

Annual Report

2021/22

Language
Loop



Acknowledgment of Country

An Acknowledgement of Country is a way of showing our respect for the Aboriginal custodians of the land on which we live and work and on which an event is taking place.

VITS LanguageLoop has translated the Acknowledgement of Country into 35 of Victoria's most common languages to help all Australians embrace the rich history of this country. Here is a selection of those languages available on our website.

English

In the spirit of reconciliation VITS 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.

Arabic

[ORGANISATION] مہظنم فرتعت ؤحل اصلما حور نم اقالطن ایلار تسأءا ح اعیم ج یف دلبلل نی ییدی لقتلا ءای صوأل اب انمارت ح امدقن ن ح . عمت جمل او رحبل او ضرأل اب مهتقال عو عیم جل مارت ح ال اذہ ؤ حونو نی رضاحل او نی قباسل ا مہم ءم عزل . ہویلا س یروت قیضم رزج ن ائسو نی یصل ال بو عشل

Vietnamese

Trong tinh thần hoà giải [ORGANISATION] ghi nhận những Người gìn giữ truyền thống đất nước trên khắp nước Úc và các mối liên hệ của họ với đất liền, đại dương và cộng đồng. Chúng tôi xin bày tỏ lòng tôn kính tới các bậc trưởng lão trong quá khứ, hiện tại và gửi sự kính trọng đó đến tất cả các dân tộc Thổ dân và dân Đảo Torres Strait ngày hôm nay.

Mandarin

本着和解的精神，[ORGANISATION] 承认全澳大利亚的国土传统守护者，承认他们与这片土地、海洋和社区的联系。我们向他们过去和现在的长老们致敬，并向今天的全体原住民和托雷斯海峡岛民表示敬意。

Dari

[ORGANISATION] نانتسرپرس ،حلص حور ىاتسار رد اب انأ تاظابترا و ایلار تسأءا رس اترس رد ار روشک ىتس نالک لاج و هتشدنگ هب ام .دنکیم دی ىأت ه عماج و ایرد ،نیمز و نایموب ىمامت هب ار مارت ح انأ و میرانگیم مارت ح انأ نالاس مینکیم مىدقت سروت هگنت ىزورما نان ىشن هر ىزج

Turkish

Uzlaşma ruhuyla hareket eden [ORGANISATION], Avustralya'nın dört bir yana uzanan topraklarının Geleneksel Emanetçilerini, onların toprak, deniz ve insanlarla olan bağlantısını tanır. Geleneksel Emanetçilerin geçmişten günümüze tüm büyüklerine saygılarımızı sunuyor, aynı şekilde bugün yaşayan Aborjin ve Torres Boğazı Adası halklarına saygı duyuyoruz.

TOP 5

Indigenous languages interpreted

- #1 Pitjantjatjara
- #2 Luritja
- #3 Yolngu Matha
- #4 Alyawarre
- #5 Ngaanyatjarra



Contents



- 4 Responsible body's declaration
- 5 Who we are
- 6 Chair's report
- 7 CEO's report
- 8 Year in review
- 13 Good governance
- 14 Our people
- 18 Our workforce
- 20 Sector investment
- 21 Innovation fund
- 22 Supporting Australian Governments
- 24 Languages

Responsible body's declaration

In accordance with the *Financial Management Act 1994*, I am pleased to present VITS LanguageLoops's Annual Report for the year ending 30 June 2022.



Professor Kathy Laster AM

Chair of VITS LanguageLoop
Board of Directors

2 November 2022



Who we are

In 2021, the new VITS LanguageLoop board redefined our Vision, Mission and Values. A public sector ethos now guides our strategic direction and operational decision-making.

Our Vision An Australian society where diversity is valued, and language is no barrier to full and equal participation for all.

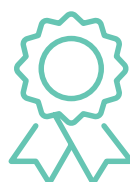
Our Mission To facilitate communication supporting equal participation and access for non-English speakers to all aspects of a diverse Australian society.

Our Values As an organisation we value:



TRANSPARENCY

We are open about our decisions, actions, and processes and take care with the information we receive. We have robust systems and procedures in place.



EXCELLENCE

We strive to deliver the highest quality service, marked by a commitment to integrity, professionalism, and reflective practice to support continuous improvement. We strive to model best practice behaviours for language service providers.



ACCOUNTABILITY

We take ownership and deliver on commitments and promises and are answerable for our actions.



RESPECT

We value diversity and different cultures recognising that people are at the heart of what we do. We welcome, support, and care for our people, clients, and the wider community.



INNOVATION

We confidently lead the Language Services sector. We find flexible solutions to our clients' and communities' needs in the ways we imagine, create, and deliver our services, including state-of-the-art technology.



COLLABORATION

We recognise the significance of teamwork and work together to achieve the best outcomes. We work with our people, our clients, governments and the wider language services industry to realise our Vision.

Our new values are underpinned by a commitment to Victorian public sector values, including respect for Human Rights. Our values are embedded into every aspect of our organisational culture including our processes, governance, customer service, marketing and industrial relations.

Chair's Report



Professor Kathy Laster AM Chair

Much as we all wish otherwise, COVID 19 is not yet over. The last three years have affected all of us quite profoundly, but the health (including mortality rates) as well as the adverse economic and social impacts of the pandemic, have hit CALD communities disproportionately harder.

If ever there was a time to appreciate the need for a government interpreting and translation service, it is during such periods of crisis. I take this opportunity to pay tribute to our staff, and especially to our language professionals working in the front line, who continue, with great dedication and professionalism, to deliver essential language services to non-English speaking communities.

But our heartfelt thanks are not enough. Throughout this year, we have been working closely with government and the union, Professionals Australia, to map a pathway to secure language professionals greater job security. These changes are not only consistent with government policy but essential to the sustainability of language services in Australia. In a competitive and highly contested language service market, we cannot achieve this outcome alone. We are therefore engaged in discussions about legal and policy options which would see commercial language service providers follow suit. As leaders in the sector, we are pleased to be spearheading long overdue industrial relations reforms for language professionals.

The Board has set in train comprehensive business process changes to help fund the additional costs of transition to an employment model for our interpreter workforce. VITS LanguageLoop is progressively

becoming leaner and more efficient. Some efficiency gains, such as salary savings from an organisational restructure, along with the rationalisation of our IT systems and processes, will bear fruit in the next financial year.

In parallel with the transformation of our business model, the Board has improved governance controls to make the organisation more transparent and accountable. A key change has been the recasting of VITS LanguageLoop's Vision, Mission and Values so that these now squarely align with those of the public sector. Our intention is to add public value to everything we do.

We were very fortunate in being able to secure the return of George Bisas as Interim CEO of VITS LanguageLoop to lead the change agenda. Widely respected across the language services sector, George has brought his deep knowledge of language services, including experience with industrial relations reforms in NSW, to help us navigate the most significant business realignment in VITS LanguageLoop's 40 year history.

The former CEO, Elizabeth Compton, left the role in October 2021 and, on behalf of the Board, we thank her for her 6 years of service. We also thank former Board member David Talalla for his contribution to our governance during his time with us.

I am most grateful to my Board colleagues who have willingly rolled up their sleeves and brought their considerable skills and good sense to bear on the reshaping of a vital public sector organisation during very challenging times.

A handwritten signature in black ink, appearing to read 'Kathy Laster'.

Professor Kathy Laster AM

CEO's Report



George Bisas Chief Executive Officer

Change is hard. We hear it often, we say it often, and we end up believing it. But change is vital for any business that wants to survive and thrive in our increasingly competitive and fast-paced world. The 2021/22 financial year has been one of significant change for VITS LanguageLoop. I returned, very happily, to VITS LanguageLoop in November 2021 as Interim CEO, with the specific purpose of helping the business to navigate a major change process.

A key aspect of that change process is transitioning our language professional workforce from a contractor based model to an employment based model in line with the Victorian Government's industrial relation policies. Much was done this year to progress this.

The global pandemic has continued to impact on the way people communicate, particularly in the use of interpreting and translating services. Throughout 2021-22 we continued to provide advice and support to many Victorian and Australian government departments to ensure information about health, travel and staying safe was clearly communicated to the millions of Australians who speak a language other than English.

Despite the many pressures on the organisation, we still managed to produce a strong trading result.

Total revenue in the last 12 months increased from \$26.2 million to \$26.9 million; an increase of 2.8% and our best result for 3 years. The gross profit result was the best ever achieved by the company and was also well ahead of last year's, being 6.2% higher.

During the pandemic remote interpreting, specifically telephone interpreting, continued to grow. We delivered over 269,000 telephone interpreting jobs in the last 12 months, 8.6% higher than the previous year, building on the massive 42% increase experienced at the height of the pandemic the previous year. On site, in person jobs also increased by 1.2% where we delivered over 124,000 assignments. Translations, in terms of total jobs, was

the only area to experience a drop. Figures indicate we delivered 10.8% less jobs this year when compared to last year.

However, our net profit has been severely impacted by a number of extraordinary one-off costs this year. The significant costs associated with staff departures and the decommissioning of expensive underperforming technology increased overheads by over \$1 million with an adverse impact on our bottom line.

I would like to thank my Chair, Professor Kathy Laster for her astute leadership and her great support of me in managing the change process. I was also ably assisted by the Board of Directors whose advice and support in a changing and challenging environment was invaluable.

Most importantly, I have been supported by a Leadership Team that has welcomed me warmly back to VITS LanguageLoop and worked closely with me in implementing major changes across the organisation. I'd like to make special mention of Paul Di Mauro our Chief Financial Officer, Lisa McCarty, Manager People and Culture, Selva Arulraj our Technology Manager, Claire Mullins, National Translation Manager and Nitin Padman, National Customer Service Manager for their support.

I also acknowledge Damian Phillips our Chief Technical Officer and Jamie Trad, Head of Sales for their contributions this year. They have both now departed VITS LanguageLoop.

To all of the staff at head office who have continued to ensure services are delivered and clients are supported, I thank you for your amazing efforts.

Finally nothing is possible at VITS LanguageLoop without the efforts of our workforce of language professionals. It is fitting that I close by thanking the many thousands of interpreters and translators who deliver information in over 190 languages across the Government, not-for-profit and commercial sectors.

We would not be here without your efforts.

George Bisas

Year in review

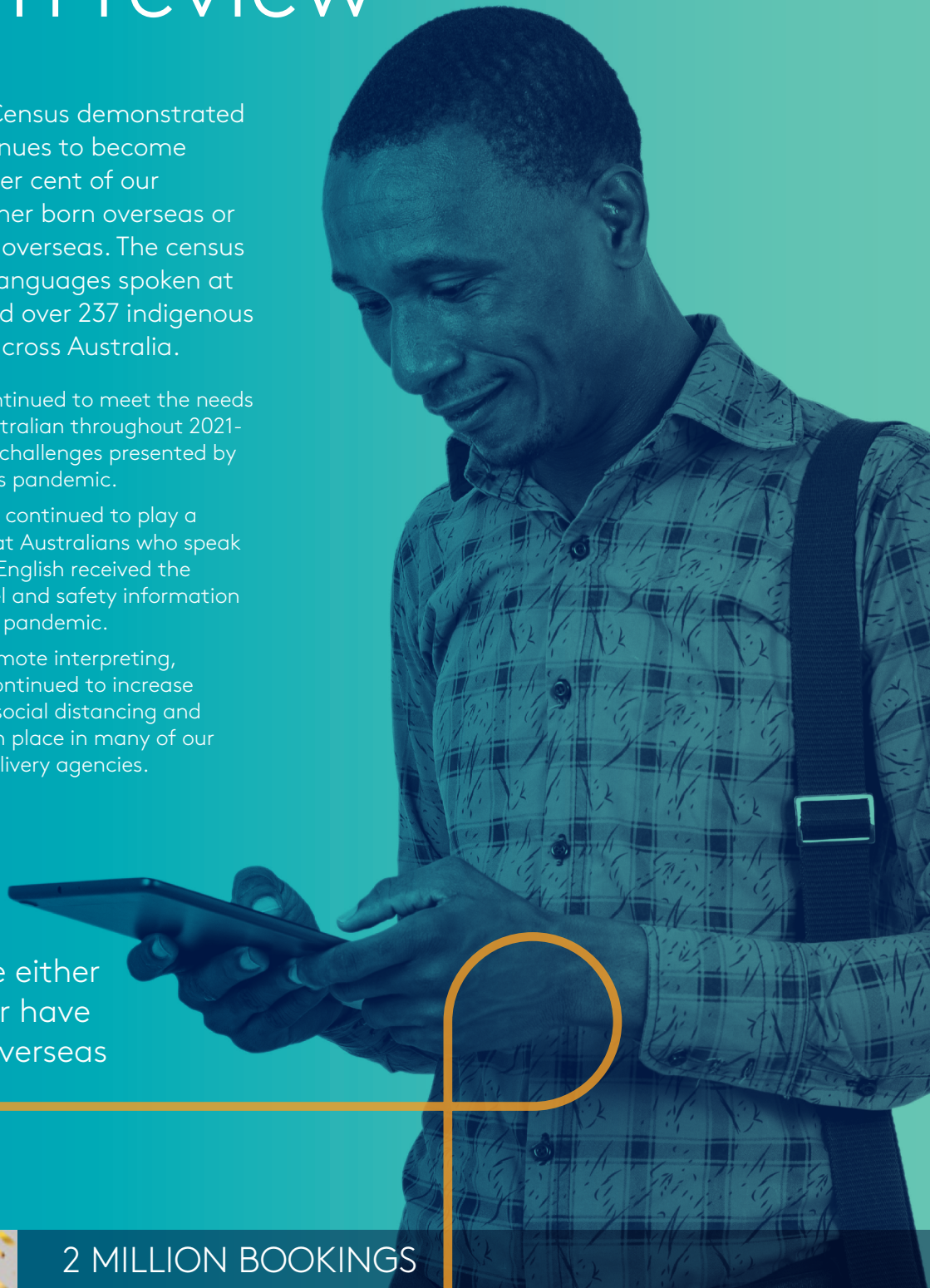
The 2021 National Census demonstrated that Australia continues to become more diverse. 51.5 per cent of our population were either born overseas or have a parent born overseas. The census identified over 190 languages spoken at home in Victoria and over 237 indigenous languages spoken across Australia.

VITS LanguageLoop continued to meet the needs of culturally diverse Australians throughout 2021-2022 despite the many challenges presented by the ongoing coronavirus pandemic.

Language professionals continued to play a critical role ensuring that Australians who speak a language other than English received the important health, travel and safety information they needed during the pandemic.

Reliance on forms of remote interpreting, telephone and video, continued to increase reflecting the need for social distancing and restrictions remaining in place in many of our government services delivery agencies.

51.5% of our population were either born overseas or have a parent born overseas



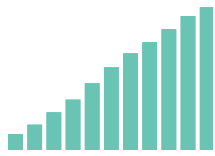
2 MILLION BOOKINGS

In the last 12 months we passed an amazing milestone. We took our 2 millionth booking. It was with Ranges Community Health, requesting (and receiving) Chin Hakka interpretation services on May 2 via our online portal, clocked in at 4.26pm. And just two minutes later (4.28pm), our team member became the first customer services officer to join the TWO MILLION BOOKINGS Club by taking booking number 2,000,002 over the phone for Foundation House.

What an achievement for VITS LanguageLoop!

2 Million
THANK YOU

Key highlights



\$26.95m

Total revenue a 2.8% increase

3,200+

Registered language professionals



190+

languages interpreted



164

New language professionals recruited



3

new languages interpreted for the first time



5M+

More than 5 million words translated



34

Indigenous languages can be serviced

500,000+



culturally and linguistically diverse people assisted



300

non accredited interpreters undertaking training programs to achieve NAATI certification



269,000+

Telephone interpreting calls



15,000+

video interpreting requests



124,000+

on-site interpreting requests



8.6% growth

in telephone interpreting



19% growth

in video interpreting



11% growth

in on-site interpreting

The census identified over 190 languages spoken at home in Victoria

On-site interpreting

In 2021/22 the coronavirus pandemic continued to reduce demand for onsite, in person interpreting. However as the country began to emerge from the second wave there was a notable shift back to onsite interpreting in the second half of the year.

We delivered over 124,000 onsite interpreting assignments, a slight increase on last year.

In terms of language interpreters requested, Vietnamese was the most common language requested displacing Arabic as last year's most demanded language. Khmer and Chin (Hakka) were two new languages in our top ten most requested onsite interpreting assignments.

VITS LanguageLoop will continue to promote the importance of onsite interpreting services ahead of telephone interpreting particularly in critical areas such as health and the justice system.

ON-SITE INTERPRETING TOP 10 LANGUAGES



Over 124,000
onsite
interpreting
assignments



Telephone interpreting

Australia has led the world with the development and delivery of telephone interpreting. The distances across Australia necessitated the use of this mode of delivery for interpreting across our diverse communities.

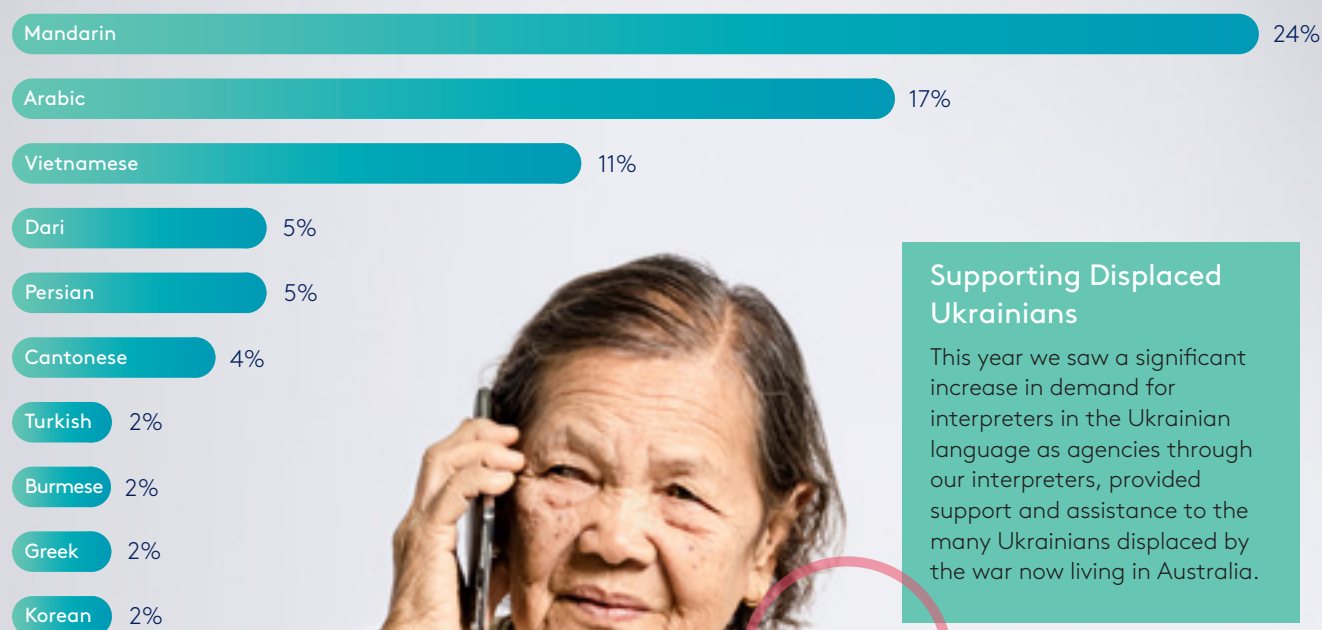
Over the last two years VITS LanguageLoop has experienced a significant increase in demand for telephone interpreting. Driven by the coronavirus pandemic and restrictions on movement, government agencies have relied increasingly on our state-of-the-art telephone interpreting services.

Last financial year we saw a 41% growth in the utilisation of this service. That high water mark increased a further 8.6% this year. Telephone interpreting is available 24/7, and is convenient and cost effective.

However, some interactions are not appropriate for telephone interpreting and VITS LanguageLoop will continue to advocate for clients to choose the best mode of delivery; telephone, in person or video.

This year our top ten languages delivered through telephone interpreting remained unchanged.

TELEPHONE INTERPRETING TOP 10 LANGUAGES



Supporting Displaced Ukrainians

This year we saw a significant increase in demand for interpreters in the Ukrainian language as agencies through our interpreters, provided support and assistance to the many Ukrainians displaced by the war now living in Australia.

**8.6% growth
in telephone
interpreting**

Translation services

This year we saw a more strategic approach to communications with public information being prepared in advance of new variant outbreaks. While our translation service continued to provide essential Covid-19 support to our diverse communities during the Omicron wave, we saw a return to more regular multilingual campaigns across Government and Enterprise for local and international audiences, as well as an increased appetite for machine translation processes.

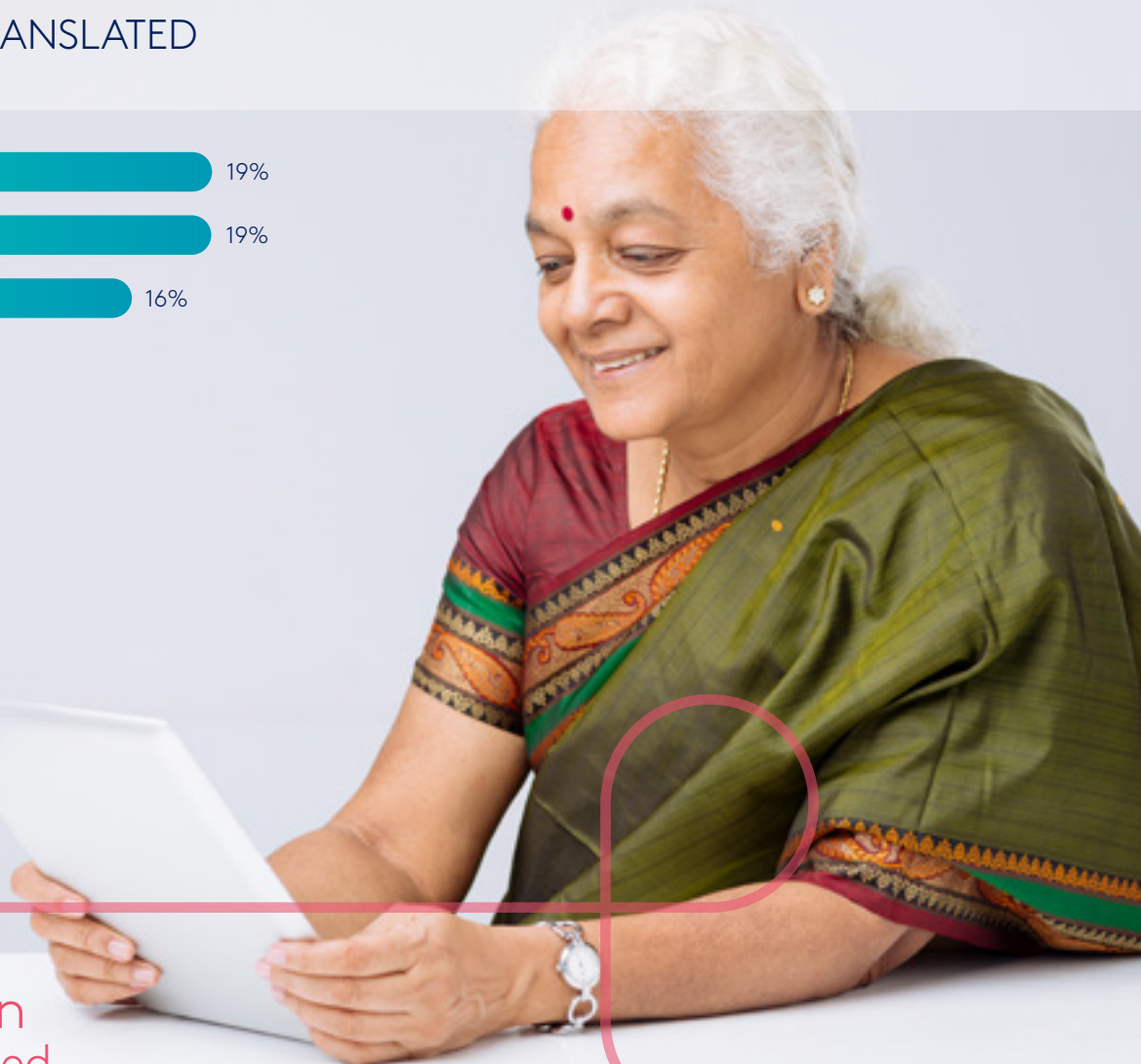
Over 5 million words translated

Total words translated this year remained steady with last year, showing that content production is not in any way slowing down. However we see that increasingly, customers are integrating more diverse asset types into their multilingual campaigns, including video and audio across social media platforms.

While the top 10 languages is on trend with last year with only minor variations in positioning, we saw some increased need for rare and emerging languages including Kiribati, Kinyarwanda and Acholi. This highlights the true diversity of communities needing information in Australia.

LANGUAGES TRANSLATED

TOP 10 LANGUAGES



Over 5 million words translated

Good governance

VITS LanguageLoop is committed to delivering excellent service and great value to all of our customers and stakeholders. VITS LanguageLoop has embedded sound business practices and governance principles to achieve commercial success and meet our obligations as a Government Business Enterprise.

Governance

VITS LanguageLoop is led by eight 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 by three sub-committees: the Audit and Risk Committee; the People, Culture and Quality Committee; and the Transition and Innovation Committee.

These committees oversee:

- Strategic Planning
- Risk management and compliance
- Financial management and reporting
- CEO performance
- Organisational Culture

Committee membership is comprised of the following Board members:

Audit and Risk Committee

Met 6 times in 2021-2022

Dr. Eva Tsahuridu (Chair)	Joseph Haweil
Isabella Villani	Michalis Michael
Prof. Kathy Laster AM	Ram Subramanian*

People, Culture and Quality Committee

Met 4 times in 2021-2022

Michael Martinez (Chair)	Draga Jevtic
Noble Tabe	Prof. Kathy Laster AM

Transition and Innovation Committee

Met 4 times in 2021-2022

Isabella Villani (Chair)	Michael Martinez
Eva Tsahuridu	Prof. Kathy Laster AM

* Ram Subramanian was appointed as an independent member to the Audit and Risk Committee in 23 December 2021. Ram brings his expertise as an accountant to the committee.

BOARD MEETING ATTENDANCE:

Name	Term	Board eligible to attend	Board meetings attended
Kathy Laster AM, Chair	5 November 2020 – 4 November 2022	7	7
Michael Martinez, Deputy Chair	5 November 2020 – 4 November 2023	7	7
Draga Jevtic	5 August 2020 – 4 August 2023	7	7
Noble Tabe	27 April 2021 – 23 April 2024	7	7
Isabella Villani	27 April 2021 – 23 April 2024	7	6
Joseph Haweil	27 April 2021 – 23 April 2024	7	7
Eva Tsahuridu	27 April 2021 – 23 April 2024	7	6
Michalis Michael	5 November 2020 – 4 November 2023	7	4
David Talalla	5 November 2020 – 7 October 2021	2	2

The 7 full Board meetings held in the 2021 to 2022 year, were complemented by 8 In Camera Board meetings.

Right: A full day strategic planning day for the Board and the Leadership Team was held in May 2022.



Left: VITS LanguageLoop Board and CEO meet with the Honourable Ros Spence MP, Minister for Multicultural Affairs.

VITS LanguageLoop Board of Directors



Prof. Kathy Laster AM
Board Chair

Professor Kathy Laster AM was appointed Chair of VITS LanguageLoop in November 2020. She is the former director of Victoria University's Sir Zelman Cowen Centre which specialises in law and cultural diversity. Kathy's career includes senior 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 national and international thought leader in access to justice, multiculturalism and social inclusion. In 2022 Kathy was honoured with an AM for her 'significant service to law and to legal advisory bodies'.



Michael Martinez
Board 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 as VITS LanguageLoop's Deputy Chair in April 2021. He is also Chair of VITS LanguageLoop's People, Culture and Quality Committee.



Joseph Haweil
Board Member

Joseph Haweil has significant government, community engagement and multicultural affairs sector experience. In 2016 he was elected to Hume City Council, one of Victoria's largest and most diverse growth municipalities, and is currently serving his second term. He is a past Mayor of Hume City Council.



Draga Jevtic
Board Member

Draga is an endorsed organisational and counselling psychologist with almost 30 years experience in clinical governance, strategy, and leadership in public, commercial and large organisational environments. She also has extensive NFP and Government board experience in the health and community sectors.



Dr. Michális Michael

Board Member

Dr Michális S. Michael was appointed to VITS LanguageLoop's Board in November 2020. He is the Electric Vehicles Officer at the Australian Manufacturing Workers' Union (AMWU) Victoria Branch, an Adjunct Senior Research Fellow at La Trobe University, and Director of the Centre for Dialogue – Global Reconciliation.



Noble Tabe

Board Member

With extensive senior executive experience within the Victorian public sector, Noble has a track record of achievement in leading policy development, service design, service operations, and the implementation of key government initiatives in the disability and human services sectors.



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 is the Chair of VITS LanguageLoop's Audit and Risk Committee.



Isabella Villani

Board Member

Isabella was appointed to the VITS 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 is Chair of VITS LanguageLoop's Transition and Innovation Committee.

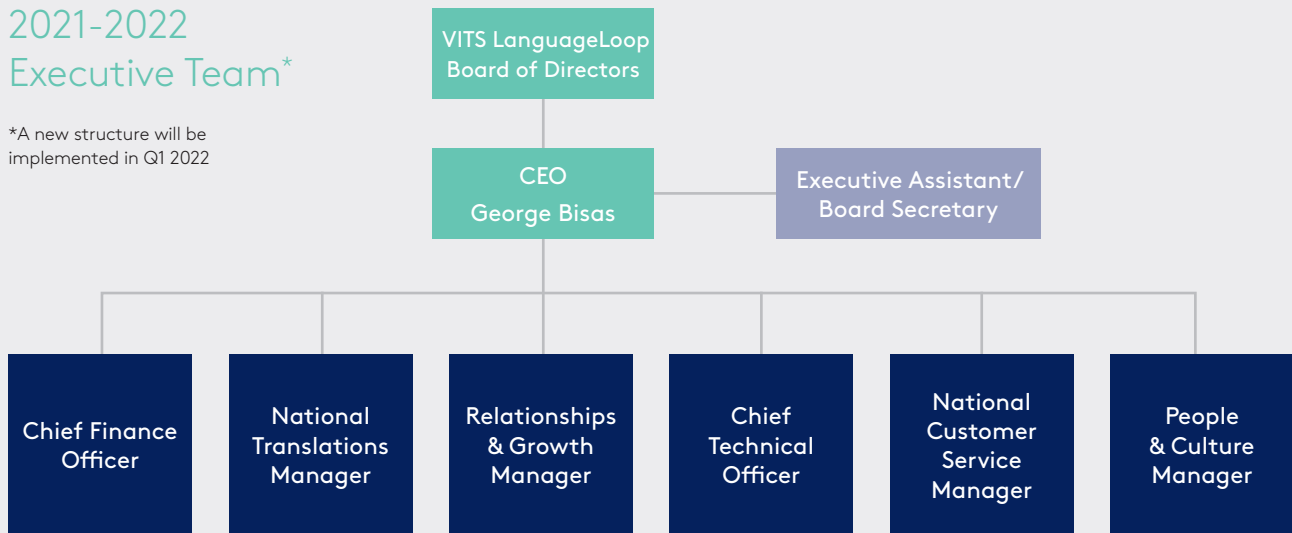
Leadership Team

It is critical that we have strong leadership in a period of sustained change. At VITS LanguageLoop we have a leadership team that is committed to ensuring change occurs effectively. It's important that we bring everyone along with us on the journey.

The leadership structure outlined below was effective at 30 June 2022. Changes have however been made to enable us to respond effectively to the challenges ahead.

2021-2022 Executive Team*

*A new structure will be implemented in Q1 2022



Australia is a very diverse place. Australians speak over 300 languages besides English. 40 per cent of Australian migrants were born in China and India, Australia has 1.3 million Chinese speakers alone. Given this diverse population, it reinforces the need for quality interpreting and translating services.

Australian diversity

In 2020 there were
7.6 million migrants
living in Australia

That's **29.8%**
of the population

51.5% of Australians were
born, or have at least one
parent born overseas

31% of Victoria is populated
by people born overseas

Australia's top 10 languages other than English (in order)

- | | |
|---------------|---------------------|
| 1. Mandarin | 6. Italian |
| 2. Arabic | 7. Greek |
| 3. Vietnamese | 8. Tagalog/Filipino |
| 4. Cantonese | 9. Hindi |
| 5. Punjabi | 10. Spanish |

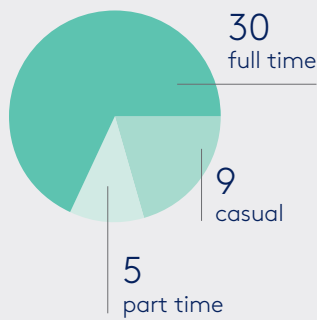
Our workforce

Australia is among the most culturally diverse countries in the world. VITS LanguageLoop has 44 full time equivalent staff members and 3200 Language Professionals.

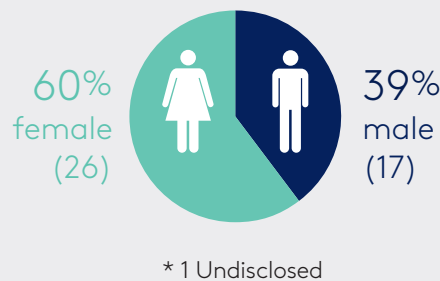
OUR HEAD OFFICE STAFF

We come from: Spain, Greece, Ukraine, Columbia, India, Samoa, Ireland, Britain, Wales, USA, Italy, Indonesia, Slovakia, China, Fiji, Lebanon, Morocco, Bangladesh, Australia, India, Malaysia

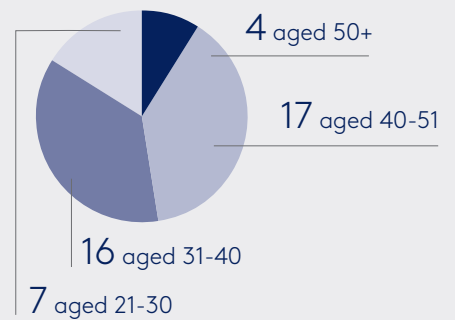
Employment Status



Gender Diversity*



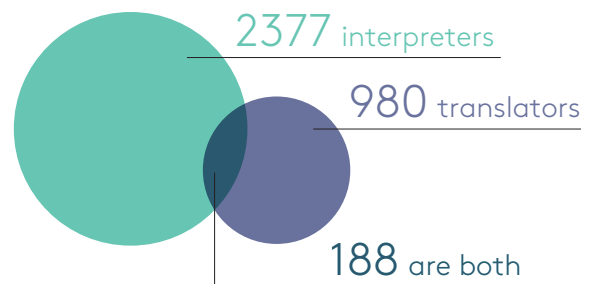
Age Diversity



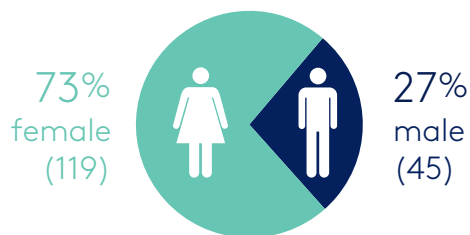
OUR LANGUAGE PROFESSIONALS

Recruitment 2021/2022	Victoria	80
	Queensland	51
	Other States	33
	Total	64

Total number of Language Professionals



Recruitment by gender



New languages added in 2021/22



"An interpreter has the vital role of connecting people who speak different languages. The Interpreter is the bridge to understanding for both parties and gives voice to people who might otherwise be unheard."



People and Culture Projects

Orange Door – Working with Interpreters

The Orange Door is a free service for adults, children and young people who are experiencing, or have experienced, family violence and families who need extra support with the care of children. The Orange Door welcomes everyone, regardless of migration status. You can seek help or support if you are a migrant or a refugee or do not have permanent residency.

VITS LanguageLoop was proud to partner with The Orange Door in delivering training to over 350 staff on **Working with Interpreters**. Continuing to work with The Orange Door in upskilling their staff will result in better outcomes for their clients and for the broader community.

Health and Wellbeing

Looking after our health and wellbeing is important. In 2021/22 balancing the pressures of numerous lockdowns, home schooling, illness and work certainly presented it challenges. And while as an organisation we all continued to deliver quality service to the community, it was important for us to take the time for some self-care. In the first half of 2022, we delivered two wellbeing sessions. **Being More Mindful – The Secrets to Self-Care** which helped us identify our stressors, focus on a work life balance and develop a self-care plan.

Our second session from Active Mind helped us **Build Resilience to Workplace Stress**. This skills-based interactive workshop was designed to give real life skills to reduce our stress, recharge and reboot.

These Health and Wellness activities give us the tools to integrate stress reduction skills into everyday life.



Sector investment



RMIT Skills Set Program

As VITS LanguageLoop begins to make preparations to transition to a direct employment model in 2022, we saw a unique opportunity to work with our Interpreters who have not yet obtained formal recognition/certification as a professional interpreter.

In partnership with RMIT University, and thanks to funding from the Victorian State Government, VITS LanguageLoop established the **RMIT Skills Set Program**. With many of our current VITS LanguageLoop network not having acquired formal certification in language due to a variety of reasons, this fully funded program will facilitate NAATI recognition.

Our first intake occurred in May with 62 Interpreters using this opportunity to formalise their skills and experience. Some of the languages in Round One Intake included Burmese, Dari, Chin hakha and KarenS'gaw.

Once enrolled, students participate in 10 sessions over the course of 10 weeks. Here, they will learn all the skills they need to gain accreditation while also acquiring valuable knowledge to assist in future employment with VITS LanguageLoop.

We will continue to offer this program to specific language communities in the new financial year.

Slator Podcast

In August last year, we were invited by Slator – a language industry intelligence organisation based in Europe – to be guests on their weekly podcast, SlaterPod. The podcast is hosted by Co-founder & Managing Director, Florian Faes, and Research Director, Esther Bond, and focused on international language services industry insights and trends.

VITS LanguageLoop was invited to give an insight into the Australian market.

Our CEO and National Translations Manager spoke about the challenges and opportunities within the industry across the private and public sectors, and discussed how VITS LanguageLoop is identifying innovative ways to improve the industry and redefine what's possible in language services. We discussed the Australian language services landscape, emerging languages and VITS LanguageLoop's approach to enabling deeper multilingual customer engagement.



Innovation fund

Premier's Sustainability Awards

VITS LanguageLoop has a long history of collaboration with leading universities in Victoria to bridge the gap between academia and professional practice. As part of our Research & Innovation Grant, we funded a mentorship program for interpreters of new and emerging languages in Court and Tribunal settings, which was led by Dr Miranda Lai and Dr Erika Gonzalez at the RMIT School of Global, Urban and Social Studies.

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. The introduction of a mentorship program is intended to 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.

In November last year, VITS LanguageLoop was proud to announce that the program was selected as a finalist for the Social and Economic Justice category in the annual Premier's Sustainability Awards. The Premier's Sustainability Awards recognise and celebrate Victorians who are leading the way to a sustainable future and we were excited to be recognised as part of this prestigious event.



Supporting Australian Governments

Australian Election 2022

Across Australia 21% of households speak a language other than English at home. And at a time that's as crucial to the future of the country as the Federal election, it's essential all citizens of Australia understand how the electoral system works. A simple mistake in language interpretation could mean an informal vote and one less vote for the preferred party.

That's where VITS LanguageLoop comes in. We were honoured to exclusively provide telephone interpreting services for the federal election.

What this means for the Australian Electoral Commission (AEC)

By providing information to help voters from culturally and linguistically diverse backgrounds, the AEC and VITS LanguageLoop can make sure every eligible Australian has the chance to have their vote counted.

Your official guide to the 2022 federal election
SATURDAY 21 MAY 2022

Alternative versions of this guide

Information in accessible formats
You can download accessible formats of this guide, such as audio and large print at aec.gov.au/assistance

Information in other languages
Translated versions of this guide in 33 languages can be downloaded from aec.gov.au/translated
Telephone interpreter services are also available. For information about voting and elections, call the number listed next to your preferred language.



Astorian	1300 720 132
Burmese	1300 290 617
Chinese	1300 720 135
Cantonese	1300 720 136
Dari	1300 290 618
Farsi (Persian)	1300 290 619
Greek	1300 720 137
Italian	1300 720 138
Korean	1300 720 134
Korean	1300 720 468
Macedonian	1300 720 139
Mandarin	1300 720 142
Polish	1300 720 143
Portuguese	1300 720 145
Russian	1300 720 146
Serbian	1300 720 147
Spanish	1300 720 148
Turkish	1300 720 149
Vietnamese	1300 720 152
Other languages	1300 720 153

ແນວປະຕິບັດ ທາງການ ສໍາລັບທ່ານ
ກ່ຽວກັບ ການເລືອກຕັ້ງ ຮັດບານກາງ ປີ 2022
ວັນເສົາທີ 21 ພຶສພາ 2022

ການວິຈະແນວຮຽງ ແມ່ເປັນການບໍ່ມີຄວາມສໍາຄັນ
ສໍາລັບບັນເທົາພາສາອື່ນໆ ທີ່ ບໍ່ມີ ສູນກາງເປັນຕົ້ນ

ການເລືອກຕັ້ງຂອງທ່ານຈະຊ່ວຍສ້າງປະເທດອອສເຕຣເລີຍໃຫ້ເຂົ້າຮູບຮ່າງ

It's essential all citizens of Australia understand how the electoral system works

Study Melbourne

With international travel opening up again, we supported Study Melbourne with their international brand campaign aimed at 10 key markets: Brazil, China, Indonesia, Japan, Korea, Spain, Thailand, Turkey, UAE and Vietnam. We developed translations across a number of assets including web, video subtitles, press ads and social media ads, with the campaign being launched early in 2022 to attract international students to Melbourne.



The Translation Team once again supported the South Australia Electoral Commission

South Australia Electoral Commission

Following on from successful support of the South Australia Electoral Commission in previous years, the Translation Team once again supported with multilingual community information and engagement activities for the March 2022 State Elections. Project support included translation, review and typesetting of the Official Guide with information on where, when and how to vote in the State elections, as well as subtitles in 22 languages for an informational video on how to complete postal voting. The development of videos with subtitles also shows clients' increased use of digital channels to more effectively reach CALD communities.



بازی کنید، یاد بگیرید، رشد کنید برنامه پیامک ها

به صورت رایگان راهنمایی هایی مفید از سوی متخصصین
برجسته دوران اوان کودکی را در تلفن موبایل خود دریافت کنید!

بازی کنید، یاد بگیرید، رشد کنید، یک برنامه پیامک های رایگان است که در مشارکت با متخصصین
برجسته دوران اوان کودکی جهت حمایت از والدین و مراقبت کنندگان کودکان دو یا سه ساله ایجاد شده
است. این برنامه توصیه هایی مفید و فعالیت های تفریحی و آسان را برای حمایت از یادگیری، رشد و
تندرستی فرزندان در خانه فراهم می کند.

امروز نام نویسی کنید. این برنامه رایگان است!
کلمه PLAY را به شماره 0428 606 027 ارسال کنید
www.vic.gov.au/play-learn-grow-text-message-program



Victorian Department of Education

We worked with the Early Learning Division of the Department of Education to assist with the launch of a program called *Play Learn Grow*, which is an SMS program to support parents of two and three-year-old children with their children's learning and development at home. The program sends participants three text messages per week containing information and suggestions on easy, low-cost activities parents can do to create a stimulating home learning environment. In preparation for the program launch, we provided translation and typesetting for a promotional flyer and poster in 5 languages. We also provided the translations and in-context review of the text messages to be sent to parents in five languages over a period of 6 months. This once again represents novel ways that organisations are engaging with non-English speakers through means other than print.



Federal Government

This year has seen increased appetite by Federal and State Government departments to investigate the viability of integrating machine translation and machine translation post-editing workflows into multilingual content development cycles. The translations team has been supporting customers to run discovery and evaluation projects to test the viability of integrating human post-editing into regular workflows with expert linguistic advice to support technical and process development. The aim of this is to enable quick, efficient and accurate translations of critical public information to our diverse communities.

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.

Languages

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



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