



Multicultural NSW Language Services



Working as an interpreter or translator at Multicultural NSW

Join our high performing team

As a trusted NSW Government agency, we are all about connecting people and delivering a quality experience.

With over 40 years' experience, Multicultural NSW is a respected and well-established partner to multicultural communities across NSW.

We have a deep understanding of context and nuances, ensuring the correct message is conveyed every time. Our interpreters and translators' expertise in interpreting, translation and transcription ensure that language is no barrier to accessing vital information and services.

We promote the value of language services which are high quality and trusted. We are committed to continually improving our delivery of language services overall.



Our clients

To continue to build a socially cohesive, harmonious and resilient multicultural society, our face to face and remote interpreting and translation services are available to all NSW Government agencies, private and commercial organisations, community groups, and individuals.

Our clients include NSW Courts and Tribunals, NSW Police, Service NSW, Department of Justice agencies, and other government and non-government agencies.



I'm grateful to work for Multicultural NSW. The jobs I get are great, there's a big diversity in the type of assignments and this has allowed me to expand my areas of specialisation and build my profile as an interpreter.

Thuy Han Do
Vietnamese interpreter at Multicultural NSW
Winner of the 2023 Language Services Medal

Ongoing professional development

We place strong emphasis on building the capability of language services professionals. As an interpreter or translator at Multicultural NSW you will have access to professional development and mentoring programs to assist you in developing your career.

Multilingual NSW Academy is committed to building the capability of our interpreters and translators.

We value integrity and certification

We are proud of the work we do and want to build on our reputation as the preferred supplier for NSW Government agencies.

The success of our language services team is built around accuracy, confidentiality and customer focus. We pride ourselves on being fair and consistent in our delivery of high-quality services, always aligned with Multicultural NSW's values of respect, inclusion and excellence.

Our panel of interpreters and translators are casual public sector employees who are employed under the *Crown Employees (Interpreters and Translators, Multicultural NSW) Award*.

Our interpreters and translators must maintain their National Accreditation Authority for Translators and Interpreters (NAATI) certification during their employment with Multicultural NSW.

NAATI certifies translators and interpreters at various levels of competency and enables them to demonstrate their ability quickly and easily to clients and agencies.

Using a NAATI-certified interpreter or translator means that the service delivered meets a high-quality standard.

For new and emerging languages that may not have certification available, we follow the procedures suggested by NAATI. Once testing begins, you will be expected to get certification within 12 months of the beginning of testing.

In addition to certification, our interpreters and translators show a high standard of integrity and ethical behaviour in the execution of their duties.

The AUSIT Code of Ethics is a professional standard for interpreting and translating. We require all our interpreters and translators to have a demonstrated knowledge of the AUSIT Code of Ethics which is endorsed by NAATI.

The general principles within the AUSIT code relate to:

- Professional Conduct
- Confidentiality
- Competence
- Impartiality
- Accuracy
- Clarity of role boundaries
- Maintenance of professional standards
- Continuing professional development
- Professional solidarity.



Multicultural NSW

Language Services Panel

If you are interested in submitting an Expression of Interest to join Multicultural NSW as an interpreter or translator, scan the QR code to fill out an EOI. Applications are assessed by language need.



For general enquiries please email panel@multicultural.nsw.gov.au

Learn more multicultural.nsw.gov.au/interpreters-and-translators-roles

Connect with us [Facebook](https://www.facebook.com/multiculturalnsw) [Instagram](https://www.instagram.com/multiculturalnsw/) [LinkedIn](https://www.linkedin.com/company/multicultural-nsw/)

Acknowledgement of Country

Multicultural NSW proudly acknowledges the traditional custodians of the land and waterways of this State. We pay respect to the elders past, present and future of all Aboriginal nations. As Australia's First People, they have an important role to play in shaping the identity of our State.

