

Annual Report

Ετήσια Έκθεση

Báo cáo Hàng năm

التقرير السنوي

वार्षिक रिपोर्ट

2020/21

Language
Loop



Turning words into possibilities

A great experience in any language

We deliver language and technology services to organisations in an effective manner so they are able to be fluent in the desired language.

Technology to connect anywhere

To help connect people from all around the world, we provide that possibility with advanced technology, in any language.

Focus that comes with experience

For over 40 years, our knowledge and experience in language services has been widely recognised. We take great care of all culturally and linguistically diverse community needs with a true understanding and a deep focus.

Trust that builds loyalty

Having the ability to connect with culturally and linguistically diverse communities in their primary language builds trust. We are proud to help businesses and government clients create loyalty through language.

Acknowledgment of Country

In the spirit of reconciliation LanguageLoop acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community. We pay our respect to their elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

**Language
Loop**



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Responsible body's declaration

In accordance with the *Financial Management Act 1994*,
I am pleased to present LanguageLoop's Annual Report
for the year ending 30 June 2021.



Professor Kathy Laster
Chair of LanguageLoop Board of Directors

12 November 2021



Who we are

Turning words into possibilities

As Australia's leading full service language provider, we give culturally and linguistically diverse (CALD) people the voice they need to thrive in society.

With 21% of the population speaking a language other than English, our network of over 3,200 interpreters and translators, speaking over 190 languages, enables organisations of all shapes and sizes to speak and engage with culturally and linguistically diverse communities.

Our full suite of on-demand 24/7 telephone interpreting, video interpreting, on-site interpreting, translation services, and digital language solutions, including multilingual chatbots and in-language SMS reminders, empowers our clients to connect to their customers and patients in any language, any time, across any channel.

As technology continues to evolve, we harness new solutions to help businesses and government bodies connect with their customers and communities across boundaries and cultures. Sharing a language builds trust and with trust comes loyalty. That's why leading businesses and government bodies choose to partner with us.

Our vision

To give people a voice, so they can not only participate in society, but thrive.

Our mission

To connect people through language so they can live life without limits and access services they need.

Our values



Adventurous, creative,
and open-minded



Innovate by being bold
and imaginative



Open and honest relationships
through communication



Support each other and
deliver quality services that
excites our customers



Reward and recognise
achievement



Celebrate
difference

Chair's Report

Professor Kathy Laster
Chair



It is near impossible to write about 2020-21 without resorting to clichés. The past year was, indeed, 'unprecedented', with every aspect of our social, economic and cultural life severely disrupted. The impact of coronavirus (COVID-19) though was felt more acutely by some than others.

Last year, the need for professional interpreters and translators was suddenly brought into sharp relief.

Imagine that your loved ones live in pandemic hot spots around the world facing an existential threat. Add to that the fact that locally you are physically isolated from your usual support networks of extended family, friends and community. If that were not enough, there are many people in our community who are unable to speak English well enough to navigate complex health, education and work environments which during the crisis were themselves in a state of flux. Compounding these problems was the need to understand and comply with restrictions designed to protect us individually as well as the safety of the wider community.

We are proud that our wonderful LanguageLoop staff rose to the challenge and worked with our large workforce of 3,200 interpreters and translators to meet the needs of 190 language groups, quite literally, 24/7. Together, we provided an essential service committed to the principles on which this great organisation was founded over 40 years ago- to facilitate communication to ensure equitable access to services and support for culturally and linguistically diverse communities.

Professor Kathy Laster

A handwritten signature of Professor Kathy Laster in black ink. The signature is stylized and cursive, appearing to read 'Kathy Laster'.

In the second half of the year, LanguageLoop's Board was refreshed with the appointment of a full Board of nine members each of whom bring valuable skills and experience to the organisation at a time of great change across the language services sector. I am honoured to be the new Chair leading such a distinguished group of colleagues.

The new Board is working closely with the Executive to breathe new life into the organisation's Mission, Vision and Values. We are strengthening our relationships across the sector to ensure that we add greater public value. A major project, commenced in collaboration with government earlier this year, is to progressively transition our interpreter and translator workforce to more secure working arrangements as employees of our vital service.

As the incoming Chair, I thank our retiring Chair George Lekakis AO, Deputy Chair Miriam Suss and board members, Carlo Carli, Sabah Khan and Louise Kloot for their committed service to LanguageLoop that oversaw an unprecedented expansion - with non-English speakers accessing our services at the greatest rate in our 40 year history. Thanks also to the dedication of our CEO, Elizabeth Compton, and her team, the new Board inherited a highly successful organisation which is an acknowledged leader in language services in Victoria and Australia. Our strong position will stand us in good stead as the Board reviews our strategic direction in turbulent times. We remain committed to ensuring that language is no barrier to access so that diverse communities can not only survive but thrive.

CEO's Report

Elizabeth Compton
Chief Executive Officer



As a global society we've learnt much throughout the pandemic, and one of those learnings has been the importance of clear, accurate and easy to understand health information for all our culturally and linguistically diverse communities. In a country where 21% of us speak a language other than English, the critical nature of communicating in-language, especially health related information, has been clear.

The past 12 months has shown us the resilience of our society, and also of our amazing staff and language professionals. During the year we've been a trusted advisor to departments at both State and Federal level, working in partnership to communicate with multicultural communities and provide critical health, travel, quarantine, contact tracing and other coronavirus (COVID-19) related information. At the peak of the pandemic, our Translations Department and supporting teams worked 24/7 to respond to and support government agencies to ensure urgent information could be communicated in multiple languages.

Like all businesses we adapted quickly, not just to the changes of remote working, but also to the changing needs of our clients. When on-site interpreting was not an option due to restrictions, we were able to quickly upgrade our technology infrastructure to enable video interpreting using any client platform. Further, we saw a large increase in the use of our on-demand 24/7 telephone interpreting service – with 41.5% growth on last year. Due to the rapid increase in demand we increased our Telco capacity to deliver up to 7,000 three-way interpreting calls a week. We also saw a 38% increase in our translations business and a move to online digital delivery of services.

Due to the skill of the team and ability to quickly innovate and adapt, we are very proud to deliver a

4% increase in revenue on last year to \$26.2M, and \$995,500 profit – which given the huge disruption of COVID-19 – is an outstanding result. I deeply thank our 3,200 language professionals and head office staff who worked so hard with our clients during an exceptionally challenging period. This result means that over half a million people were able to access services and participate in society via our multilingual capability. Further, the Executive Team commenced preparatory work to transition our workforce to employees.

I would like to sincerely thank our long serving Chair, George Lekakis, who retired in August 2020, Deputy Chair Miriam Suss and Board members Sabah Khan, Louise Kloot and Carlo Carli. I had the pleasure of working with an inspiring board for over five years to deliver incredible value and service to our communities. Together, the Board, Executive and staff, grew this organisation into a globally recognised language service provider of the highest quality. Together, we expanded into new sectors, delivered innovative new solutions, and further cemented our role delivering for government agencies.

We hope the coming year, with a new Chair and Board, will be just as successful in meeting the needs of our culturally and linguistically diverse communities and ensuring we have a supported and engaged workforce. A special thanks to the Executive team who have also shown true leadership, especially during the pandemic, to not only continue delivering and expanding our services, but also being wonderful supports to their own teams and showing such dedication to our clients and language professionals.

Au revoir

Elizabeth Compton

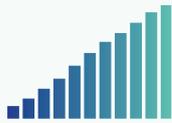
A handwritten signature in black ink, appearing to read 'Elizabeth Compton'. The signature is fluid and cursive, written over a white background.

Year in review

With coronavirus (COVID-19) continuing to impact the economy throughout 2020-2021 we focused on leveraging the latest technology to create new ways to deliver language services for our clients to engage with their culturally and linguistically diverse customers, clients and patients. We quickly adapted to ensure our clients could continue servicing our multicultural communities and focused strongly on increasing accessibility and quality across essential health and community services.

Staying true to our vision and mission, we put accessibility at the centre of all our efforts to improve the delivery of our services. Not only were we able to increase our network of language professionals and the number of languages we deliver, we were able to increase service channels, enabling culturally and linguistically diverse people to access our full suite of interpreting and translation services anytime, anywhere, through any channel.

Key highlights



\$26.2m

Total revenue 20/21

3,200+

Registered language professionals



190+

Languages interpreted



230+

New language professionals recruited



9

New languages interpreted for the first time



41.5% growth

In telephone interpreting



500,000+

Culturally and linguistically diverse people assisted



38%

growth in translation



270,000+

Telephone interpreting calls



123,000+

On-site interpreting requests



126,000+

video interpreting requests across any platform



34

We service up to 34 Indigenous languages and dialects.

On-site Interpreting

Throughout 2020-2021, we gave a voice to thousands of culturally and linguistically diverse people around the country via our on-site interpreting services, enabling them to access critical health and other community services at our client's premises.

With coronavirus (COVID-19) continuing to impact our community, our specialist interpreters remained an essential service, taking all health precautions to assist people from culturally and linguistically diverse backgrounds across a range of settings including hospitals, testing sites, schools, aged-care, courts and various other locations.

Over 5m people

in Australia speak a language other than English at home

Our network of 3,200+ qualified interpreters have backgrounds in medical, insurance, finance, law and engineering, enabling them to interpret complex and often difficult conversations when referring to patient outcomes and health results.

We have seen a shift in our Top 10 on-site interpreted languages this year. Greek and Chin (Hakha) dropped out of the Top 10 on-site languages, making way for Tamil and Thai. Interestingly, the most requested on-site interpreting requests came from Maternal Child Health and Early Parenting programs, illustrating the ongoing need for interpreting services for new parents across maternal, newborn and child health services throughout the pandemic.

On-site Interpreting Top 10 languages (%)



“We have found LanguageLoop’s interpreters to be very professional with a focus on ensuring the families receive the information we need to share with them to promote health and wellbeing for themselves and their children,”

Greater Dandenong City Council

Telephone Interpreting

Our Telephone interpreting (TI) service is a quick and easy way for government bodies and businesses to communicate with their customers and patients instantly. At the touch of a button our clients can access over 3,200 interpreters across 190+ languages including Indigenous languages, 24 hours a day, 7 days a week.

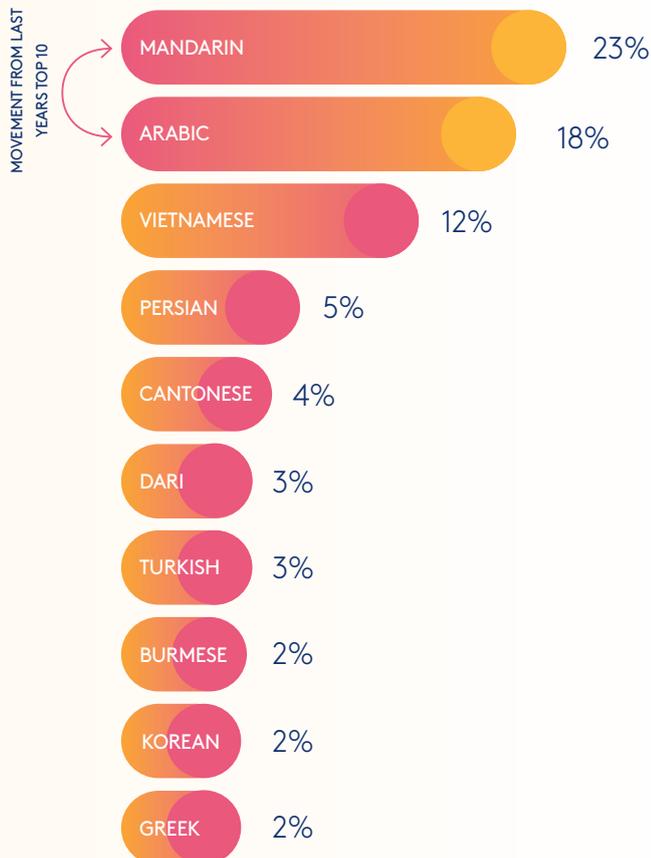
Our TI service showed strong growth for a fifth consecutive year, with a large increase in service requests compared to the previous year. Our state-of-the-art TI service, PhoneLoop, handled almost 270,000 calls this year - seamlessly connecting businesses and their customers to a professional interpreter in just 30 seconds across our top 10 languages.

Some of this growth was due to clients shifting on-site appointments to telephone due to in-person coronavirus (COVID-19) restrictions. We supported our clients through this transition to ensure people from culturally and linguistically diverse backgrounds could continue receiving critical language support.

This year, our Top 10 TI languages have remained the same with only a slight change to the top two languages. With Chinese migrants driving Australia's overseas migration rates in previous years, we again saw Mandarin overtake Arabic for first place this year. As we continue to dominate the financial services sector, providing telephone interpreting services for three of the big four banks, we've seen Mandarin equate to almost 50% of total TI requests across the financial services sector.

Telephone Interpreting

Top 10 languages (%)





41.5%
growth

in telephone interpreting

Supporting remote learning with Telephone Interpreting

The Department of Education and Training partnered with LanguageLoop to roll out a Telephone Interpreting solution, enabling culturally and linguistically diverse parents to connect with their child's school with an interpreter on the line. This gave parents an additional opportunity to be involved in their child's education.

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We're able to engage parents and carers of our students more purposefully through LanguageLoop's interpreting services. Their telephone interpreting service is increasing overall engagement with schools and empowering parents and carers to advocate for their children.

Allison from Mildura English Language Centre

Indigenous languages

As Australia's leading language service provider, we're always looking at ways to connect people through language so they can live life without limits and access the services they need. At the time of European settlement in 1788 it is estimated that there were between 200 and 300 distinct Indigenous languages, including 800 dialectal varieties, spoken on the continent.

Today, it is estimated that only 120 first languages are currently spoken, with many of these now in high risk of being lost forever. At LanguageLoop, we are helping to keep these languages alive by providing up to 34 Indigenous languages and dialects through our interpreting partnership with ABC Multilingua. We will continue to raise awareness of Australian Indigenous languages, as well as acknowledging and promoting the links between language, cultural identity and reconciliation.

NAIDOC Week 2020

In honour of NAIDOC Week 2020, we translated the Acknowledgement of Country in Victoria's top 35 languages to celebrate Australia's Traditional Owners of the land. We have made these translated versions available to multicultural organisations across Victoria to ensure all communities can acknowledge and celebrate Indigenous culture.

Top 5 Indigenous Languages Interpreted

#1 Pitjantjatjara

#2 Warlpiri

#3 Ngaanyatjarra

#4 Luritja

#5 Yolngu Matha

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This is a terrific initiative from LanguageLoop, and I encourage community organisations across Victoria to take up the opportunity to access these resources. As a community, it is important that we celebrate the achievements, history and rich culture of Aboriginal and Torres Strait Islander people and these resources will be another way for communities to do this.

**Minister for Multicultural Affairs,
the Hon Ros Spence**



Video Interpreting Solutions

Our Video Interpreting solutions provide a fast, seamless customer experience by virtually connecting organisations and their culturally and linguistically diverse customers with an interpreter anywhere, any time and in any language.



VideoLoop supporting CALD communities as they receive the coronavirus (COVID-19) vaccine

Our on-demand video interpreting app, VideoLoop has been chosen to support culturally and linguistically diverse (CALD) communities in Victoria with the COVID-19 vaccine rollout.

With over 300 languages spoken across Australia, it's important that critical vaccine information is correctly and accurately communicated to the 21% of Australians who speak a language other than English at home.

Our market-leading interpreting app assists healthcare providers overcome language barriers and provide quality healthcare to ensure patients understand their treatment and can provide informed consent.

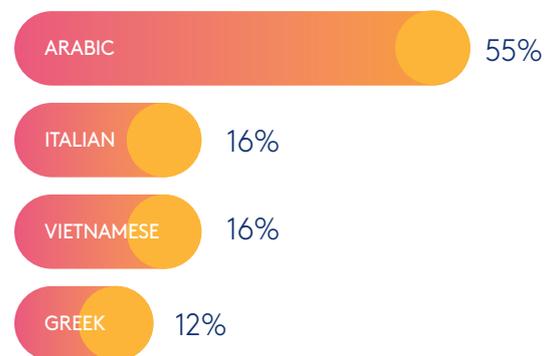
VideoLoop App

VideoLoop is our on-demand video interpreting app (available on the App Store). This market-leading app can be accessed from any mobile or camera enabled device—putting our clients and their customers/patients face-to-face with an interpreter at any branch, outlet, clinic or location Australia-wide.

VideoLoop connects customers with our 3,200+ NAATI certified interpreters specialising across a range of customer facing industries including finance, insurance, law, health, education and government sectors.

VideoLoop

Top 4 languages (%)



VideoLoop's on-demand function will be essential for walk-in patients who do not speak English or have a low level of English language proficiency. LanguageLoop has been our primary language service partner for years, and this new app just goes to show their innovative thinking in supporting CALD communities.

**Josh from StarHealth,
Service Experience Program Manager**

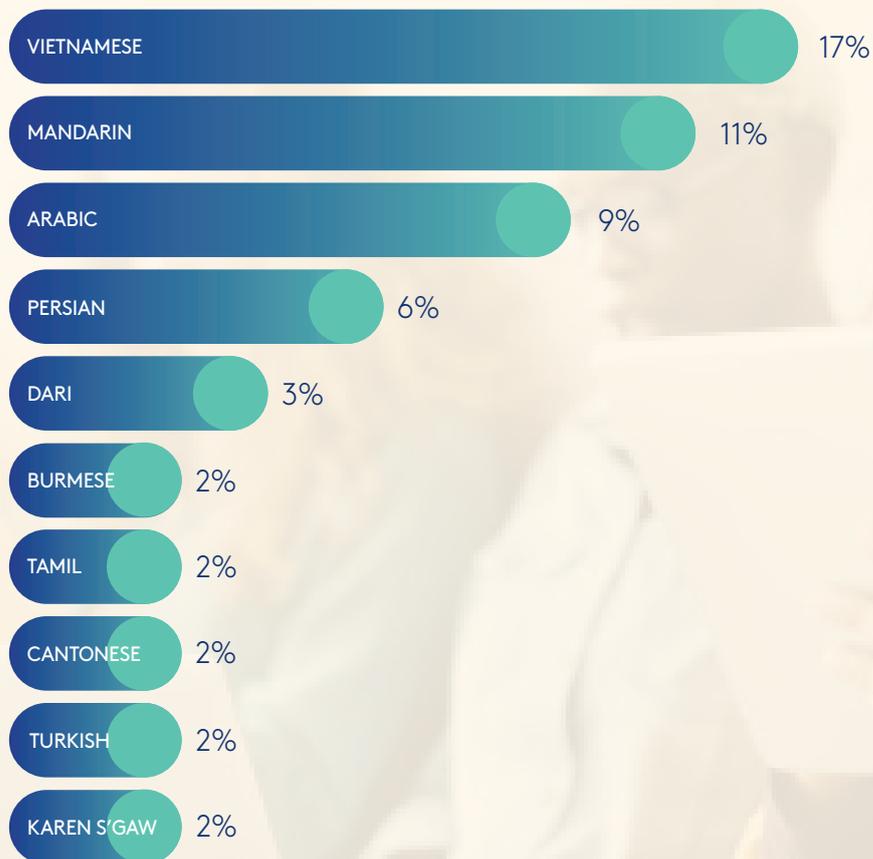
Video Interpreting (any platform)

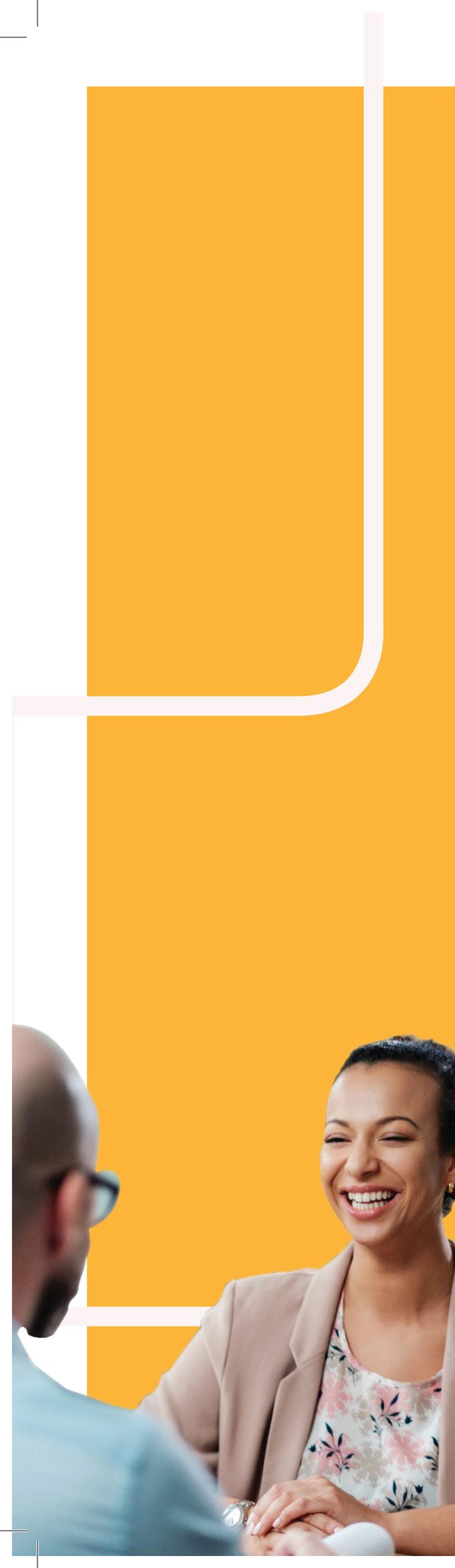
Our second video interpreting solution is our pre-booked Video Conference service. This solution enables government bodies and businesses to access an interpreter using their nominated web based video conference tool including Skype, Zoom, Telehealth, Microsoft Teams, GoToMeeting etc.

This video interpreting solutions has been incredibly successful and an integral tool for our clients to maintain relationships and support their clients during the pandemic. When the pandemic began we were able to quickly make upgrades to our technology infrastructure to facilitate this service which means we are platform agnostic when working with our clients to deliver video interpreting.

Video Interpreting

Top 10 languages (%)





Translation Services

This year our translation services continued to provide essential coronavirus (COVID-19) support to our diverse communities, working with the Departments of Health, Home Affairs and Justice on their multilingual public health information campaigns.

In 2020 we saw an exponential increase in content development in response to rapidly changing pandemic conditions and related public policy. Moving into 2021 with the early lessons learnt from the pandemic, we saw a more strategic approach to communications with public information being prepared in advance of additional smaller outbreaks.

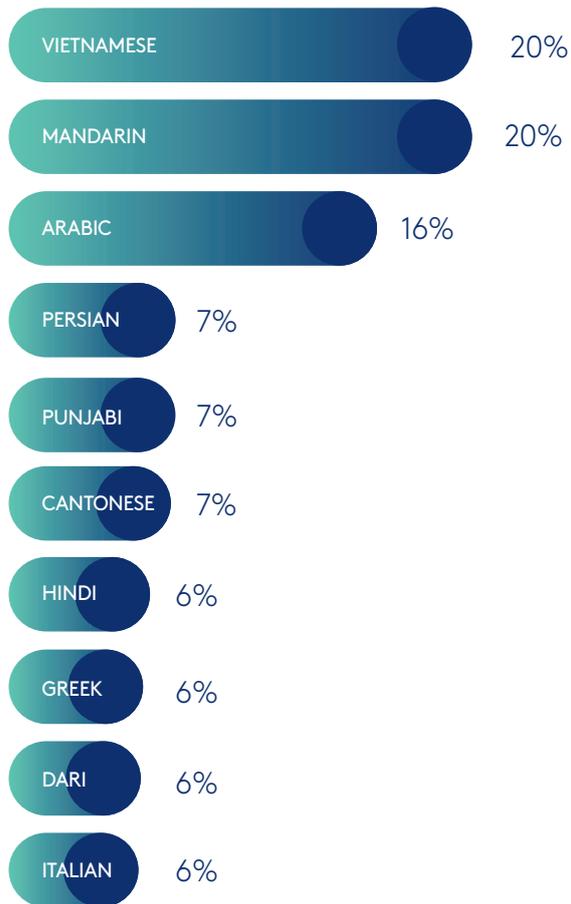
More broadly, we continued to work with government and businesses producing content across a range of material and platforms for print, websites, multimedia, social media and audio. We saw financial institutions responding positively to regulations put in place by the Australian Securities and Investments Commission (ASIC) by developing policy information in languages other than English to ensure equal and ease of access to information.

We continued to grow our presence in Queensland, working with Queensland Health, the Department of Justice and Attorney General, the Department of Communities, Housing and Digital Economy on their multilingual information campaigns. In Victoria, we consolidated our existing language service provision to local councils with appointment as a supplier on the Municipal Association of Victoria's newly established Media, Marketing and Digital Communication Services panel.

Our Translation Management System continued to deliver benefits to both our translation team and clients. Using the integrated project management and translation memory functionality, we were able to quickly react to urgent multilingual translation requirements by the Department of Home Affairs and deliver quality at even greater speed.

Languages Translated

Top 10 languages (%)



▲ 38% growth
in translations

While the top 10 languages is on trend with last year, we had requests for newly emerging languages including Lingala (Democratic Republic of the Congo), Cebuano (Philippines), Shona (Zimbabwe) and New Zealand Māori. This highlights the true diversity of our communities in Australia.



Highlights

Coronavirus (COVID-19)

Over the past year there has been a lot of media coverage about the need to ensure our multicultural communities receive clear and accurate information about the many aspects of the COVID-19 pandemic. Clear communication has never been more critical especially with the ever-changing information related to health, travel, restriction levels and other aspects of our lives impacted by COVID-19. LanguageLoop has been a critical partner to both the state and federal governments in providing advice and expert translations for our communities.

Victoria's coronavirus (COVID-19) Hotel Accommodation Program

COVID-19 Quarantine Victoria (CQV) is responsible for Victoria's COVID-19 Hotel Accommodation Program. To ensure recent arrivals understand their rights and obligations around quarantine after arrival in Australia, we translated an information pack into 16 languages which includes a letter from the Chief Health Officer, quarantine rules, exemptions, an arrival form, food safety questionnaire and a privacy notice. This is a critical pack to ensure recent arrivals and the broader community are kept safe. The information complements the telephone interpreting information line we also established for this program.

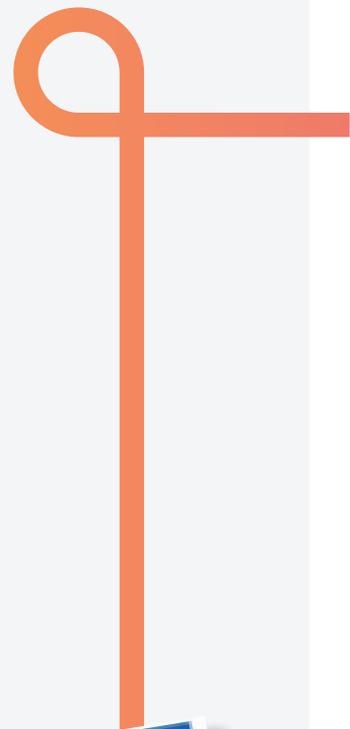
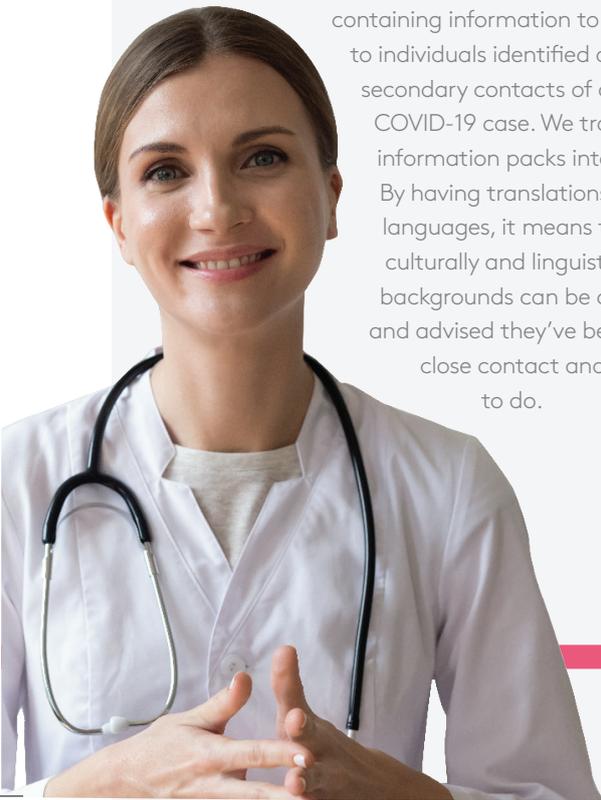
Contact Tracing

Contact tracing is a method being used globally to help slow the spread of COVID-19. It's a process of supporting those with COVID-19 and warning contacts of exposure to stop chains of transmission.

During the pandemic the Department of Health developed template information packs containing information to be provided to individuals identified as primary or secondary contacts of a confirmed COVID-19 case. We translated these information packs into 15 languages. By having translations available in 15 languages, it means that people from culturally and linguistically diverse backgrounds can be contacted quickly and advised they've been identified as a close contact and what they need to do.

Victorian Chamber of Commerce and Industry

LanguageLoop was the selected partner to produce translations of a key business recovery program developed by the Victorian Chamber of Commerce and Industry. We created multilingual versions of a business resource manual into 16 languages to support Victoria's diverse businesses, as well as translations of web content to support businesses to navigate the application process. The translations were a crucial resource to help multilingual business owners navigate and participate in a business mentorship program which offered tailored guidance on business recovery, market transformation, digital literacy and engagement, market and supply chain diversification, and reskilling and retraining.



Latitude Financial Translated Complaints Policy

In July 2020, the Australian Securities and Investments Commission (ASIC) released a regulatory guide for financial services firms outlining a new requirement to provide customers with clear information about their internal dispute resolution (IDR) complaints policies. This is an enforceable standard, meaning that it is a requirement of all financial institutions to ensure this information is available and easy to understand by people with a disability or people who speak a language other than English.

We provided Latitude Financial with advice on how to comply with this regulation including translating versions of their complaints policy and optimising the source content for translation. We used Latitude’s real-time telephone interpreting data combined with Census data on top languages spoken across Australia to provide consultancy on the top languages spoken by Latitude customers to develop the translated material. On top of this, we developed accessible solutions including an English audio version of the policy as well as copies in Braille. Translated versions of the policy is available on the Latitude website and offers customers the ability to also call through to our telephone interpreting service if they need additional assistance.



Commonwealth Bank

Commonwealth Bank (CBA) continues to select LanguageLoop as their preferred translations partner. Since late 2018 we have completed translation work for the Customer Vulnerability, Multicultural Community Banking, Customer & Community Advocacy and Schools, Not-for-Profit and Specialised Industries departments across CBA. This year, we worked with the Retail Banking Services department to provide Arabic, Simplified Chinese and Vietnamese bilingual PowerPoint presentations for two industry events run by CBA:

- Pathway to Property with information for attendants on purchasing property
- Staying Safe Online with information for attendants about scams and how to stay safe online.



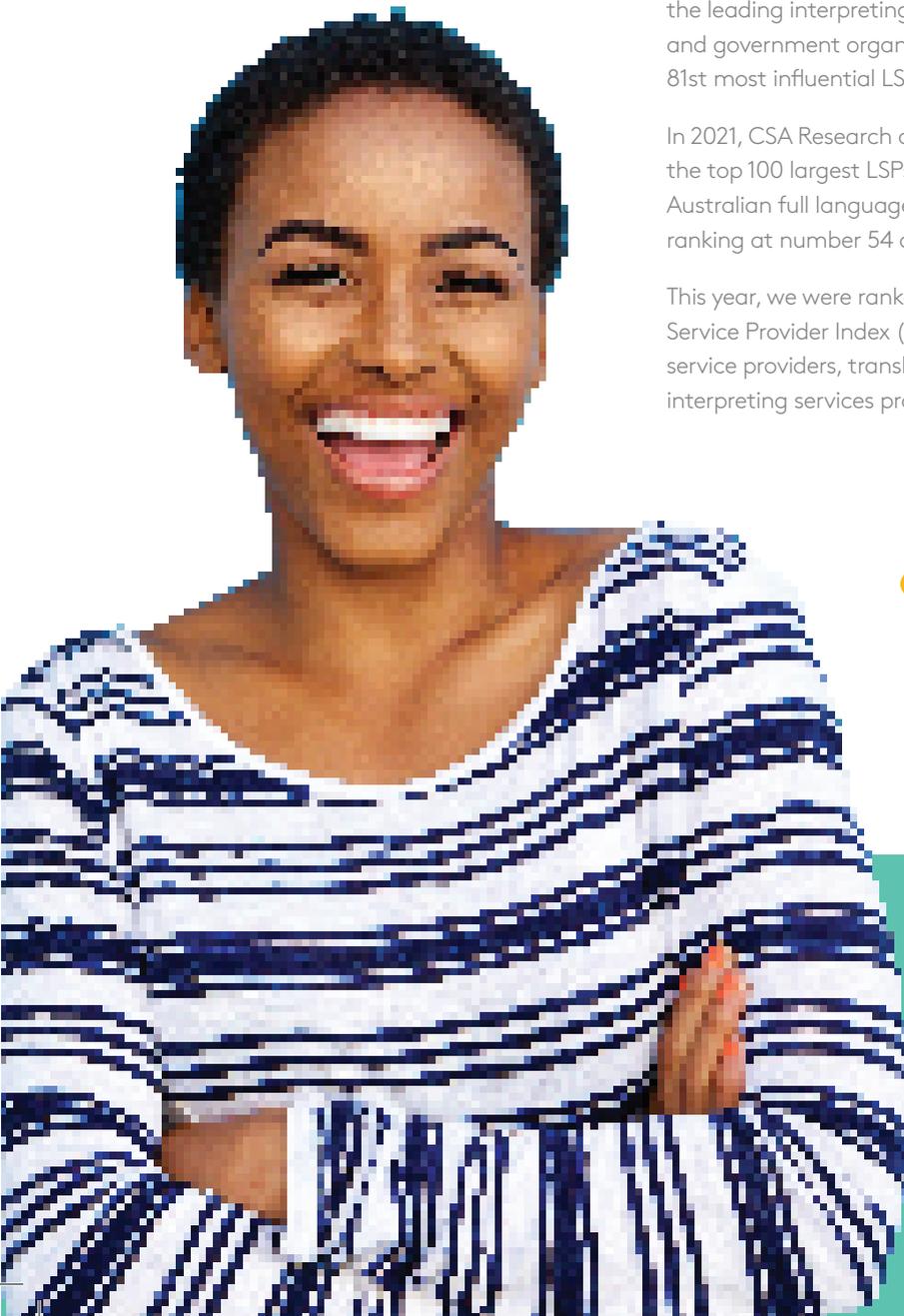
Global Top 100

Working in the industry for over 40 years, we continue to cement ourselves as a leading language services provider on a global scale as we made it into the Top 100 of all three Global Language Service Provider (LSP) industry rankings.

The Nimdzi Insights 100 is the definitive annual analysis of the language services industry. In 2021, it recognised LanguageLoop as the leading interpreting and translations service provider for enterprise and government organisations in Australia, and we were ranked as the 81st most influential LSP in the world.

In 2021, CSA Research also recognised LanguageLoop as one of the top 100 largest LSPs in the world. LanguageLoop was the only Australian full language service provider that made it into the top 100, ranking at number 54 of 100 largest LSPs in the world.

This year, we were ranked 64 out of 170 LSPs in the Slaton Language Service Provider Index (LSPI) which ranks the world's largest language service providers, translation agencies, localisation providers, interpreting services providers, and language technology companies.



Good Governance

We are committed to delivering great value to our customers and stakeholders, through best practice governance principles.

Governance

LanguageLoop is led by nine independent Board members, who are appointed by the government, and are required to meet dual reporting commitments to the Minister for Multicultural Affairs and the Treasurer.

Our Board of Directors is supported through two sub-committees, including the Audit and Risk Committee, and People and Culture Committee.

These committees oversee:

- Strategic planning
- Risk management and compliance
- Financial management and reporting
- CEO performance

Board and Committee Meeting Attendance

NAME	TERM	BOARD ELIGIBLE TO ATTEND	ATTENDED	PEOPLE & CULTURE	ATTENDED	AUDIT & RISK ELIGIBLE TO ATTEND	ATTENDED
George Lekakis AO (Chair)	Term ended 4 August 2020	1	1	0	1	0	0
Miriam Suss OAM (Deputy Chair)	Resigned 4 December 2020	5	5	0	2	0	0
Carlo Carli	Term ended 23 April 2021	8	8	0	0	1	1
Sabah Khan	Term ended 23 April 2021	8	8	0	0	2	2
Ruth Owens	Term ended 4 August 2020	1	1	0	0	0	0
Louise Kloot	Resigned 29 Nov 2020	4	4	0	0	1	1
Kathy Laster (Chair)	Appointed 5 August 2020	8	8	0	1	1	1
Michael Martinez (Deputy Chair)	Appointed 5 November 2020	7	6	3	3	0	1
Draga Jevtic	Appointed 5 August 2020	10	10	3	3	0	0
Michális Michael	Appointed 5 November 2020	7	6	0	0	1	1
David Talalla	Appointed 5 November 2020	7	7	3	3	0	0
Joseph Haweil	Appointed 27 April 2021	3	3	0	0	0	0
Noble Tabe	Appointed 27 April 2021	3	3	0	0	0	0
Isabella Villani	Appointed 27 April 2021	3	3	0	0	0	0
Dr. Eva Tshuridu	Appointed 27 April 2021	2	2	0	0	0	0

LanguageLoop Board of Directors



Professor Kathy Laster

Chair

Professor Kathy Laster was appointed Chair of LanguageLoop in November 2020. She is currently the Director of Victoria University's Sir Zelman Cowen Centre which specialises in law and cultural diversity. Kathy's career includes leadership roles in law and law reform, public policy and academe. She is co-author of the leading text, "Interpreters and the Legal System" and is an acknowledged thought leader in access to justice, multiculturalism and social inclusion.



David Talalla

Board Member

David has a Master of Business (Sport Administration) and a Degree in Law LLB. Appointed to LanguageLoop's Board in November 2020, he has extensive Board experience including Ministerial appointments to the Victorian Institute of Sport (VIS) and a Ministerial Taskforce in relation to Women in Sport and Recreation. He sits on LanguageLoop's People and Culture Committee.



Dr. Eva Tsahuridu

Board Member

Dr Eva Tsahuridu is an organisational ethics and governance specialist, board director and advisor with executive experience in public, private and not for profit organisations in Australia and abroad. She has published extensively in the areas of organisational ethics, governance and integrity infrastructures. Eva commenced on the Board in April 2021 and is the Chair of LanguageLoop's Audit and Risk Committee.



Michael Martinez

Deputy Chair

Michael currently works as a Project Manager in Geelong with over 25 years experience working with multicultural communities and refugees in the Barwon region. Michael was appointed on LanguageLoop’s Board in November 2020 and appointed as Deputy Chair in April 2021. He is also Chair of LanguageLoop’s People and Culture sub-committee.



Draga Jevtic

Board Member

Draga is an organisational psychologist with 25 years’ experience in governance, strategy and leadership in commercial and large organisational environments. She also has over 20 years’ NFP and Government Board experience in the health and community sectors. Appointed to LanguageLoop’s Board in August 2020, Draga sits on LanguageLoop’s People and Culture Committee.



Michalis Michael

Board Member

Dr Michalis S. Michael was appointed to LanguageLoop’s Board in November 2020. He is the Honorary Senior Research Fellow at La Trobe University, Adjunct Senior Research Fellow, at Monash University’s Faculty of Medicine and Director of the Centre for Dialogue –Global Reconciliation. He sits on LanguageLoop’s Audit and Risk Committee.



Joseph Haweil

Board Member

Cr Joseph Haweil has served on Hume City Council, one of Victoria’s largest and most diverse growth municipalities since 2016. In 2020 he was elected to a second term and elected Mayor. Cr Haweil was appointed to the Board in April 2021 and sits on LanguageLoop’s Audit and Risk Committee.



Isabella Villani

Board Member

Isabella was appointed to the LanguageLoop Board in April 2021. With over 20 years’ experience at the forefront of customer experience (CX), Isabella is a thought leader in strategy, marketing, CX, employee engagement and organisational transformation. Isabella sits on LanguageLoop’s Audit and Risk Committee.



Noble Tabe

Board Member

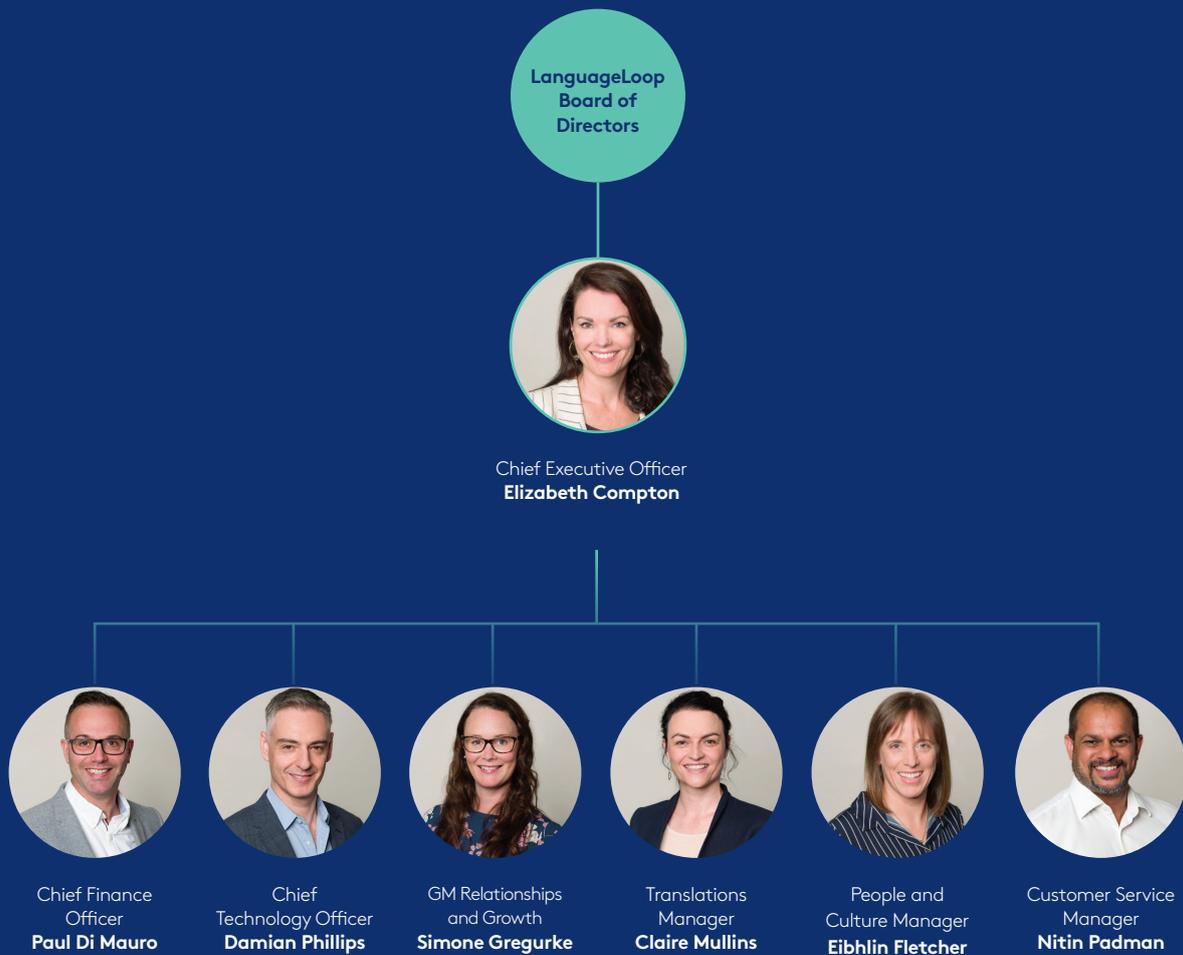
With extensive experience within the Victorian public sector, Noble has a track record of achievements in leading policy development, service design, service operations, and the implementation of key government initiatives in the disability and human services sectors. Noble was appointed to the Board in April 2021 and sits on LanguageLoop’s People and Culture Committee.

Executive Team

We are proud to be leading the way in representing cultural diversity through our staff, including at a senior level, with our Executive Team representing four cultures; Irish, Australian, Indian and Italian.

With mounting evidence that more diverse organisations make for better decision-making and achieve better performance, including research by McKinsey & Company, showing that culturally diverse executive teams are 33% more likely to out-perform their peers on profitability, we are poised to continue our strong growth trajectory through inclusive, dynamic leadership.

Our Board, Executive Team and staff reflect the truly multicultural nation that we are and the communities that we serve.



LanguageLoop's Executive Team

Elizabeth Compton, Chief Executive Officer



Elizabeth Compton started at LanguageLoop as CEO in February 2016 with a strong vision for language services and business better serving communities. She's since transformed the organisation undertaking an organisational and digital transformation to deliver a significant expansion in services and revenue. This growth has led to LanguageLoop being cemented as a national leader that is globally recognised for its innovation, servicing a large client base and delivering outstanding multilingual services to culturally and linguistically diverse communities.

Paul Di Mauro, Chief Finance Officer

Paul joined LanguageLoop as Chief Financial Officer in 2020 with extensive experience in major global FMCG companies. Commercially focused, with significant industry experience across multiple disciplines, Paul is responsible for providing commercial insights on financial and operational trends to support business decisions and drive growth.

Damian Phillips, Chief Technology Officer

Damian joined LanguageLoop in 2019. With 20 years' experience, Damian leads business-wide technology capability and innovation. Responsibilities include technology governance, operations, roadmap development and implementation, digital transformation and market differentiation, vendor management and capability development.

Simone Gregurke, General Manager Relationships & Growth

Simone Gregurke joined LanguageLoop in 2019. With over 18 years' experience in management across a wide range of industries including local government, health, aged care and telecommunications, Simone is focused on driving continuous process improvement and service innovation delivering lasting results to customers.

Claire Mullins, National Translations Manager

Joining LanguageLoop in 2014, Claire is responsible for strategic growth of LanguageLoop's Translations Department, and driving multilingual customer engagement strategies through use of the latest translation technology for streamlined multilingual content management. Her team manages the delivery of high-quality multilingual projects which have a real impact on culturally and linguistically diverse communities.

Eibhlin Fletcher, People and Culture Manager

Dr. Eibhlin Fletcher joined LanguageLoop as People and Culture Manager in July 2019 to unleash the potential of its staff and Language Professionals while delivering enhanced customer service experiences for LanguageLoop's clients. Eibhlin is responsible for driving business culture and change.

Nitin Padman, National Customer Service Manager

Nitin Padman joined LanguageLoop in 2016 with over 18 years' leadership experience in customer experience management. Nitin is responsible for revenue generation, change management, quality assurance and service improvement. His experience in managing large customer service teams ensures that our clients and contractors receive the best possible experience and we operating as efficiently as possible.

Our people

Leading diversity in our people

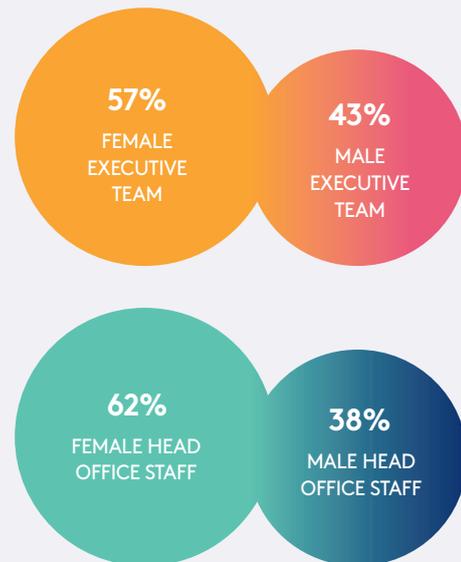
Australia is among the most culturally diverse countries in the world, with the last Census results revealing that 21% of Australians are born overseas. At the close of 30 June 2021, LanguageLoop had 38 full time equivalent staff members.



Our head office staff reflect the diversity of the community we serve, speaking 35 languages collectively:

- Arabic
- Bahasa
- Bengali
- Bosnian
- Cantonese
- Catalan
- Croatian
- Czech
- Dutch
- French
- German
- Greek
- Gujarati
- Hindi
- Indonesian
- Irish
- Italian
- Kannada
- Macedonian
- Malayalam
- Mandarin
- Polish
- Portuguese
- Punjabi
- Russian
- Serbian
- Sindhi
- Slovak
- Spanish
- Tagalog
- Tamil
- Telugu
- Ukrainian
- Urdu
- Welsh

Gender



Our workforce

Language Professionals

Our continued efforts in recruitment delivered strong growth, with 234 new language professionals joining us this financial year, adding to our already 3,200 strong professional workforce. Of the 234 new language professionals, 17 were translators.

This year our recruitment team strategically targeted new and emerging languages with the emphasis on supporting our community and health clients throughout the pandemic.

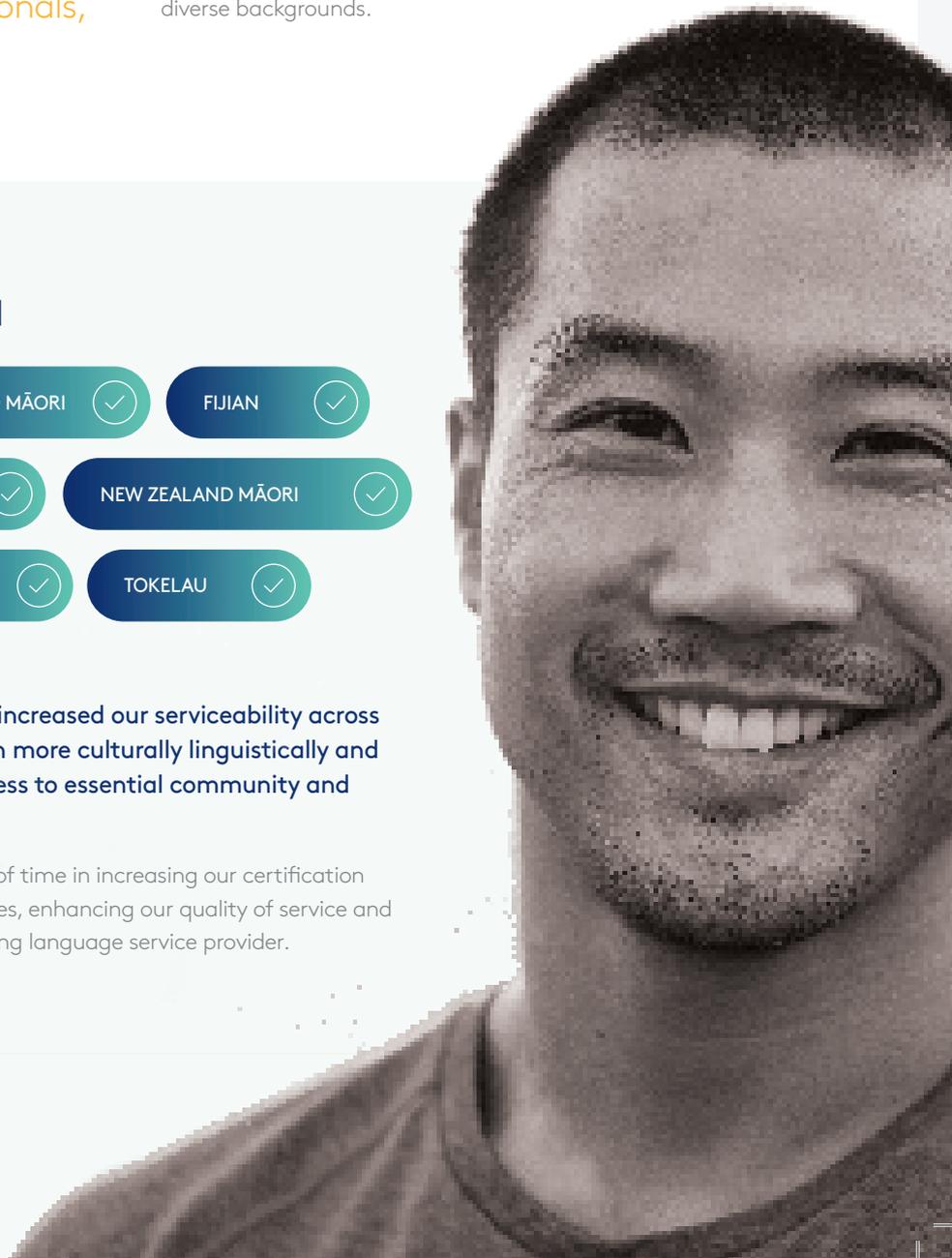
In consultation with community leaders, our recruitment team was able to recruit nine new and emerging languages this financial year, supporting even more people from culturally and linguistically diverse backgrounds.

9 New languages recruited

- AFRIKAANS ✓
- COOK ISLAND MĀORI ✓
- FIJIAN ✓
- HUASA ✓
- IGBO/IBO ✓
- NEW ZEALAND MĀORI ✓
- PUKAPUKAN ✓
- TOK PISIN ✓
- TOKELAU ✓

These nine additional languages has increased our serviceability across Australia, enabling us to support even more culturally linguistically and diverse Australians, and increase access to essential community and critical health services.

Our recruitment team also invested a lot of time in increasing our certification percentage for Australia's Top 20 languages, enhancing our quality of service and maintaining our brand as Australia's leading language service provider.



Workforce inclusion policy

At LanguageLoop we celebrate difference and diversity – it is a core value and a part of our DNA. We all work together to create a workplace environment that supports diversity and is free from discrimination, harassment, bullying and victimisation.

We have a very multicultural workforce, speaking 35 languages collectively, with great gender balance across our Executive Team (57% female) and Board of Directors (55% female). We are reflective of the communities we serve and work hard to ensure we have an inclusive and safe workplace.

Occupational health and safety

The goal of LanguageLoop's occupational health and safety (OH&S) strategy is to ensure all staff remain safe, healthy and engaged at work. With the introduction of a new HRIS platform, our OH&S initiatives can be managed and tracked to each individual employee within this system, ensuring our staff remain safe and healthy at work and in their home office. Throughout 2020-2021 LanguageLoop developed and implemented a Working From Home (WFH) Policy which outlines how LanguageLoop will continue to deliver services while also maintaining the health and wellbeing of staff throughout the pandemic. The policy includes WFH set up and expectations, as well as management practices on returning staff to the head office and language professionals to on-site locations when delivering assignments, maintaining continuity of operations and viability of LanguageLoop.

Further to this, our Employee Assistance Program (EAP) is accessible both to our employees and our contracted workforce of interpreters and translators. Our EAP service was accessed on six instances throughout the year. Given the impact of the coronavirus (COVID-19) pandemic we delivered an extensive Health and Wellness Program which contributed to positive OH&S outcomes. This program focused on mental and physical health, with regular health and wellbeing lunchtime video sessions with qualified health professionals, monthly online All Staff forums, online team cooking lessons, motivational speakers, even hand written postcards delivered to staff, all to keep staff connected and motivated throughout such a challenging year.

Freedom of Information (FOI) policy

LanguageLoop is a prescribed authority or “agency” under the *Victorian Freedom of Information Act 1982* (Act). The purpose of the Act is to extend the right of the community to access information in the possession of the Government of Victoria and its various departments and authorities. In accordance with the spirit and wording of the Act, LanguageLoop considers every request with the aim of assisting the public to know and understand the processes of administration and management of this company. Our policy aligns with the Act as well as processes of the Ombudsman and VCAT. LanguageLoop received one FOI request this year.

Fraud Prevention Policy

LanguageLoop is committed to protecting its people, delivering on its purpose, and safeguarding its revenue, expenditure and assets from any attempt by members of the public, contractors, agents, intermediaries or its own employees to gain financial or other benefits by deceit, bias or dishonest conduct. In accepting its good governance of the organisation’s responsibility, LanguageLoop sets the tone for honesty and integrity in the provision of services to the community and the management of the organisation.

Responsibility for fraud prevention rests with all levels of management and staff who must accept ownership of the controls relative to this policy. We run annual training sessions for the organisation as well as delivering fraud training as part of our induction process for new employees.

Sector investment

Leading by investing in the sector

We were created with a mission to ensure access and equity to services for all. We continue to invest heavily in the sector to ensure the ongoing sustainability and advancement of the sector and language professionals.

Some of our contributions in 2020/21 included:

- Sponsoring the 2021 RCAA Refugee Week Gala Dinner to reflect, celebrate and acknowledge the resilience, contribution and outstanding achievements of Australian refugees, striving for a united and cohesive Australia.
- Delivering Telephone Interpreting training for interpreters, ensuring our interpreters are following best practice when participating in often complex three way calls. Interpreters gain 10 NAATI professional development points by completing the course.
- Delivering our Guide to Community Interpreting Program for interpreters working across new and emerging languages which now make up 30% of the languages we service. This industry-leading training course focuses strongly on the professional aspects of interpreting in addition to the AUSIT Code of Ethics and managing ethical dilemmas. This new program ensures our interpreters are professionally trained, enabling them to provide the best possible service to culturally and linguistically diverse communities.
- Maintaining our \$150,000 Research and Innovation Grants Program, continuing our funding and innovative research into language services.

Innovation Fund

As the leading language service provider in Australia, we are at the forefront of identifying innovative ways to improve the industry and redefine what's possible in language services.

Our Industry Innovation Fund Program provides a much needed boost to the industry to lead cutting-edge research.

Our Industry Innovation Fund Program aims to:

- Identify and adopt new practices that benefit the Australian language services industry;
- Develop new training or skills development initiatives and human resource practices that benefit Australia's language services industry;
- Create new ways to deliver language services leveraging the latest in technology.

Submissions for our Innovation Program were so strong in 2019, we increased our funding pool from \$50k to \$150k which was shared across four projects for two years. Due to the coronavirus (COVID-19) pandemic our project partners were delayed so the research has continued into 2020/21.

These projects included;

1. **Monash University** - developing a contextualised, immersive and interactive Virtual Reality training program so that interpreters will be better prepared to deal with complex and unexpected situations across the four branches of very challenging Family Violence settings; health, legal, police and counselling.
2. **RMIT** - researching the benefits of simultaneous interpreting in courts and tribunals across Australia. Simultaneous interpreting is widely used at international conferences and meetings, during business and diplomatic assignments, in courts and tribunals, and increasingly in other community settings. Implementing this practice would be more efficient and less time consuming, adhere to coronavirus (COVID-19) safety protocols and place Australia at the same level as other multilingual courts around the world.
3. **RMIT** - researching the benefits of a courts mentoring program for interpreters working with new and emerging languages. The current lack of specialist training of interpreters of new and emerging languages compromises the principle of fair access to public services for culturally and linguistically diverse communities. Introducing a mentorship program will advance the quality of interpreting in courts and tribunals, enhance the fair administration of justice, and put Australia at the forefront of legal interpreting service delivery.
4. **The University of Queensland** - researching the quality of telephone interpreting interactions and developing best practice guidelines for interpreters delivering this service. These guidelines have since assisted LanguageLoop in developing an Australian-first professional Telephone Interpreting training program for interpreters, improving the quality of telephone interpreting services right across Australia.



Community

Partnerships

At LanguageLoop, our core mission is to connect people through language so they can live life without limits and access services they need. Therefore we align ourselves with organisations that support the delivery of our mission and help us provide greater access to services across Australia. We've created strong and long-lasting affiliations with industry partners who are specialists in their fields to ensure we can provide the full language service needs of our clients nationally.

Thriving Communities Partnership

We've partnered with the Thriving Communities Partnership (TCP) to further our mission of providing access and equity for all. TCP is a cross-sector collaboration with the goal that everybody has fair and equal access to the modern essential services they need to thrive in contemporary Australia; including utilities, financial services, telecommunications and transport. TCP aims to build more resilient communities and stronger businesses.

As language is a key element to ensuring access and equity to the essential services everyone needs to thrive, our partnership with the TCP aligns with our own values. We strive to give culturally and linguistically diverse communities a voice via our language services, enabling them access to vital services to fully participate in society.

Aboriginal and Torres Strait Islander languages

Our longstanding partnership with ABC Multilingua further supplements our vision to ensure access and equity. We now deliver up to 34 Indigenous languages and dialects through this partnership. ABC Multilingua work with secondary education institutions, Elders on the Boards of Councils and with NAATI to encourage additional accreditation and development to ensure quality standards are achieved.



Braille House

Partnering with Queensland Braille Writing Association to support our delivery of Braille services continues to extend our mission of providing equal accessibility for all. Our partnership ensures that Australians who are blind or have low vision can also access essential information.

Expressions Australia

We work to lessen the limits for deaf or hard-of-hearing Australians and help organisations reach their clients by providing Auslan interpreters through our partnership with Expressions Australia.

This year we delivered 3,667 Auslan services through our video, telephone and on-site interpreting services.

Proud to belong

Multiculturalism is a core part of Australia's identity, our character and way of life. Australia is home to people from all corners of the world, and a place where anyone can contribute and belong.

This year, we were once again proud to sponsor the Victorian Multicultural Commission's (VMC) Cultural Diversity Week 2021. This year's Cultural Diversity Week theme pushed the boundaries and asked; What does multicultural Victoria look like in 2030?

Through a hybrid of in-person and digital events, in partnership with VMC, we invited participants to ask the big questions, spark curious and constructive conversations, envisioning the future of multiculturalism across Victoria. We were really excited to have been part of Cultural Diversity Week this year in a COVID-safe way, celebrating the vibrant diversity of the country and the people that call it home.



Breaking down language barriers

Highlighting the importance of customer experience in-language

The emergence of coronavirus (COVID-19) influenced customer experience (CX) away from traditional interactions, and forced both government organisations and corporate businesses to turn towards innovative CX practices that utilise insights and data, to ensure they were engaging with their multilingual customers across any platform.

With 21% of Australians speaking a language other than English, our CEO, Elizabeth Compton, discussed the importance of communicating in-language to drive customer loyalty and streamline interactions across any channel for both customers and staff.

CX 13TH ANNUAL
CUSTOMER
EXPERIENCE
MANAGEMENT
VIRTUAL SUMMIT

What's your post-COVID recovery strategy?

Learn how Language Matters

22 SEPTEMBER, TUESDAY,
9:10 AM - 9:40 AM

Language Loop

In the media

LanguageLoop continues to be the key voice for language services across the media landscape. This Financial Year we represented the language service industry across various publications and webinars to showcase the essential need for language services across all industries.

We were able to provide real life case studies across Community and Business sectors, demonstrating the value language services present Australian businesses and government organisations.

Leadership in Times of Crisis Part 1: Keeping Customers Engaged

LanguageLoop discusses strategies to overcome the pandemic

Translator of the Month: Sally Wals

The Art of Translation



The CEO Magazine ANZ May 2021

With almost a quarter of Australians speaking a language other than English at home our CEO, Elizabeth Compton, spoke to The CEO Magazine about our latest research amongst multilingual Australians which revealed their willingness to buy, pay more, recommend and stay loyal to businesses that catered to their language preferences.

TCP's 'Navigating COVID-19 Together Series'

Our CEO, Elizabeth Compton, talked to the Thriving Communities Partnership in their 'Navigating COVID-19 Together Series' about the importance of ensuring equal access for culturally and linguistically diverse communities during coronavirus (COVID-19) and beyond.



Languages

Communities are best served when all people have a voice. Every day we are helping connect more people and businesses in over 190 languages to live life without limits.

Acholi	Chin (Falam)	Dutch	Hebrew
Afar	Chin (Hakha)	Dzongkha	Hindi
Afrikaans	Chin (Kuki)	Estonian	Hmong
Akan	Chin (Lai)	Ewe	Hokkien
Albanian	Chin (Lautu)	Fanti	Huasa
Amharic	Chin (Mara)	Faroese	Hungarian
Anuak	Chin (Matu)	Fiji Hindi	Icelandic
Arabic	Chin (Mindat)	Fijian	Igbo/Ibo
Armenian	Chin (Mizo)	Filipino	Ilocano
Assyrian	Chin (Senthang)	Finnish	Ilonggo
Auslan	Chin (Tedim)	Flemish	Indonesian
Azerbaijani	Chin (Thado)	Fon	Italian
Bari	Chin (Zo)	French	Japanese
Bengali	Chin (Zomi)	Fujian	Juba Arabic
Bislama	Chin (Zophei)	Fuliiru	Kachin
Bosnian	Chin (Zotung)	Fur	Kannada
Bulgarian	Chinese	Fuzhou	Karen
Burmese	Comorean	Gan	Karen (Pwo)
Cantonese	Congolese	Georgian	Karen (S'gaw)
Catalan	Creole	German	Karenni
Cebuano	Croatian	Greek	Kayah
Chad	Czech	Gujarati	Kazakh
Chaldean	Danish	Hakka	Khmer
Chewa/Chichewa	Dari	Hararic	Kikuyu
Chin	Dinka	Hazaragi	Kinyabwisha



Kinyarwanda	Mandarin	Russian	Tamil
Kiribati	Maori (Cook Island)	Rutooro	Tatar
Kirundi	Maori (New Zealand)	Saho	Telugu
Kissi	Marathi	Samoan	Teocheow
Kiswahili	Mende	Sango	Tetum
Korean	Mina	Sanskrit	Thai
Krio	Moldavian	Serbian	Tibetan
Kurdish	Mongolian	Shanghainese	Tigre
Kurdish (Bahdini)	Moru	Shona	Tigrigna
Kurdish (Feyli)	Murle	Sichuanese	Toishan
Kurdish (Kurmanji)	Nauruan	Sindhi	Tok Pisin
Kurdish (Sorani)	Nepali	Sinhalese	Tokelau
Laotian	Norwegian	Slovak	Tongan
Latin	Nuer	Slovene	Turkish
Latvian	Oromo	Somali	Turkmen
Liberian English	Pashto	Spanish	Twi
Lingala	Persian	Sudanese	Uighur
Lithuanian	Polish	Sukuma	Ukrainian
Luganda	Portuguese	Swahili	Urdu
Luo	Pukapukan	Swedish	Uzbek
Macedonian	Punjabi	Sylheti	Vietnamese
Malay	Rohingya	Syriac	Visayan
Malayalam	Romanian	Taiwanese	Watchi
Maltese	Runyankole	Tajik	

