

Language Loop

An
Introduction

23

24



Acknowledgements

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.

Our offices are located on the lands of the Kulin Nation.

We acknowledge all of those with lived experience of discrimination. Whether it was due to cultural diversity, gender, sexuality, disability or any intersecting form of diversity, LanguageLoop stands with you.



Contents

- 4 Who we are
- 5 Introduction
- 6 Our language services
- 7 How we deliver
- 8 Our language professionals
- 9 Client training
- 10 Our recruitment process
- 11 Professional training

Turning words into possibilities



VITS LanguageLoop Began in 1978 as the Australian Ethnic Affairs Commission. From there, we became known as VITS or the Victorian Interpreting and Translating Service. Over 9 years ago, we expanded our service nationwide and became LanguageLoop. Our experience has given us the right balance of language skills, technology, innovation and process to serve the community in any language, wherever they are.

Who we are

LanguageLoop is at the forefront of the delivery of high-quality interpreting and translation services. Our clear vision, mission, and corporate values, underpinned by our public sector ethos, guide strategic direction and operations decision-making.

Our Vision

An Australian society where intersecting forms of diversity are valued, and language is no barrier to full and equal participation for all.

Our Mission

To facilitate communication to support equitable participation and access for Limited English Proficiency (LEP) speakers to all aspects of a diverse Australian society.

Our Values



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, 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, clients, governments and the wider language services industry to realise our vision.

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

Introduction



Emiliano Zucchi | Chief Executive Officer | He/Him

I am extremely proud to introduce you to LanguageLoop. For over 40 years, we've been turning words into possibilities because we know that words have the power to include, support, and free people so that they have the opportunity to thrive.

We believe in equal access and fairness for all as a fundamental human right. As a Government Business Enterprise, we hold ourselves to higher quality and accountability standards than many other commercial language service providers. We focus on transparency and ethical practices with strong community partnerships. We engage with communities to ensure that our practices are inclusive, and we openly listen to the experiences of those we partner with, even when it challenges the status quo.

In addition, we are dedicated to enhancing the quality of language services so that everyone, no matter their circumstances, can access the resources that they need to pursue the life they design. Our workforce comprises people from every corner of the globe, from every lived experience, and we know these partnerships create possibilities for everyone.

Turning words into possibilities, it's what we do at LanguageLoop.

Our language services



At LanguageLoop, we take great pride in providing top-quality language services. We work with NAATI-certified professionals across Interpreting and Translations.

NAATI is the National Accreditation Authority for Interpreters and Translators. They are responsible for assessing the qualifications and skill levels of language professionals in Australia.

Our workforce adheres to the nationally recognised AUSIT Code of Ethics and our LanguageLoop code of conduct.

Our services:



Telephone Interpreting

Pre-booked & On-demand



On-Site Interpreting

We come to you



Video Conference

Using your preferred platform



Translations

For the written word, including captions and voiceover



Training

We can provide Working with Interpreters Training

Our language professionals

At LanguageLoop, we work with a vast network of over 3200 language experts certified by NAATI, the National Accreditation Authority for Translators and Interpreters, and available in 190+ languages.

Our team of Interpreters and Translators includes highly qualified professionals with diverse tertiary qualifications and experience in various fields like healthcare, law, marketing, technology, science, and the arts.

Our workforce strictly adheres to LanguageLoop's code of conduct and the AUSIT Code of Ethics. Their primary responsibility is facilitating effective communication between parties who do not speak the same language without prejudice or interference.

The AUSIT Code of Ethics covers the behaviours required to practice as a language professional in Australia. This code includes guidelines on:

- Professionalism
- Competence
- Confidentiality
- Accuracy
- Impartiality
- Setting professional boundaries
- Maintaining professional relationships
- Continuous Learning
- Professional solidarity

You can read more about the 9 points of the AUSIT Code of Ethics on their website, www.ausit.org.

Recruitment

Our recruitment team has their finger on the pulse of the Australian cultural landscape, which gives you the advantage of ensuring the right Interpreter in the right language is available for your clients.

We have a dedicated workforce recruitment team that performs ongoing and targeted recruitment of our language professionals.

Across 2022-2023, we recruited an additional 169 language professionals to meet growing customer demand, extending our workforce to just over 3200 language professionals.

Their words

"I love LangageLoop because the staff treat me with respect and dignity."

"After 30 years of working with LanguageLoop, I always feel satisfied and happy."

"It's a relationship of 13 years where I feel family ."



Client training

Participant's words

“Everything was explained clearly, easy to understand, and at a pace that kept you engaged.”

“Very enjoyable and informative.”



LanguageLoop regularly provides training for our clients to help them better work with Interpreters. As part of our commitment to improving client outcomes, we provide tailored training sessions as part of our service offering.

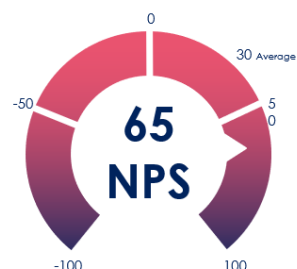
The course provides the fundamental understandings and skills required to work with an Interpreter and limited English proficiency customers.

Working with Interpreters Learning Objectives:

- Increase understanding of the training and role of Professional Interpreters and Translators.
- Understanding how Interpreters work with practical examples of Language.
- Strengthen the capability to utilise best practice behaviours whilst working with Language Professionals, including the AUSIT Code of Ethics.
- Practical tips for conducting a conversation from preparation to debriefing.
- Troubleshooting- what to do if something isn't working.

Moreover, some clients who regularly work with Interpreters have included our training in their staff onboarding process. Our dedicated training specialist delivers high-quality training that participants find informative and engaging.

NPS Score of a client whom we've been providing training over 650 employees



Our recruitment process

LanguageLoop has a robust recruitment process to ensure we always work with top language professionals.

Before onboarding any new language professional, our Workforce Management Team assesses the individual's prior learning and experience.

In addition, many organisations require Interpreters to have valid Police Checks, vaccinations, Working with Children Checks and NDIS screen checks. These are carefully recorded and kept current so that our clients can be assured that any LanguageLoop Interpreter they employ will be ready and able to work in their environment.



Native speaker of target language



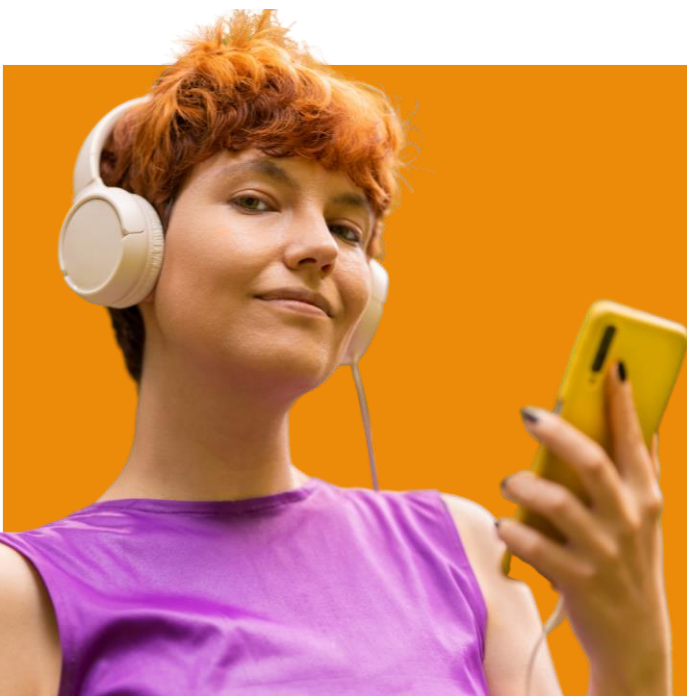
Demonstration of relevant educational qualifications



Demonstrated expertise in area of specialisation



Completion of internal training



LanguageLoop Interpreters and Translators must have at least one:

- A certificate of competence in interpreting awarded by NAATI
- A recognised certification in interpreting from an institution of higher learning
- Two years of interpreting experience and a university degree
- Five years of interpreting experience if no degree
- Demonstrated qualifications and letters of recommendation.

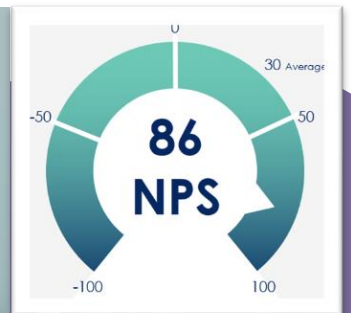
Professional training

We understand the importance of providing quality interpreting and translating services and offer our workforce monthly training sessions. These sessions cover telephone and video conference interpreting protocols, focusing on the AUSIT Code of Conduct.

During the training, our interpreters are taught how to use our system and conduct themselves professionally during assignments. We also engage them in group discussions to tackle ethical dilemmas, share best practices, and learn from experienced interpreters. An extensive guide for professional practice accompanies each session.

In 2022, LanguageLoop partnered with RMIT and received funding from the Victorian State Government to launch the RMIT Skills Set program. This program enabled over 62 language professionals to receive the necessary training and obtain their NAATI accreditation. This support is vital to those who seek to work in our Industry.

We regularly communicate learning opportunities to our workforce outside our organisation so that they can expand their capabilities.



How our Interpreters rate LanguageLoop Training

Acknowledgement of Country

Showing respect to the First Nation Custodians of the land we live and work on is important, and one way to do that is through an Acknowledgement of Country.

VITS LanguageLoop has made this acknowledgement accessible to all Australians by translating it into 35 of Victoria's most commonly spoken languages. This is a powerful way to connect everyone to the rich history of our shared country. Check out our website for a selection of those languages.

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

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.

Punjabi

ਮੁੜ-ਸੁਲ੍ਹਾ ਦੀ ਭਾਵਨਾ ਵ ਵਿੱਚ [ORGANISATION] ਸਾਰੇ ਆਸਟ੍ਰੇਲੀਆ ਵ ਵਿੱਚ ਦੇਸ਼ ਦੇ ਰਵਾਇਤੀ ਰਖਵਾਵਲਾਂ ਅਤੇ ਉਹਨਾਂ ਦੇ ਜ਼ਮੀਨ, ਸਮੁੰਦਰ ਅਤੇ ਭਾਈਚਾਰੇ ਨਾਲ ਸਬੰਧਾਂ ਨੂੰ ਸਵੀਕਾਰ ਕਰਦਾ/ਕਰਦੀ ਹੈ। ਅਸੀਂ ਉਹਨਾਂ ਦੇ ਅਤੀਤ ਅਤੇ ਵਰਤਮਾਨ ਬਜ਼ੁਰਗਾਂ ਦੇ ਪੂਰੀ ਆਪਣਾ ਆਦਰ ਪ੍ਰੇਸ਼ ਕਰਦੇ ਹਾਂ, ਅਤੇ ਅੰਜ ਨਾਲ ਹੀ ਸਾਰੇ ਆਵਦਵਾਸੀ ਅਤੇ ਟ੍ਰੈਸ ਸਟ੍ਰੇਟ ਆਈਲੈਂਡਰ ਲੋਕਾਂ ਦਾ ਆਦਰ ਕਰਦੇ ਹਾਂ।

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者们致敬, 并向今天的全体原住民和托雷斯海峡岛民表示敬意。

Arabic

موظف فرتعت قحلاصملا حور نم
ضرباً مهتقلاعو ايلارتسا [ORGANISATION] اقلطنا
ءاحنا عيمج يف دلبلل نييديلقتلا ءايصولاب [رحبلاو
سيروت فيضم رزج ناكسو نييلصلا بو عشملا عيمجل
مارتحلا اذه هجونو نيرضاحلاو نيقتباسلا مهنامعزل امارتحا
مدقن نحن .عمتجملاو .مويلا

Tamil

நல்லிணக்கத்தின் தாத்தபரியத்ததப் பபணும் பநாக்கில், [ORGANISATION] ஆஸ்திபரலிய நாடதனத்தும் உள்ள பழங்குடியினர்களதளயும், அவர்களுக்கும் நிலம், நீர், சமூகம் ஆகியவற்றுக்கும் உள்ள ததாடர்தபயும் அங்கீகரிக்கின்றது. நாம், அவர்களது, பந்றதறய இன்தறய மூத்தபார்களுக்கு எமது மரியாதததயச் தசலுத்துவதுடன் இன்தறய சகல பழங்குடியினருக்கும், படாரஸ் ஸ்தரயிட் தீவினருக்கும் எம் மரியாதததய நீட்டிக்கிபறாம்.

Visit our website to download more languages



Language Loop



Connect with us

www.languageloop.com.au

sales@languageloop.com.au

training@languageloop.com.au

feedback@languageloop.com.au