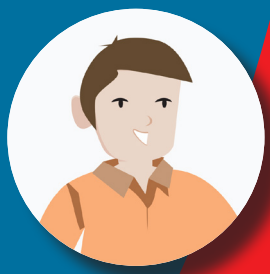
Polaron Language Services
Polaron European Citizenship

Annual Report
2014-15



polaron.com.au

Polaron Language Services

The 2014-15 financial year was a period of consolidation and growth. This was reflected in us implementing some major changes, including rebranding, creation of a new website and relocation of our Melbourne office. We developed a suit of unique resources for our translation and interpreting clients, delivered workshops and cross-cultural training modules and participated in industry expos, forums and conferences.

2014-15 was all about developing partnerships and giving back to the language and community services industry through professional development activities, pro-bono work and voluntary work on boards and industry projects. We also hosted a number of interns from Australian and international training institutions, contributing to the professional development of new translators, interpreters and project managers, helping them be job ready.

1,408
translation jobs in
73 languages

1,155
hours of interpreting in
25 languages

617
desktop publishing (DTP) jobs delivered in
39 languages

TOP 5 LANGUAGES TRANSLATED
- CHINESE
- POLISH
- ARABIC
- VIETNAMESE
- ITALIAN

TOP 5 LANGUAGES INTERPRETED
- IGBO
- VIETNAMESE
- ARABIC
- SPANISH
- CHINESE

TOP 5 DTP LANGUAGES
- CHINESE
- ARABIC
- ENGLISH
- VIETNAMESE
- TURKISH

74 EVENTS ATTENDED

In these times of information overdrive, it is important to be selective when choosing which events to attend, be it as spectators, as presenters or sponsors. Among the conferences attended this year, we'd like to mention in particular the *COTA Victoria 2015 Seniors Conference*, *Leading the Way*, an Ethnic Communities Council of Victoria forum for new and emerging communities, and the *Ageing in Australia Expo*, an event hosted by the Centre for Cultural Diversity in Ageing that we were proud to sponsor.

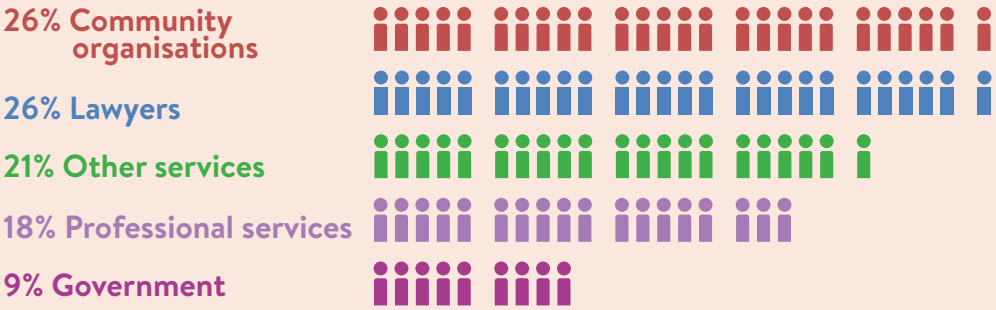
PRO-BONO SERVICES

10,000 WORDS TRANSLATED

160 HOURS OF INTERPRETING

Polaron cares about its community. Every year, we provide pro-bono translation services to community organisations and individuals who wouldn't otherwise be able to afford them. Our main focus this year was providing legal translations for refugees and interpreting services for Polish associations and for community service associations.

TRANSLATIONS AND INTERPRETING ASSIGNMENTS



TRANSLATION DIRECTION

28% from English

72% into English

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

Polaron would like to acknowledge the following organisations for their support: Australian Society of Polish Jews and Their Descendants, Breast Cancer Network Australia, Breastscreen Victoria, Cancer Council Victoria, Centre for Cultural Diversity in Ageing, Diabetes Australia-Vic, Ethnic Communities Council of Victoria, Holding Redlich, Hydon and Mody, Jen & Ben Design, Jewish Historical Institute, Jim Hayne Real Estate, KPMG, Lander and Rogers, Nevett Ford Lawyers Melbourne, Polish Community Services of Victoria, Western Sydney Community Forum.

We'd also like to thank Mr Leon Kurop, Ms Harsiddhi Mody and Mr Adam Marcinkowski for their invaluable advice.

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