

QUESTION TAKEN ON NOTICE

BUDGET ESTIMATES HEARING: 23 May 2006

IMMIGRATION AND MULTICULTURAL AFFAIRS PORTFOLIO

(277) Output 2.2: Translating and Interpreting Services

Senator Hurley (L&C 57) asked:

What about steps to gauge the satisfaction of the people who use the services delivered through NAATI – not just the translators and interpreters, the people involved with NAATI, but also the government agencies, the clients?

Answer:

NAATI provided the Department with the following response:

“The Cook review conducted consultations and interviews with a wide range of NAATI stakeholders, including practicing translators and interpreters, bureaucrats from government departments and agencies responsible for multicultural affairs and employment, academics involved in translating and interpreter training and other employers of NAATI accredited personnel. Candidates of NAATI testing were also included in the consultation process.

Outside the context of the Cook review, NAATI has in place a complaints mechanism whereby any and all types of complaints may be registered and resolved. This mechanism is detailed in the Manual for Candidates and a formal Complaints Form can be downloaded from the web site.”