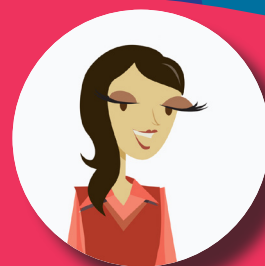


Polaron Language Services Polaron European Citizenship

Annual Report
2015-16



Polaron Language Services

Commercially, the 2015-16 financial year was our most successful year to date. Through hard work and dedication, we have realised many of our ambitious goals. We have finally opened an office in New York, participated in several high-level industry and government consultations and sponsored a number of events including the Bendigo Multicultural Festival and the Victorian Cultural Diversity Week. The highlight of our year, however, was by far the Art and Science of Communication with Multicultural Victorians forum, for which we partnered up with the Ethnic Communities' Council and a number of community organisations, including including AALC, Cancer Council Victoria, CEH, LCMS, MI Fellowship, VMC, Fenton and Immigration Museum. We love nothing better than setting our own agenda and encouraging people to be short, snappy and controversial.



translation jobs in
82 languages



hours of interpreting in
42 languages



desktop publishing (DTP)
jobs delivered in
51 languages

TOP 5 LANGUAGES TRANSLATED

- CHINESE
- POLISH
- ARABIC
- VIETNAMESE
- ITALIAN

TOP 5 LANGUAGES INTERPRETED

- CHINESE
- ARABIC
- POLISH
- SPANISH
- VIETNAMESE

TOP 5 DTP LANGUAGES

- IGBO
- CHINESE
- VIETNAMESE
- DARI
- ARABIC



We were everywhere in 2015-16! From Bendigo to Sydney to Brisbane, we participated and presented at conferences, round table discussions, networking sessions, focus groups, expos and industry forums. We've also participated in a number of events in London, New York and Warsaw. We believe that being present at these events brought us closer to the communities we serve and helps us understand the needs of our clients.

PRO-BONO SERVICES



27,000
WORDS TRANSLATED
182
HOURS OF INTERPRETING

Our pro-bono services expanded this year once again, with our attention focused on refugees and community organisations that do not receive funding for language services. We have forged a number of alliances with legal firms in the pro-bono space and will continue building relationships in the domain.

TRANSLATIONS AND INTERPRETING ASSIGNMENTS

47% Community organisations



21% Lawyers



13% Other services



11% Government



7% Professional services



TRANSLATION DIRECTION

48%
from English

52%
into English

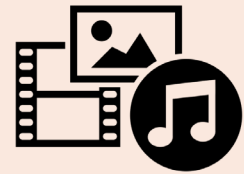


12
TRAINING
SESSIONS

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.

Amongst the topic presented in the 2015-16 financial year, we covered mental health, powers of attorneys, investigations, family violence and dementia. Our interpreters' voices were also heard by the Royal Commission on Institutional Child Abuse whom we hosted at our offices in February 2016.

29
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 2015-16 financial year, we worked on 29 multimedia projects ranging from Punjabi video on cancer prevention to elder abuse video in 8 languages, including Yiddish, Hebrew and Polish.

Polaron European citizenship



481

CITIZENSHIP

CONFIRMATIONS LODGED



611

CITIZENSHIPS

CONFIRMED



3,882

VITAL RECORDS

HANDLED



620

FAMILIES

REUNITED IN
EUROPE

Supported the activities of the Australian Society of Polish Jews and their Descendants in Australia

Supported the activities of the Sikorski Institute and Museum in London

Supported the activities of the Jewish Historical Institute in Poland

Sponsored the International Jewish Film Festival in Australia

Presented free workshops on European Citizenship in Melbourne, Sydney, London and New York

8 internships

We see internships as essential to the development and training of future project managers, researchers and translators 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 8 interns from France, China, Germany, Malaysia, India and the Netherlands.

New services

This year, we have developed a number of new services tailored to our clients' needs. The Community Approved Translation service has been very popular with our community services clients as it gives them an assurance of quality and a novel way to reach multicultural communities. The Multilingual Litigation Support service, which we offer to our corporate legal firm clients, has also been growing from strength to strength.

Message from the CEO

Polaron's expertise in the translation, interpreting and European citizenship sectors enables us to provide innovative yet practical solutions, encouraging repeat business and goodwill from our clients. They consistently rate the projects we deliver as being of outstanding quality, and say that our staff are friendly, responsive, professional and reliable.

The key to our success is our willingness to take up a challenge, our ability to build value, through efficiency in operations, and delivering projects collaboratively, on time

and on budget. The path to success requires preparedness, foresight and strategy. Polaron's commitment to excellence manifests in the value we bring to each project.

We take pride in and acknowledge the dedication of our staff. We develop our people's capabilities, engage their enthusiasm and skills, and release their creativity to continually find new and better ways of doing things. As a result, we continue to grow and prosper.

Eva Hussain

Message from the Advisory Board

During the last financial year, Polaron has continued its growth in the fields of translation, genealogy and European citizenship, focusing its energies on key markets and forging lasting partnerships with key stakeholders and players in the industry. In the translations sector, Polaron further consolidated its position as the go-to language services company for community organisations, government organisations, public health services and the corporate sector.

Polaron's work in the fields of genealogy and European Citizenship also saw continued progress, with the opening of an office in New York and hiring of staff to handle the increasing number of enquiries from the large Polish diaspora in the United States. An estimated 10 million Americans have Polish ancestry, so the potential for development in the US market is the next logical step for Polaron.

Polaron held a forum in March, at the Immigration Museum in Melbourne, entitled "The Art and Science of Multicultural Communication in Victoria". The event was a resounding success, thanks to its innovative format (15-minute slots & no death by Powerpoint) and wide-ranging speakers, covering a challenging and interesting subject from a multitude of different angles. A White Paper expanding on the ideas presented at the forum was recently published and offers readers a chance to explore issues raised during the forum in more detail.

The year ahead is full of exciting challenges, with several innovative projects in the pipeline, as well as maintaining Polaron's recent trajectory.

For the year just past, the Board would like to thank all members of staff, providers & contractors, who contribute to the growth of Polaron and its continued success.

On behalf of the Board, Dominic Carter

Acknowledgements

Polaron would like to acknowledge the following organisations for their support: Alfred Health, Alzheimers Australia, Anglicare, Australian Federal Police, Australian Society of Polish Jews and Their Descendants, BHP Billiton, Breast Cancer Network Australia, Breastscreen Victoria, Bronx Holocaust Support Program, Cancer Council Victoria, CEH, 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, KPMG, Lander and Rogers, Nevett Ford Lawyers Melbourne, Polish Community Services of Victoria, United AgeWell, WellWays, Western Sydney Community Forum.

We'd also like to thank Mr Leon Kurop, Ms Cristina Marras and Mr Adam Marcinkowski for their invaluable advice and our loyal staff for going above and beyond.

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