

Our world of languages  
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# VITS LanguageLink

**Your ONLY destination for ALL your Language Service needs**

Victoria's leading Language Services Provider with specialist services in legal, medical, corporate, mental health, education and the community sector



# VITS LanguageLink

Victoria's leading supplier of interpreting, translating and multilingual services

## Leading the industry

VITS LanguageLink continues to set the benchmark for the translating and interpreting sector in Australia. Being a good corporate citizen is central to the way VITS LanguageLink does business. It is not an add-on or after thought, but part of our day-to-day operations. When we talk about commitment to the Interpreting and Translating industry, it is not lip service, it is supported by real initiatives and real investment to ensure the industry grows.

Our commitment to research is another example of our involvement. VITS has commissioned research into qualifications and barriers faced by professional interpreters; issues impacting on self-regulation of the sector, to examine how regulation could best benefit the industry; and current research projects in progress including an overview of Victoria's language resources and emerging communities; and research into ageing languages and sustainable supply of interpreters to meet the demand in the year 2010 and 2020.

## We are the preferred Language Services Provider – 202 new clients\*

During the 2006-07 financial year, VITS LanguageLink attracted 202 new clients further consolidating VITS position as the preferred choice and the market leader in the Language Services industry. VITS' reputation is unrivaled as we pride ourselves in our commitment to provide our clients with the highest standards of service, quality products and absolute professionalism.

## Sustainability is paramount for the future

During 2006-07, VITS experienced over 10% growth year on year in contractors with 82 new recruits joining VITS.

Of these:

61% were NAATI level 3

16% were NAATI level 2 (where level 3 is not tested)

23% were NAATI non-accredited in rare languages not yet NAATI tested.

Part of VITS commitment to service emerging language groups.

The National Accreditation Authority for Translators and Interpreters (NAATI) is the only accreditation authority in Australia.

\*In 2006/2007

Continually striving  
for excellence



VITS LanguageLink is being the true innovator in the Services industry as well as about diversifying the necessary environment. With the deployment of Internet Based Web-Cam Kiosk, rural and regional areas now have access to Multilingual professional interpreters. Where professional interpreters are not available.

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## The bottom line **where it all counts**

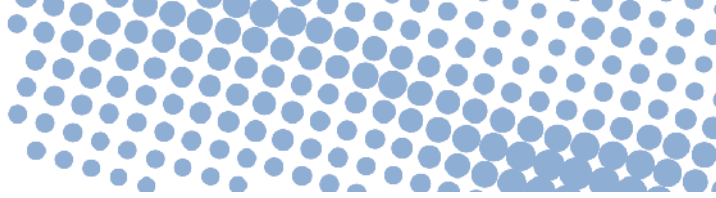
We have interpreted for over 84,782 non-English speaking clients in 84 languages. **We have translated over 2,622,063 words in 80 languages.** That's over 50,424, words a week, 7,203 words per day, 900 words per hour.\*\*

94% of bookings were undertaken by NAATI level III interpreters.\*\*\* However, we also interpret rare, yet to be accredited languages.

Language	% of all
1 Vietnamese	14.50%
2 Arabic	9.14%
3 Mandarin	6.79%
4 Greek	6.62%
5 Italian	6.18%
6 Turkish	6.11%
7 Cantonese	5.81%
8 Russian	3.33%
9 Dinka	3.13%
10 Dari	2.51%
11 Bosnian	2.46%
12 Croatian	2.46%
13 Serbian	2.19%
14 Spanish	2.15%
15 Sudanese	2.12%
16 Cambodian	1.70%
17 Nuer	1.70%
18 Persian	1.65%
19 Macedonian	1.64%
20 Polish	1.35%
21 Somali	1.31%
22 Amharic	1.00%
23 Tigrigna	0.91%
24 Hakka	0.90%
25 Assyrian	0.90%
26 Albanian	0.90%
27 Hungarian	0.71%
28 Auslan	0.66%
29 Thai	0.53%
30 Oromo	0.52%
	<b>91.88%</b>
All other languages	8.12%
<b>Total</b>	<b>100%</b>

\*\*These statistics relate to the 2006/2007 financial year only.

\*\*\*In languages tested by NAATI at level III. NAATI III is the professional level of accreditation.



# The VITS guarantee

Unlike our competitors, VITS LanguageLink is committed to the growth and further development of the Language Services industry as a whole. Through VITS, your organisation can expect high standards of professionalism, efficiency and cost effectiveness with no compromise on service.

## Satisfaction guarantee

VITS' is dedicated to providing our clients with the highest quality service by ensuring the interpreters and translators are effective, reliable, punctual, competent but most importantly, accredited. VITS LanguageLink contract interpreters and translators hold professional accreditation from the National Accreditation Authority for Translators and Interpreters (NAATI).

It is with this level of accreditation that you should have peace of mind knowing that you are dealing with professionals who are highly experienced in their field.

## Quality guarantee

VITS LanguageLink is renowned for its expertise in all facets of interpreting and translation. The Management team and staff are among the most qualified and experienced in the industry having spent most of their careers in the area of Language Services. In VITS' ongoing quest to monitor its operations, a number of measurement tools are in place, which allow a great deal of insight on the overall performance of the organization.

To ensure an independent view is formed of our overall service delivery and performance, VITS engages an independent market research company to conduct annual client satisfaction surveys, one to one telephone interviews with our clients.

Not only do we value the opinions of our clientele, we are the only company that actively seeks to gain feedback from your client, the non-English speaker who required the interpreter.

*Language is a powerful tool*

To ensure that their views on the service are incorporated when evaluating our own performance, VITS developed its own unique concept called the Postcard Report, specifically designed to allow the client the opportunity to provide feedback independently without the aid of an interpreter on their level of satisfaction with VITS – our people and our services. The postcard is printed with our address, complete with an affixed postage stamp, with five key satisfaction survey questions translated in their language.

It is this commitment that drives VITS to strive for excellence across all of its services and invests heavily into new initiative and product development, market research and new technologies, with the benefactors being our clients who will have access to the best range of products, contractors and services available in the market.

## Quality assurance program

Postcard Report designed to seek and encourage comments from the linguistically and culturally diverse communities on their level of satisfaction with VITS.

These findings were backed up by a 2005 Quantum Market Research study that showed:

- more than 95% of respondents are satisfied with VITS' overall service;
- 100% of clients are satisfied with VITS' translation service – fewer than 4% of respondents expressed any dissatisfaction with VITS' booking officers;
- 95% satisfaction with VITS' on site interpreting service, with not one client saying they were dissatisfied with the service; and,
- nearly all clients (98%) found that bookings with more than 48 hours notice were met most of the time.



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