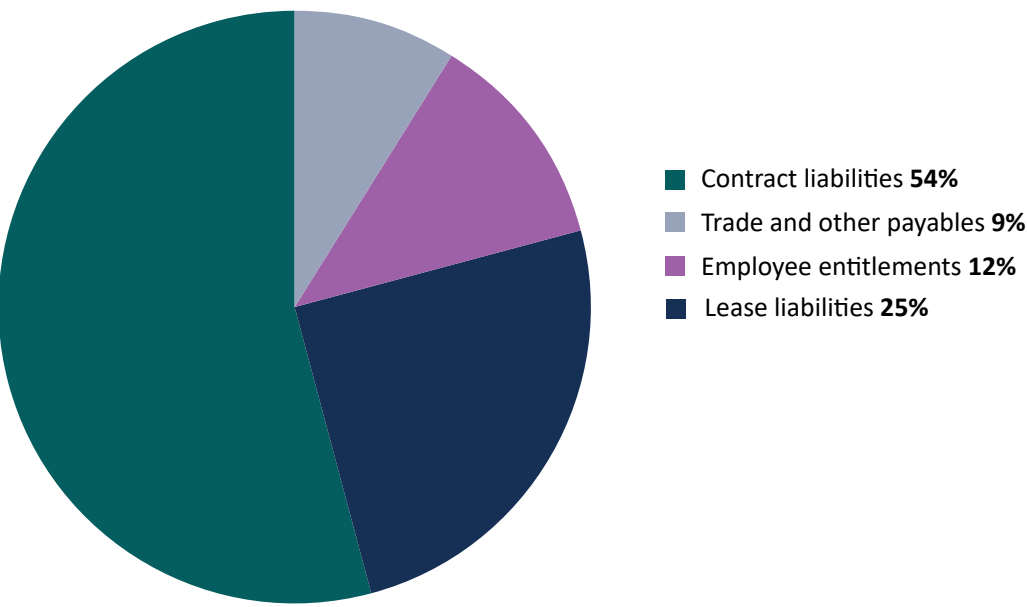
The major components of assets are as follows:

- 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 consists of office premises leased and considered as assets as per AASB 16, software developed, fit-outs, furniture and fixtures and office equipment.

Liabilities

NAATI has \$10M in liabilities as at 30 June 2024. The composition of liabilities are as follows:

Figure 5: Composition of liabilities as at 30 June 2024



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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 2024.
- 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 2024.

The Audited Financial Statements for 2023-24 are available on NAATI’s website at www.naati.com.au



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