

## Australia Post breaks down language barriers to help more people access everyday services

23-11-2017

Australia Post has today launched a new partnership to remove the language barriers many Australians with culturally and linguistically diverse backgrounds face when accessing important services such as obtaining a driver licence and opening a bank account.

Australia Post has today launched a new partnership to remove the language barriers many Australians with culturally and linguistically diverse backgrounds face when accessing important services such as obtaining a driver licence and opening a bank account.

In an Australian first, Australia Post will team up with LanguageLoop, a language service provider with more than 40 years' experience, to translate and certify foreign identity documents. Australia Post Executive General Manager for Trusted eCommerce Solutions, Andrew Walduck, said the service will help more Australians prove their identity and access essential services across finance, insurance, healthcare and education.

"The latest census data showed 21 per cent of us speak a language other than English at home, and many Australians with culturally and linguistically diverse backgrounds can face a lengthy and complex process to prove who they are," Mr Walduck said.

"Our partnership with LanguageLoop will enable people to use their original personal identity documents, streamlining access to essential services.

"Since its inception more than 200 years ago, Australia Post's main aim has been to connect Australians with each other, and we

are pleased we can offer this service through our Post Office network which will enable greater inclusion and accessibility across the community."

The service will translate more than 160 languages into English and be available at more than 1100 post offices across the country. Mr Walduck said customer's original personal or identity document will be scanned at a Post Office and sent electronically to LanguageLoop, which has a team of more than 1000 translators. A hard copy of the translated and certified document will be delivered directly to the customer through Australia Post's network.

All documents processed through Australia Post for translation by LanguageLoop will be handled confidentially and translated by an Australian-based translator, certified by the National Accreditation Authority for Translators and Interpreters.

LanguageLoop CEO, Elizabeth Compton, said: "We are proud to be partnering with Australia Post, to make our translation services more easily accessible to people living around Australia and in regional areas. This service will bring the power and reach of Australia Post's network together with the skills and capabilities of our 1000-plus translators in over 160 languages, so all Australians can now access critical document translation services".

Source: [Australia Post](#)

