

# Annual Report Rapport Annuel Informe Anual Geschäftsbericht 年度报告

2019/20

Language  
Loop



# Turning words into possibilities

## A great experience in any language

We provide organisations with the language skills and technology they need to be fluent in the most important language of all – great experience.

## Technology to connect anywhere

We open the door to possibilities with advanced technology that helps you form stronger connections anywhere, in any language.

## Focus that comes with experience

Our knowledge and experience in language services has been honed over years. That means we bring a true understanding of the needs of your customers to every engagement.

## Trust that builds loyalty

A shared language builds trust. We're proud to be the partner enterprise and government clients choose to help them turn language into loyalty.



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# Who we are

## We turn words into possibilities

As Australia's leading full service language provider, we give culturally and linguistically diverse (CALD) people a voice so they can fully participate in society.

Our full suite of on-demand 24/7 telephone interpreting, video interpreting, translations services and digital language solutions such as multilingual chatbots and in-language SMS reminders, enable clients to connect with their customers in any language, any time, across any channel.

With technology connecting people globally, we harness new solutions to help businesses and government bodies connect with their customers and communities across boundaries and cultures.

Our network of over 3,000 interpreters and translators, speaking over 180 languages, enables organisations to speak and engage with their customers. We deliver services across industries including; finance, insurance, utilities, health, law and government. This is why Australia's leading corporate businesses and government bodies call on us to help them connect with their customers through language.

### Our vision

To give people a voice, so they can not only participate in society, but thrive.

### Our mission

To connect people through language so they can live life without limits and access services they need.

### How we work to achieve our vision

As a leader in our sector we are innovative, bold and imaginative in the way we use technology and contribute to the development of our industry.

We work with decision makers and business leaders to undertake research and set practice standards.

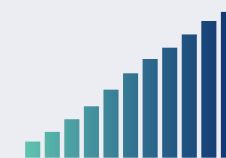
We believe in the power of difference and celebrate diversity. Our people are important to us so we reward and recognise their achievements and look for ways to support each other so that we can grow together.

# Key highlights

Throughout 2019-2020 we focused on creating a seamless journey for our clients so they can engage with their non-English speaking customers, clients and patients across any channel.

With COVID-19 impacting all areas of the economy, our focus was also on supporting our clients and language professionals through this challenging period.

## Key achievements



**\$25.2m**

Total revenue 19/20



**300+**

New language professionals recruited

**500,000+**

Non-English speakers assisted



**157,000+**

On-site interpreting requests

**3,000+**

Registered language professionals



**10**

New languages interpreted for the first time

**5.8m**

Words translated  
5.4% increase



**180+**

Languages interpreted



**14% growth**

In telephone interpreting requests

**230,000**

Telephone interpreting calls



# Chair's Report

**George Lekakis AO**  
Chair



**It is with mixed feelings that I say goodbye as the Chair of this wonderful organisation. I look back over the past 5 years, with nothing but pride at the achievements of VITS LanguageLoop.**

During my time we've seen our revenue grow by 164% and the number of jobs available for interpreters grow by 190%. Knowing that I've been part of an organisation to deliver these kind of tangible benefits to our multicultural communities, and creating new employment opportunities for language professionals, is extremely satisfying.

Over the past 12 months the Board of Directors has overseen significant growth and expansion of services, and further investment in overhauling our booking system that is the backbone of our language services delivery platform. It's been pleasing to see the progression of projects under our \$150,000 Innovation Fund—especially the Virtual Reality training program to better prepare interpreters working in Family Violence settings. To be funding such ground breaking research and using technology that we couldn't have dreamt about just a few years ago is incredibly exciting.

Of course the latter part of the year has been overshadowed by COVID-19 and the Board's work has been dominated by guiding the organisation through these turbulent times. The Board has been very happy to see the organisations ability to move so quickly

to a remote working scenario, while continuing to seamlessly deliver services without missing a beat. The reduction in on-site interpreting has been significant however increases in telephone and translations has allowed us to maintain our ongoing financial viability. The Board has spent a lot of time this year on risk management and business continuity, so it's been great to see our planning put into practice with no impacts to service delivery.

Over my tenure I have overseen a brand refresh to acknowledge our position as a major national language service provider. We have continued to grow our presence nationally, cementing our role as the go-to organisation for government, community agencies and the corporate sector.

I would like to thank my fellow Board members who have been instrumental in guiding the organisation soundly and successfully. I would also like to take this opportunity to thank Ruth Owens our outgoing Chair of the Audit and Risk Committee and thank her for her dedicated contribution to VITS LanguageLoop.

Finally I would like to express my thanks to our dedicated CEO, Elizabeth Compton, who has continued to, not only grow our services, but has been able to steer the organisation through these very difficult times. I wish LanguageLoop all the success as it continues to deliver critical language services to our multicultural communities into the future.

# CEO's Report

**Elizabeth Compton**  
Chief Executive Officer



**Over the past 12 months we have continued on our journey, together with our clients across government, community and business, to help deliver a seamless customer experience to over half a million Australians, in over 180 languages.**

Our ground-breaking research, Language Matters, identified the enormous business benefits of engaging with customers in their language. At a time when businesses are looking for strategies to recover in a post-COVID world, our research highlights major benefits to drive loyalty, increase spend and build stickier relationships by simply communicating in languages other than English.

We have continued building ever stronger relationships with our key government clients across health, legal, education and other critical settings. These relationships have been extremely vital during COVID-19 as we have provided around the clock support to the Department of Health and Human Services, the Premier's office, Home Affairs and other departments in delivering critical health, safety and travel information in over 180 languages.

We delivered a result of \$25.2M in revenue which was slightly down on last year due to COVID (-7.5%), however given the seismic impact of the pandemic, we were able to remain in a relatively strong financial position. So although we saw a significant drop in on-

site interpreting, we were able to pivot quickly, moving clients to pre-booked and on-demand telephone interpreting, video appointments and other digital channels. Further, our translations business saw a significant increase as we worked to translate critical information for multiple government departments and corporate clients, which cushioned the full impact of the decline in on-site interpreting. Although impacts from COVID will continue, we are optimistic about the future as we continue delivering on our mission to give people a voice and make it as simple as possible to communicate and engage in any language.

I would like to thank our outgoing Chair, George Lekakis AO, who has been an incredible support during our transformation over the past five years. George has left an indelible mark on multiculturalism and language services in Victoria. Thank you also to the Board and my Management Team for their leadership during this period and driving even harder to deliver results. Of course our success wouldn't be possible without our incredible team at Head Office who have worked so hard over the past 12 months and even harder during the challenges of COVID.

And finally, a massive thanks to our unsung heroes—our thousands of interpreters and translators who give people a voice so they can participate in society.

Until next year, stay safe.



# Our Business

## Overview of Services

We are intent on bringing government bodies and Australian businesses the right balance of language skills, technology, and processes for a solution that is perfectly shaped, allowing them to connect with their customers, clients and patients anywhere, in any language.

With our population continuing to grow we work with both businesses and government to ensure they can deliver a great experience in any language. We harness technology to connect organisations with their customers anywhere, anytime in any language. Working with us, businesses can deliver huge benefits to their multicultural customers with reduced time to service, improved customer satisfaction, accessibility and the ability to provide an omni-channel experience with improved understanding.

With 21% of the population speaking a language other than English and over 300 languages spoken in Australia, we help government organisations and businesses provide equal access to essential and community services.

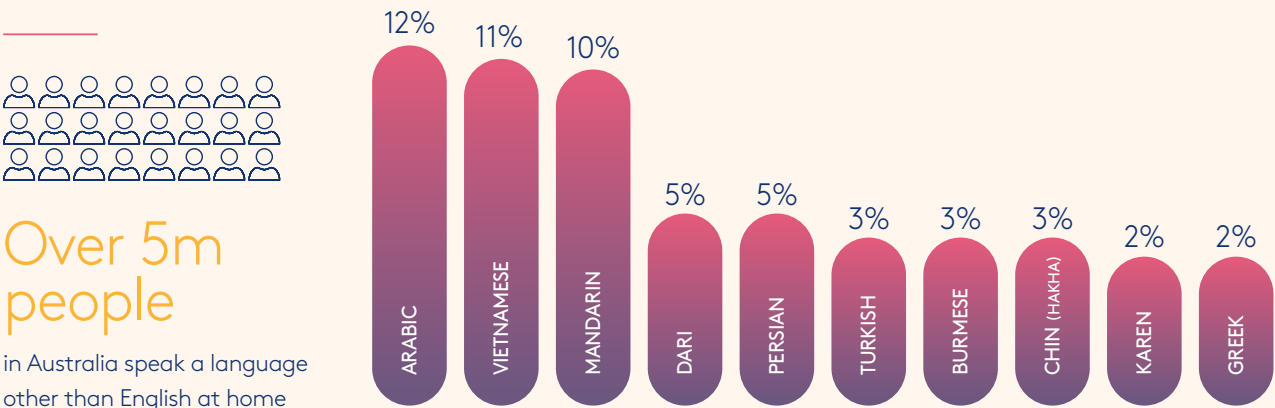


# On-site Interpreting

Our in-person interpreting services delivered on-site at our client premises is the backbone of our service – and has been for over 40 years. We provide the highest accredited interpreters for government agencies including; schools, courts, police, healthcare and mental health providers when offering professional interpreter services. Our network of over 3,000 professional interpreters, speaking 180+ languages, seamlessly deliver these services across our vast country.

In 2019/20 there was movement at the bottom of the Top 10 languages with Greek dropping down from 6th to 10th place and Italian and Cantonese dropping out of the Top 10. Making its way into the Top 10 was Chin (Haka) and Karen – showing the changing landscape in multicultural communities with languages only recently considered ‘rare and emerging’ now cementing themselves as common community languages.

## On-site interpreting Top 10 languages (%)



//  
*LanguageLoop’s on-site interpreters have been key in helping us provide safe and appropriate care to patients by ensuring we communicate effectively with them.*

Melissa Tobin  
Gold Coast University Hospital  
Registered Nurse



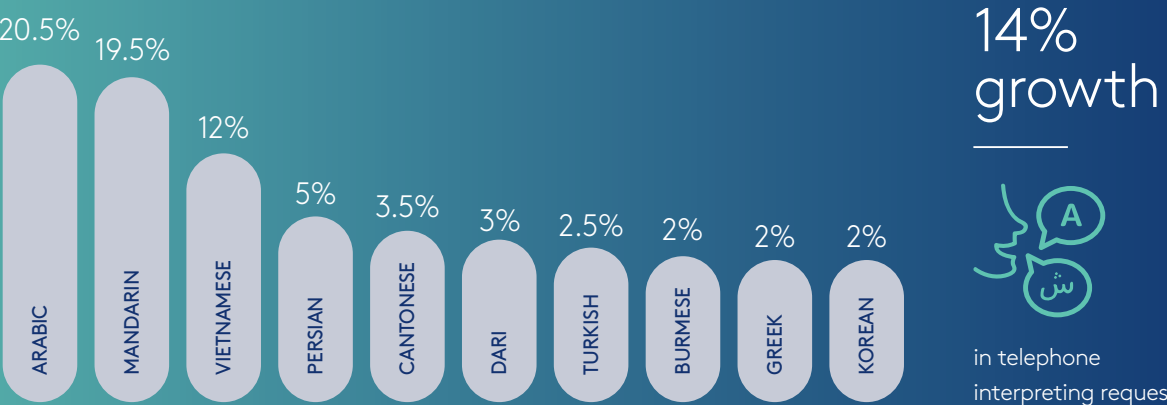
# Telephone Interpreting

Telephone interpreting (TI) is a quick and easy way for businesses and government bodies to communicate with their customers or patients giving them 24/7 access to over 3,000 interpreters across 180+ languages, including indigenous languages.

At the touch of a button organisations can access our state-of-the-art, 24/7 on-demand automated TI system, which handled over 230,000 calls this year - seamlessly connecting businesses with their customers in under 30 seconds across our top 10 languages.

Interestingly this year, we saw Arabic overtake Mandarin as the most popular TI language, while Vietnamese stayed in third place. Somali dropped out of the Top 10 while Dari made its way into the Top 10 for the first time.

Telephone interpreting  
Top 10 languages (%)



// *The overall phone call lasted around 7 mins, the interaction was amazing and you could tell the translator was professional and interested and had a good understanding of bank jargon, overall nothing was lost in translation both ways.*

Nathan, National Australian Bank

# VideoLoop and Digital Solutions

Indigenous Languages

As Australia's leading language service provider, we also deliver Indigenous language services.

LanguageLoop has always leveraged the latest technology to deliver innovative solutions for our clients. We were the first to launch a fully on-demand video interpreting app, VideoLoop, and we continue this direction with our latest focus on AI and machine learning. This technology has seen us develop solutions including multilingual chatbots. We open the door to possibilities with advanced technology—seamlessly connecting businesses with their non-English speaking customers anywhere, any time, and in any language.

VideoLoop, our on-demand 24/7 Video Interpreting (VI) solution, connects clients and their non-English speaking customers with interpreters through our customised app.

Previously, we have seen some resistance in using digital language service solutions like VideoLoop, however COVID-19 has driven rapid digital acceptance. With traditional on-site interpreting assignments being impacted by social distancing requirements, we've seen usage of video interpreting solutions accelerate exponentially across various industries. This new interest, not only enabled us to roll out our VideoLoop app, but we have also been able to offer a tailored solution for clients to use their own video conferencing infrastructure. Being able to connect interpreters across any video platform has been very popular and we've seen a great take up across the health and education sectors.

## Providing access to all students during COVID-19 restrictions

With many parents concerned about their child's education during the COVID-19 pandemic, we provided telephone and video interpreting services for schools across Victoria so teachers could speak directly to non-English speaking parents by phone or video with the help of an interpreter. Our network of 3,000+ interpreters, speaking over 180 languages enabled schools across Australia to connect with their students and families in any language. As Australia's only full service provider, we wanted to ensure that no child or family from a CALD background was disadvantaged during such a challenging period.





## Translation Services

Our translation service has continued to grow and help businesses connect with their diverse customer base. The need for quality translation services has become all the more apparent during the COVID-19 pandemic.

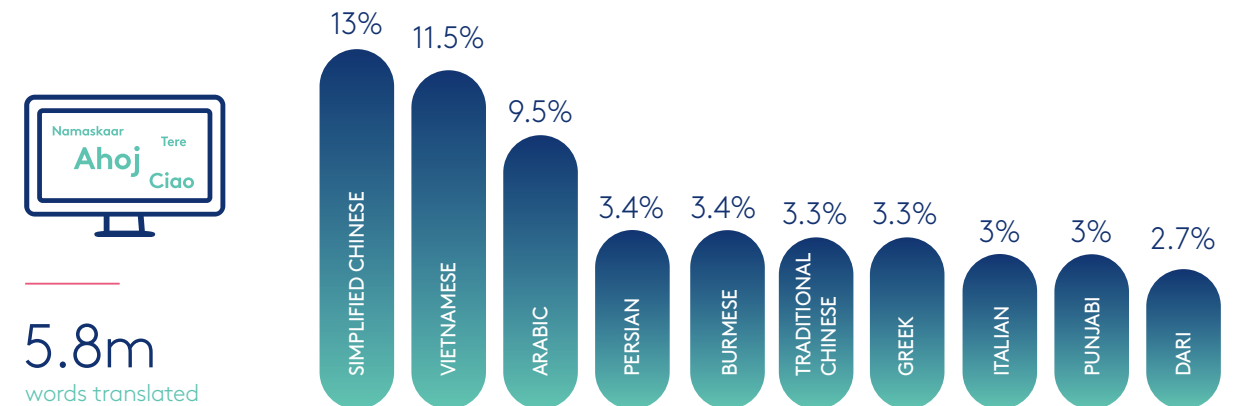
Both government and business are realising the importance of ensuring that critical public health and support information is available in all languages spoken by the diverse Australian population.

Across the financial year, we continued to work with government and businesses producing content across a range of print and online mediums. While government aims to ensure all citizens have equal access to essential services, more and more businesses are also trying to enhance their customer experience strategies by incorporating in-language support for their growing and diverse customer base.

In January 2020 we implemented our new Translation Management System (TMS) which offers superior automation and functionality for our clients to deliver efficiencies, quality control and cost savings. By the end of April, we reached a big milestone of managing our first 1,000 projects through this new system.

## Languages translated

Top 10 languages (%)



Across the financial year we translated over 5.8 million words across 3,000+ projects, reflecting the on-going demand for our translation services across industries.

We saw a continued trend towards business and government engaging with customers on digital channels including web and social media. Two great examples of this are the NRMA web page in English and Simplified Chinese, offering customers information on NRMA insurance products, and the Department of Health and Human Services Food Safety Program which was rolled out fully online in June.



▲ 5.4% increase  
in total words translated



## Highlights

### Banking Royal Commission and General Insurance Code of Practice

The outcome of the Banking Royal Commission left many businesses scrambling to implement policies to ensure greater support for vulnerable customers, including in-language support for speakers of languages other than English.

Throughout the year, our Translations Team has been working with some of our major insurance, banking and utilities clients to translate product information, hardship policy documents and family violence policy material into languages other than English, to complement either existing or newly established telephone interpreting services for these clients. On the strength of our work with Commonwealth Bank, we were approached by the Australian Banking Association to develop translations of 'scams and fraud' factsheets in 12 languages.



// LanguageLoop's speedy translations of our student and parent studying-at-home information is very much appreciated. I was not expecting to receive them so quickly and it will really help our students maintain their English studies next term if they are unable to attend face-to-face classes.

Blackburn English Language School

## VIDEO SUBTITLES

### Immunisation Instruction Videos

Funded by the Queensland Health Immunisation Program, TAFE Queensland developed teaching and learning resources for students of their Adult Migrant English Program (AMEP) across four language levels. TAFE Queensland provides free English foundation level courses for eligible migrants and humanitarian entrants through the AMEP. The content covers immunisation in Australia and the National Immunisation Program. The lower language levels require some of the content to be translated into languages commonly spoken by AMEP students.

In addition to translation of learning resources, we provided subtitles of four videos covering topics such as; the importance and benefits of immunisation to individuals and the wider community, the immunisation schedule in Queensland, where and how to get vaccinations, costs associated, links with family assistance payments, and how/where to obtain immunisation records in 27 languages.

## DIGITAL

### DoFoodSafely Online Learning Program

A great example of one of the digital projects we completed this year was the translation of an online learning program for the Food Safety Unit of the Department of Health and Human Services (DHHS). "DoFoodSafely" is a free online learning program provided by the DHHS to enable participants to understand how to safely work with and handle food in commercial settings.

Participants receive a Certificate of Completion upon completing the course which is well-respected by the food industry across Australia. LanguageLoop translated the content of the entire site, developed the translated content in HTML format and completed a full in-context review of the online content in the three languages. This was done before the site went live, enabling speakers of these languages to complete the course and contribute to the food industry in Australia.



# Sector Investment

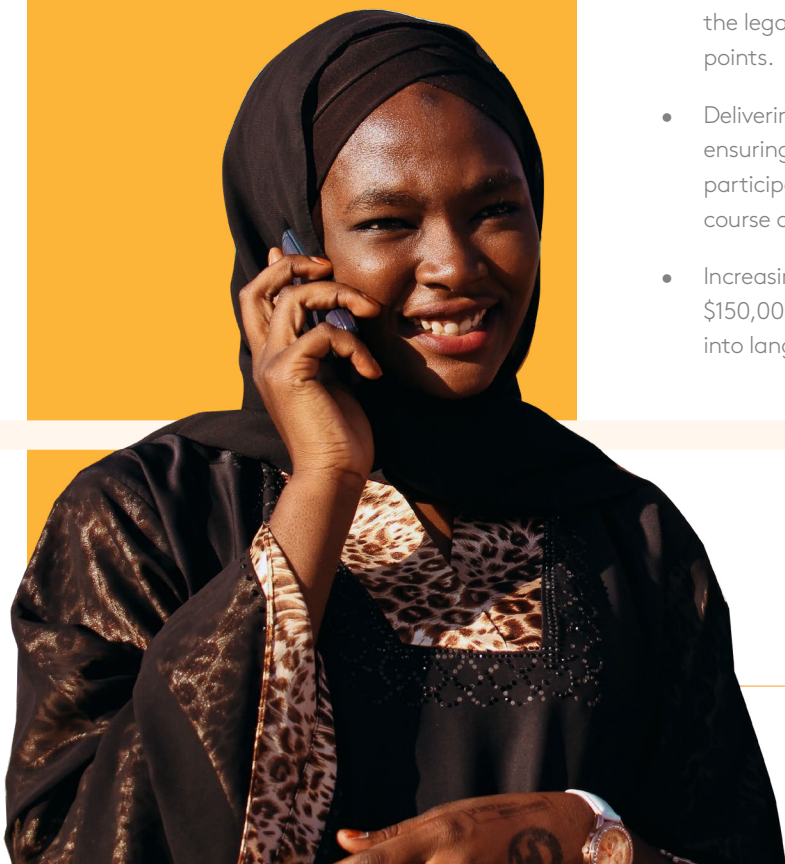
## Leading by investing in the sector

We were created with a mission to ensure access and equity to services for all.

We continue to invest heavily in the sector to ensure the ongoing sustainability and advancement of the sector and language professionals.

Some of our contributions in 2019/20 included;

- Sponsoring the 2019 Walter Lippmann Memorial Oration. In the United Nations International Year of Indigenous Languages, the guest speaker was Indigenous academic Professor Marcia Langton.
- Delivering a courts professional development course designed to familiarise interpreters with the nuances and intricacies of the court system. This course took interpreters into the courts to familiarise themselves with this often intimidating environment and enabling interpreters to expand their professional skills in the legal system while gaining NAATI professional development points.
- Delivering Telephone Interpreting (TI) training for interpreters, ensuring our interpreters are following best practice when participating in these often complex three way calls, again this course offered NAATI professional development points.
- Increasing our Research and Innovation Grants Program to \$150,000, funding and supporting innovative new research into language services.



## Innovation Fund

Our LanguageLoop Research and Innovation Grants Program is part of our ongoing effort to support and develop the sector. Funds provide a much needed boost to the industry to lead cutting-edge research and redefine what's possible in language services.

The Research and Innovation Grants Program aims to:

- Identify and adopt new practices that benefit the Australian language services industry;
- Develop new training or skills development initiatives and human resource practices that benefit Australia's language services industry; and
- Create new ways to deliver language services leveraging the latest in technology.

Submissions for our Innovation Program were so strong that we increased the funding pool from \$50k to \$150k, to be shared across four projects for two years. Our Innovation program winners were;

1. RMIT - researching the benefits of simultaneous interpreting in courts and tribunals. Our second project with RMIT is researching the benefits of a courts mentoring program for interpreters working with new and emerging languages.
2. The University of Queensland - researching the quality of telephone interpreting interactions and developing best practice guidelines for interpreters using this service. These guidelines will be an Australian-first, improving the quality of telephone interpreting services right across Australia.
3. Monash University - developing a contextualised, immersive and interactive Virtual Reality training program so that interpreters will be better prepared to deal with complex and unexpected situations in very challenging Family Violence settings.





## Global Top 100

Working in the industry for over 40 years, we continue to cement ourselves as a leading language services provider on a global scale as we made it into the Top 100 of all three global Language Service Provider (LSP) industry rankings.

The Nimdzi Insights 100 is the definitive annual analysis of the language services industry. In 2020, it recognised LanguageLoop as the leading interpreting and translations service provider for enterprise and government in Australia, and we were ranked as the 78th most influential LSP in the world.

In 2020, The Common Sense Advisory (CSA) also recognised LanguageLoop as one of the top 100 largest LSP in the world. LanguageLoop was the only Australian provider that made it into the top 100, ranking at number 60 of 100 largest LSPs in the world.

This year, we were ranked 55 out of 130 LSPs in the Slaton Language Service Provider Index (LSPI) which ranks the world's largest language service providers, translation agencies, localisation providers, interpreting services providers, and language technology companies.



## Community

### Partnerships

We are very proud to partner with The Thriving Communities Partnership (TCP). They are a cross-sector collaboration with the goal that everybody has fair and equal access to the modern essential services they need to thrive in contemporary Australia; including utilities, financial services, telecommunications and transport. TCP aims to build more resilient communities and stronger businesses.

As language is a key element to ensuring access and equity to the essential services everyone needs to thrive, our partnership with the TCP aligns with our own values. We strive to give non-English speakers a voice via our language services, enabling them access to vital services to fully participate in society.

### Proud to belong

We work to lessen the limits for non-English speaking Australians and help businesses extend their reach into more corners of Australia's growing global population.

Through Australia's leading health, government, legal, education, energy, insurance and superannuation companies—we connect people to empower them. We were once again proud to be a sponsor of Cultural Diversity Week in 2020, presented by the Victorian Multicultural Commission (VMC) with support from the Victorian Government. The Commission sees the power of humanity every day—even in the most simple of encounters where people from different cultures come together and connect through common values and experiences.

Unfortunately, due to the COVID-19 pandemic this event was unable to go ahead, however we will continue to support the VMC in recognising Victoria's strength as a multicultural community.



# Breaking down language barriers

## Language Matters

With the majority of Australian businesses losing revenue and closing their doors due to the impact of the nationwide COVID-19 lockdown, we surveyed 3,000 multilingual consumers to identify how businesses could use language services to drive revenue.

Our research found huge commercial opportunities for businesses who offered their services in multiple languages. In 2020 we launched our first ever Language Matters whitepaper identifying the enormous commercial opportunities language services present to Australian businesses.

# In the media

LanguageLoop continues to be the key voice in the media landscape. This year we represented the language service industry across various publications, showcasing the essential need for language services across all industries.

We were able to provide real life case studies across Education, Superannuation and business sectors, demonstrating the value language services present Australian businesses and government organisations.



## Language Matters Study

An analysis of Australia's multilingual diversity and the commercial opportunities this present to Australian businesses.



Multilingual Businesses Show Benefits, Research Reveals

Boom in Interpreters for Parent-Teacher Meetings

Super Funds Snub Millions of Aussies

Migrant Survey Shows Aussie Slang Shocks and Confuses

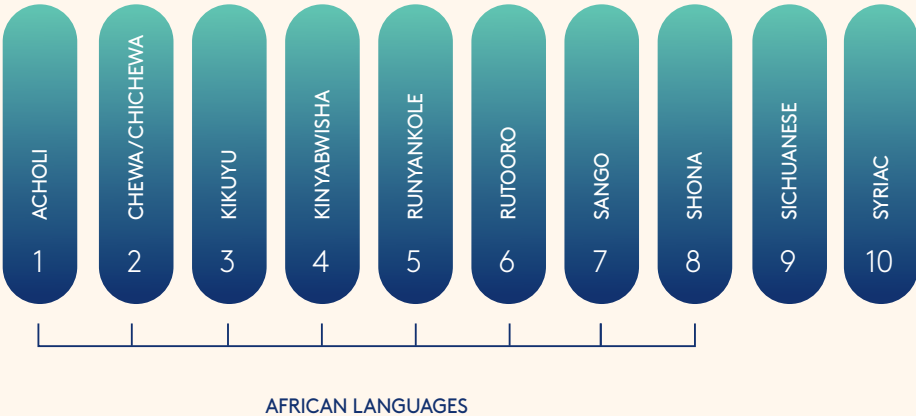
# Our workforce

## Language Professionals

Our continued efforts in recruitment delivered strong growth, with 307 new language professionals across 99 languages joining us this financial year, adding to our already 3,000 strong professional workforce. Of the 307 new language professionals, 55 were translators.

This year we focused our recruitment by strategically targeting languages we required to support the COVID-19 pandemic. We were able to recruit 10 new and emerging languages, enabling us to service over 180 languages, including Indigenous languages.

### 10 New languages recruited



Interestingly, eight of our 10 new languages were African. This aligns with the Australian Bureau of Statistic's 2019 Demographic report which shows African migrants are the 7th largest immigrant population in Australia.

# Our people

Our Board, Leadership team and staff reflect the truly multicultural nation that we are.

## Leading diversity in our people

Australia is among the most culturally diverse countries in the world, with the last Census results revealing that 26% of Australians are born overseas. Between our 39 head office staff, an impressive 15 languages are spoken. Our passionate people are true supporters of cultural diversity and local community.

At the close of 30 June 2020, the total number of full time equivalent staff working for LanguageLoop was 37 people.

Head office staff reflect the community we serve, speaking 26 languages collectively:

Hindi | Punjabi | Tamil | Indonesian | Greek | Spanish | Mandarin  
Gujarati | Malayalam | Marathi | Kannada | Arabic | French | Swahili  
Kikuyu | Dutch | Bosnian | Serbian | Croatian | Tagalog | Slovak  
Czech | Polish | Urdu | Italian | Portuguese

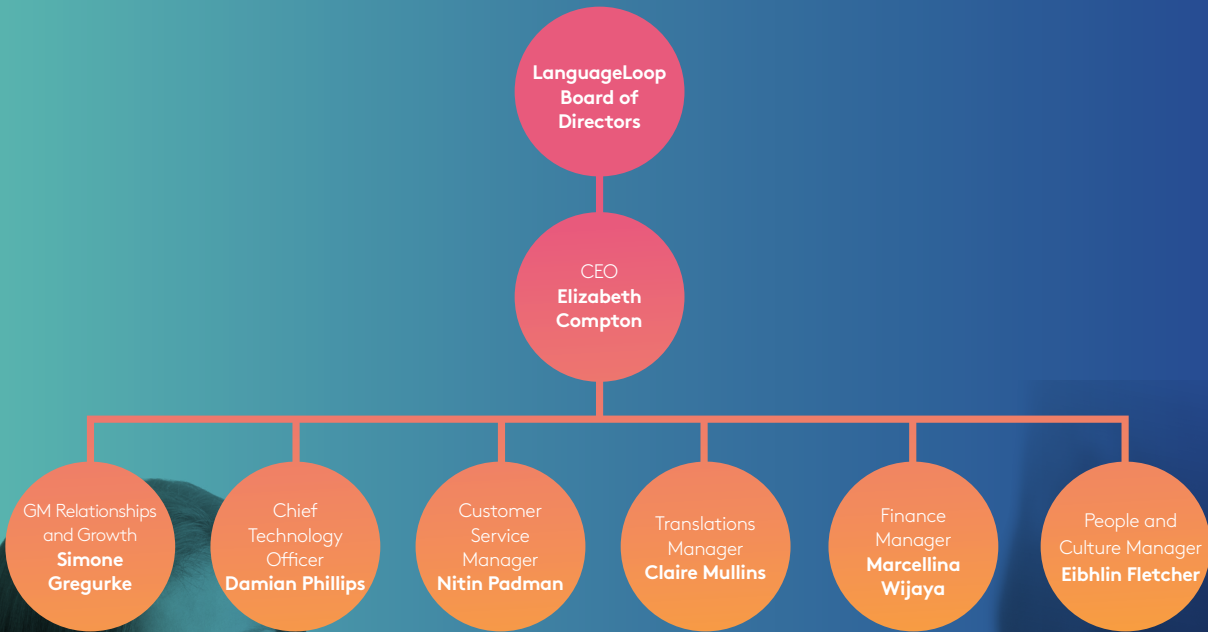




# Leadership Team

We are proud to be leading the way in representing cultural diversity through our head office staff including at a senior level, with our leadership team representing four cultures; Irish, Australian, Indian and Indonesian.

With mounting evidence that more diverse organisations make for better decision-making and achieve better performance, including research by McKinsey & Company showing that culturally diverse executive teams are 33% more likely to out-perform their peers on profitability, we are poised to continue our strong growth trajectory through inclusive, dynamic leadership.



# Good Governance

We are committed to delivering great value to our customers and stakeholders, through best practice governance principles.

## Governance

LanguageLoop is led by five 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 through two committees, including the Risk Management and Audit Committee, and Human Resources Remuneration Committee.

These committees oversee:

- Strategic planning
- Risk management and compliance
- Financial management and reporting
- CEO performance

## Board and Committee Meeting Attendance

NAME	BOARD ELIGIBLE TO ATTEND	ATTENDED	HR ELIGIBLE TO ATTEND	ATTENDED	AUDIT & RISK ELIGIBLE TO ATTEND	ATTENDED
George Lekakis AO	11	11	2	2	0	0
Miriam Suss OAM	11	10	2	2	0	0
Carlo Carli	11	10	0	0	2	2
Sabah Khan	11	10	0	0	2	2
Ruth Owens	11	10	0	0	2	2



## LanguageLoop Board of Directors



### George Lekakis AO

Chairperson

Appointed as Chair of the LanguageLoop Board in May 2015, George brings more than three decades of experience at the highest levels of multicultural affairs and organisations – which in 2010 led to his award as the Officer of the Order of Australia for distinguished service to the community through leadership roles in multicultural organisations.

He previously stood as the longest serving Chairperson of the Victorian Multicultural Commission from 2001 to 2011 – where he led major initiatives including the development of the Victorian Multicultural Act 2004, Community Grants program, the Cultural Precincts and Community Infrastructure Enhancement Fund, Diversity Week, Interfaith initiatives, Refugee Communities Support Program and Interpreting and Translation policy initiatives program in Victoria, among others.

Other roles included Chairperson of the Ethnic Communities' Council of Victoria, and service on many government and community-based Boards and committees, including time as a member of the Social Security Appeals Tribunal.

With formal qualifications in social work and nursing, George's career has since spanned all aspects of organisational governance, policy development, program administration and service delivery.



### Miriam Suss OAM

Deputy Chairperson

Serving LanguageLoop first in 2012 and then returning in April 2016, Miriam has an accomplished career in health, community and multicultural sectors. Recognised in 2013 with a Medal of the Order of Australia for Service to the Jewish Community, Miriam has held positions as the Director of Social Work and Community Development Services at Jewish Care, headed up the Jewish Community Council of Victoria and the Ethnic Communities' Council of Victoria, and was the General Manager of Development, Communications and Marketing at Jewish Care.

Miriam is currently a Board member of Alfred Health and is Honorary Secretary of Melbourne University Social Work Alumni Association. A social worker by profession, she has a strong commitment to social justice and access and equity to opportunities for all Australians. Miriam speaks five languages and strongly believes in the need for excellent language services in our community having immigrated to Australia with her family at two-years-old.



### Carlo Carli

Carlo was a member of the Victoria Parliament for more than 16 years, and brings a depth of experience to the complexity of government and pursuing changes to public policy. He is currently Chair of the Legislative Leadership and Governance Group at Deakin University (Victoria) – an organisation that provides training and parliamentary strengthening programs for overseas parliaments.

Carlo is also Chair of community health service Merri Health in Melbourne's north, and works as a consultant and lecturer at Victoria University. In recent years he worked on governance and capacity building in the Pacific region and in Uganda, and also with Aboriginal-managed health organisations. Carlo speaks Veneto, Italian, Spanish and French, and is an advocate for access and equity, multiculturalism, and broader human rights issues in the community and within the political process.



### Sabah Khan

Sabah has over 20 years of experience in commercial and corporate law, including her current role as General Counsel for contingent workforce specialist Entity Solutions in the APAC region. As part of the senior management team, Sabah helps lead decision-making by providing strategic and expert legal advice on all areas of business activity, including risk management.

Previously, she was Legal Counsel for one of Australia's largest franchise networks, Jim's Group. She provided legal advice on the contractual and commercial management of the Group's franchisees, and delivered improvements relating to legal and business procedures, compliance and documentation. Committed to social inclusion, Sabah has volunteered at the Women's Legal Centre, providing free legal advice and representation to women in Victoria. She is fluent in Hindi and Urdu.



### Ruth Owens

BBus MBA FCPA FAICD

From a career in legal and accounting sectors in mostly management and finance roles, Ruth moved to Chief Financial Officer in the not-for-profit sector, which further ignited her passion to advocate for those facing disadvantage. She has served on boards and committees for VMA Ltd, The Council for Homeless People, Mind Australia, International Women's Development Agency, Victorian Asthma Foundation, Cerno Ltd, Dianella Community Health Centre, Dental Health Services Victoria, City of Yarra and the Royal Australian College of General Practitioners. She chaired Finance and Audit and Risk Committees in her various Board roles.

Ruth has worked to support refugees and women through the Brotherhood of St Laurence's Ecumenical Migration Centre program, and more recently with The Social Studio in Collingwood. Ruth has mentored both newly arrived residents and professional women looking at advance careers.

# Languages

Communities are best served when all people have a voice. Every day we are helping connect more people and businesses in over 180 languages to live life without limits.

Acholi	Chin	Dari	Hakka	Kikuyu	Malayalam	Runyankole	Tajik
Afar	Chin (Falam)	Dinka	Hararic	Kinyabwisha	Maltese	Russian	Tamil
Afrikaans	Chin (Hakha)	Dutch	Hazaragi	Kinyarwanda	Mandarin	Rutooro	Tatar
Akan	Chin (Kuki)	Dzongkha	Hebrew	Kiribati	Maori (Cook Island)	Saho	Telugu
Albanian	Chin (Lai)	Estonian	Hindi	Kirundi	Maori (New Zealand)	Samoan	Teocheow
Amharic	Chin (Lautu)	Ewe	Hmong	Kissi	Marathi	Sango	Tetum
Anuak	Chin (Mara)	Fanti	Hokkien	Kiswahili	Mende	Sanskrit	Thai
Arabic	Chin (Matu)	Faroese	Hungarian	Korean	Mina	Serbian	Tibetan
Armenian	Chin (Mindat)	Fiji Hindi	Icelandic	Krio	Moldavian	Shanghainese	Tigre
Assyrian	Chin (Mizo)	Fijian	Ilocano	Kurdish	Mongolian	Shona	Tigrigna
Auslan	Chin (Senthang)	Filipino	Ilonggo	Kurdish (Bahdini)	Moru	Sichuanese	Toishan
Azerbaijani	Chin (Tedim)	Finnish	Indonesian	Kurdish (Feyli)	Murle	Sindhi	Tok Pisin
Bari	Chin (Thado)	Flemish	Italian	Kurdish (Kurmanji)	Nauruan	Sinhalese	Tongan
Bengali	Chin (Zo)	Fon	Japanese	Kurdish (Sorani)	Nepali	Slovak	Turkish
Bislama	Chin (Zomi)	French	Juba Arabic	Laotian	Norwegian	Slovene	Turkmen
Bosnian	Chin (Zophei)	Fujian	Kachin	Latin	Nuer	Somali	Twi
Bulgarian	Chin (Zotung)	Fuliiru	Kannada	Latvian	Oromo	Spanish	Uighur
Burmese	Chinese	Fur	Karen	Liberian English	Pashto	Sudanese	Ukrainian
Cantonese	Comorean	Fuzhou	Karen (Pwo)	Lingala	Persian	Sukuma	Urdu
Catalan	Congolese	Gan	Karen (S'gaw)	Lithuanian	Polish	Swahili	Uzbek
Cebuano	Creole	Georgian	Karenni	Luganda	Portuguese	Swedish	Vietnamese
Chad	Croatian	German	Kayah	Luo	Punjabi	Sylheti	Visayan
Chaldean	Czech	Greek	Kazakh	Macedonian	Rohingya	Syriac	Watchi
Chewa/Chichewa	Danish	Gujarati	Khmer	Malay	Romanian	Taiwanese	