

Polaron Language Services Polaron European Citizenship

Annual Report
2014-15





12
TRAINING
SESSIONS

Open to all translators and interpreters, Polaron's free training sessions are part of the professional development offered to improve the delivery of language services.

Among the topics presented in the 2014-15 financial year, we covered working with newly arrived migrant women, hepatitis, continence, palliative care, cancer and mental health.

34
MULTIMEDIA
PROJECTS



Multimedia means presenting information in more than one form. It includes the use of text, audio, music, graphics, animation and full-motion video.

In the 2014-15 financial year Polaron's multimedia translation services unit has delivered 34 projects, including voice recordings, subtitles, transcriptions and voiceovers.

Polaron European citizenship



249

CITIZENSHIP

CONFIRMATIONS LODGED



230

CITIZENSHIPS

CONFIRMED



2,244

VITAL RECORDS
HANDLED



450

FAMILIES
REUNITED IN
EUROPE

Sponsored the exhibition "They Risked Their Lives - Poles Who Saved Jews During the Holocaust" at the Jewish Museum of Australia.

Provided pro-bono translation and research services to Holocaust survivors in Australia.

Presented free workshops on European citizenship in Melbourne, Sydney and London.

Participated as guests of honour in the 70th anniversary of the Łódź Ghetto liquidation commemoration events in Łódź, Poland.

Offered ongoing opportunities for professional development to staff in Australia and abroad.

12 internships

We see internships as essential to the development and training of future language professionals from all over the globe. For this reason, we have long-standing relations with universities in Australia and abroad, including Monash University (Melbourne, Australia), Jean Moulin University (Lyon, France) and Metz University (Metz, France).

In the past financial year, we have supported 12 bright minds getting ahead in the competitive market of language professionals.

Rebranding

A new, contemporary look, carefully crafted to reflect Polaron's identity. Starting from the colour palette, to the selection of the font, each detail was part of a strategy that resulted in a vibrant, new brand that acknowledged tradition while allowing to scale outwards as required by a dynamic business.

Message from the CEO

As I look back at Polaron's journey since our inception in 2000, I am extremely proud of what we have achieved. We have successfully transitioned from a local small business to a respected language and family research service provider working across industries, communities and countries. But I am even more excited about our equally promising future.

It is so satisfying to know that in 2014-15 we were able to help our clients connect with their communities, make life-changing decisions and deliver their projects more efficiently and economically.

When I reflect on Polaron's successes, I always go back to three guiding principles that helped define who we are:

Talented People. Among our most important assets is the extensive knowledge base, professionalism and commitment of our highly qualified, diverse staff.

Community Focus. Polaron is a keen supporter of the communities in which we conduct business. We do that

through sponsoring community events, conducting professional development sessions, providing pro-bono services and establishing partnerships with local and international institutions.

Honest Perspective. Each day offers us a chance to pursue new opportunities. We establish in-depth relationships with our clients by learning about their environments, challenges and goals so that we can offer tangible solutions with a candid perspective. We continue to manage our business around the evolving needs of our clients.

In this ever-changing environment, our clients are more informed than ever about their options. Even so, they continue to choose Polaron as their partner because of our experience, commitment to quality and community, and integrity.

Eva Hussain

Message from the Advisory Board

It has been a wonderful year of growth, expansion and progress at Polaron. Once again, we delivered on our core commitment of providing reliable translation, interpreting and research services and sound commercial performance.

I am very pleased to report that we met all of our performance standards and earned a profit in the 2014-15 financial year. We remain focused on running Polaron efficiently and productively, while simultaneously working on a range of strategic initiatives and partnerships that relate to growing the business and serving our customers.

This year we made significant headway with the expansion of our services offering and consolidating our project management systems. We have invested into the development of a new website, a suite of marketing materials and moving office.

I'd like to thank my fellow board members, the management team and our CEO, Eva Hussain – as well as our international staff, translators and interpreters who work so hard to deliver a tremendous service across the world.

On behalf of the Board, Dominic Carter

Acknowledgements

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