

22 April 2026

Candidate Information

**VITS LANGUAGELOOP**

Deputy Chair and Directors



## ROLE

<b>Title</b>	Deputy Chair and Directors of the Board
<b>Reports to</b>	Chair of the Board
<b>Location</b>	Hybrid (Melbourne CBD and Online)
<b>Remuneration</b>	Classification Group A, Band 4 (see page 6)

## THE ORGANISATION

The Victorian Interpreting and Translating Service (VITS) LanguageLoop is a Victorian Government-owned language services provider and a state business corporation under State Owned Enterprises Act 1992 (Vic). The Minister for Multicultural and Multifaith Victoria and the Treasurer have joint responsibility for VITS as a government-owned entity.

As Australia's leading full-service language provider for over 40 years, it provides language services 24/7, across diverse platforms in over 190 languages through a professional network of over 3,200 interpreters and translators.

VITS LanguageLoop is the trusted provider of language services to government, enterprise and a broad range of public and community sector organisations. VITS LanguageLoop is a values-led organisation committed to its vision of an Australian society where diversity is valued and language is not a barrier to full and equal participation for everyone.

VITS LanguageLoop provides comprehensive interpreting services including on-site, telephone, and video conferencing, as well as written translations and training.

For further information about VITS Language Loop please visit:

- <https://languageloop.com.au>
- Annual Report: [https://languageloop.com.au/wp-content/uploads/2025/11/LanguageLoop-2025-ANNUAL-REPORT\\_Web.pdf](https://languageloop.com.au/wp-content/uploads/2025/11/LanguageLoop-2025-ANNUAL-REPORT_Web.pdf)
- Services: <https://languageloop.com.au/services/>
- Current Board of Directors <https://languageloop.com.au/about-us/board-members/>



## BACKGROUND

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The Board drives the strategic direction and financial sustainability of VITS LanguageLoop's services to promote equal participation and access for people with limited English proficiency. Joining the Board at this stage of the organisation's evolution is an exciting opportunity. With a large workforce and advanced technology, VITS LanguageLoop is well-positioned to make significant changes to its business model, ensuring it continues to deliver innovative language services in a dynamic environment.

The Deputy Chair and Directors are accountable to the Chair of the Board, the Hon. Jenny Mikakos.

There is material time commitment for all Board Directors in both Board meetings and Subcommittee meetings. The following information is offered as a guide and is subject to change.



### Board meetings

- There are 9 to 10 Board meetings per year, plus 1.5 days of strategic planning workshops (April)
- Typically, the Board doesn't meet in January, and often does not meet in May or June
- Meetings usually commence around 4pm or 5pm and run for approximately 2-hours.
- 50% of meeting are in-person (in the CBD) and 50% are held remotely. Hybrid options are available for those who can't attend the in-person.

### Subcommittees

- The Deputy Chair and all Directors are also members of at least one subcommittee
- Subcommittees meet remotely 3-4 times per year.

## ROLE OVERVIEW

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**Please see the included position description for a full outline.**

The role of **Deputy Chair or Director** is a board appointment for VITS LanguageLoop, a Victorian Government state business corporation. The Board provides strategic advice and guidance, reporting to the Treasurer and Minister for Multicultural and Multifaith Victoria. It oversees the organisation's commercial and operational practices and policies.

**Key accountabilities** include developing the Annual Corporate Plan in line with the State Owned Enterprises Act 1992. The Board advises on significant emerging issues impacting the organisation and guides its overall strategic direction. Members are expected to participate in sub-committees covering areas such as Audit and Risk.

Success requires a **combination** of public sector governance experience and an understanding of the language services sector. The ability to apply **sound judgement** and **contribute to strategic deliberations** within a **regulated, commercial environment** is critical.

# DEPUTY CHAIR AND DIRECTORS, VITS LANGUAGELOOP BOARD

## About the Board

The Victorian Interpreting and Translating Service (VITS) LanguageLoop is a Victorian Government-owned language services provider and state business corporation with more than 40 years' experience. Through a network of over 3,600 professional interpreters across more than 190 languages, VITS LanguageLoop delivers high-quality interpreting and translation services that support access, participation and inclusion for people with limited English proficiency. Its services connect government, business and community organisations with multicultural communities across Australia through on-site, telephone, video and written formats.

## About the role

Led by the Chair, the Board provides strategic leadership and oversight of the organisation's purpose, financial sustainability, governance and risk management.

**Board members** contribute to shaping priorities, supporting commercial and service-delivery strategy, monitoring organisational performance and providing informed advice through Board and sub-committee deliberations. Directors are expected to attend scheduled meetings and prepare for active participation.

The **Deputy Chair** plays an additional leadership role, supporting the Chair, chairing sub-committees or working groups as required, contributing to Board evaluation processes and representing the organisation in external forums when requested.

## About You

You are a multilingual professional who brings an interest in language services, education or related fields within diverse cultural settings. You may have experience serving on Boards or committees, or you may bring transferable governance-level experience from senior leadership, public sector, community or professional settings. You offer sound judgement, strategic and analytical capability, and the ability to contribute constructively to group decision-making. You are aligned with public sector values, including integrity, impartiality and accountability, and are able to engage respectfully with a wide range of perspectives and lived experience. Experience within public administration, human services or customer-focused organisations will be highly regarded. Most importantly, you are motivated by the opportunity to support an inclusive society where language is not a barrier to full and equal participation.



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## SUMMARY OF KEY SELECTION CRITERIA

An individual may be appointed as a Deputy Chair or Director (Member) to the VITS LanguageLoop Board, subject to the approval of the Victorian Treasurer and Minister for Multicultural and Multifaith Victoria, based on their ability to fulfil criteria **outlined in the Position Description** (included in this brief).

A **summary of key criteria** for the Deputy Chair and Board Directors:

**Governance** Contributes to strategic direction | Understands public sector administration and legislative requirements | Provides oversight of commercial practices and performance

**Sector** Professional, operational or academic expertise in language services | Understands interpreting and translation standards | Informs decisions on service delivery, accessibility and equity

**Commercial** Applies commercial judgement within a state-owned enterprise context | Understands financial drivers and operational performance | Contributes to the analysis of risk and opportunity

**Collaboration** Works constructively with board members and stakeholders | Communicates persuasively and with diplomacy | Builds effective relationships and manages sensitive interactions

**Judgement** Applies objective and analytical processes to complex issues | Acts with impartiality and aligns with public sector values | Builds trust through consistent actions and sound decision making

**Board leadership** (Deputy Chair only) Supports the Chair in guiding board effectiveness | Fosters constructive debate and clear decision-making | Able to act as Chair and ensure continuity of leadership

### Please note:

- The Deputy Chair and Directors will be appointed based on **individual experience and expertise** and not as a representative of specific groups or organisations.
- An individual should hold **no more than three positions** on non-departmental government entity boards (this includes taskforces and working groups) at any one time, and an additional business case must be made towards this if two appointments are held.
- Applicants **must** be an **Australian Citizen** and **residing in Victoria** to be eligible for this process.

The Victorian Government is committed to ensuring that government boards and committees reflect the rich **diversity** of the Victorian community. We encourage applications from people of all ages (**subject to any statutory limits**), Aboriginal people, people with disability, people from culturally and linguistically diverse backgrounds, rural and regional Victorians, and from LGBTIQ+ people. People who speak a language(s) other than English and/or have experience in language services **are strongly encouraged to apply**.

Adjustments to the recruitment process upon request. For more information, see the Position Description.

## REMUNERATION

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VITS LanguageLoop is classified as a Group A, Band 4 organisation under the Appointment and Remuneration Guidelines 2019 ('the Guidelines') as specified at:  
[www.dpc.vic.gov.au/index.php/policies/governance/appointment-and-remuneration-guidelines](http://www.dpc.vic.gov.au/index.php/policies/governance/appointment-and-remuneration-guidelines).

Directors will receive fees as prescribed by the Guidelines and fixed in the Minister's letter of appointment. Payments will be made quarterly. **This is currently \$13,529 per annum for Directors.** There is no additional remuneration for the Deputy Chair role.

The appointment will be for a period of up to three years.

## PROCESS

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To ensure a broad field of candidates, Department of Premier and Cabinet has partnered with SHK Asia Pacific on this assignment.

You must apply online, go to [www.shk.com.au/jobs](http://www.shk.com.au/jobs) and scroll down to this role to apply.

**To express interest**, through the SHK application point (advertisement), candidates are asked to:

- **Submit recent CV** (4-5 pages preferred) that **addresses the key experience for the Board role**
- A cover letter is optional
- Complete the **online Application Form – see the link at the advertisement/ lodgement form.**

The Application Form is used in place of a cover letter, you do **not** need to submit a separate cover letter but you may choose to do so. The online Application form link is where you apply on the SHK website – scroll to the end of the ad.

We cannot accept handwritten applications.

The indicative **closing date** is on the **advertisement**. You must complete all requirement and apply by this date to guarantee consideration.

You may be contacted by SHK for further conversation or interview with the consultant, and potentially, to Panel interviews or other informal meetings as part of the process. Contact may be via email or phone, including voicemail. This differs per process, and will be based on needs in assessing applications.

Selection processes will take some time and may include multiple panel interviews and selection stages. These may be conducted over the next months. There may be delays in communications on this process, due to decision making at each step and requirements executive appointments and formal approval. Candidates will be notified of their status at the appropriate stage.

Additional information will be requested from you only as required, later in the process, this will include specific details that allow verification of your referees. A range of full probity checks will be required for the final candidate/s in consideration being recommended for consideration of appointment, to be eligible to be ratified.

For assistance with administrative matters (only), please email Ruby Burley Smith at SHK on [ruby.burley-smith@shk.com.au](mailto:ruby.burley-smith@shk.com.au)

For a further confidential discussion after reviewing this brief, please email Penny Wilson, Senior Partner [penny.wilson@shk.com.au](mailto:penny.wilson@shk.com.au) (preferred) or text or call 0434 589 284, to leave a message for a call back.

Please note, the information in this brief, while accurate, is an indicative summation only. Formal requirements may vary and will be set at the time.

**If you need any assistance**, please ask, we work with a range of organisations that provide specific help.

We cannot advise on the substantial content of your CV or Application Form.



# Department of Premier and Cabinet

## Position Description – Deputy Chair or Director

VITS LanguageLoop Board

### Position details

<b>Position title:</b>	Deputy Chair / Director, VITS LanguageLoop
<b>Salary range:</b>	Group A, Band 4 organisation under the <i>Appointment and Remuneration Guidelines</i>
<b>Employment type:</b>	Up to three years

### About VITS LanguageLoop

The Victorian Interpreting and Translating Service (VITS) LanguageLoop is a Victorian Government-owned language services provider and a state business corporation. With a 40-year history of delivering high-quality interpreting and translation services, VITS LanguageLoop offers a network of over 3,600 professional interpreters who speak over 190 languages. VITS LanguageLoop is committed to supporting and promoting equal participation and access for people with limited English proficiency. Through its comprehensive interpreting services including on-site, telephone, and video conferencing, as well as written translations, VITS LanguageLoop helps businesses and government bodies connect with multicultural communities throughout Australia.

Further details can be found at: <https://www.languageloop.com.au/>

### Role of the Board

VITS LanguageLoop is led by an independent Board (the Board) appointed by the Victorian Government and operated under the *State Owned Enterprises Act 1992*.

The VITS LanguageLoop Board provides high level strategic advice and guidance to VITS LanguageLoop and reports to the Victorian Treasurer and Minister for Multicultural and Multifaith Victoria on:

- The development of the VITS LanguageLoop Annual Corporate Plan in accordance with the requirements of the *State Owned Enterprises Act 1992*.
- Significant emerging issues that impact VITS LanguageLoop
- The commercial and operating practices and policies of VITS LanguageLoop
- Any other matters related to the Board by the Victorian Treasurer and/or Minister for Multicultural and Multifaith Victoria.

### Composition of VITS LanguageLoop Board

The VITS LanguageLoop Board comprises:

- The Chair
- The Deputy Chair
- Up to nine board members, including the Chair and Deputy Chair

The Board must have no less than four (4) and no more than nine (9) members.

The Board may from time-to-time form committees to provide further oversight on key operational areas. There are currently two committees:

- Audit and Risk

- People and Culture

Each committee associated with the Board may comprise of any number of respective board members, as designated by the Chair.

## Accountability and key relationships

The VITS LanguageLoop Board is accountable to the Treasurer and Minister for Multicultural and Multifaith Victoria.

The Victorian Department of Premier and Cabinet provides liaison between the Victorian Minister for Multicultural and Multifaith Victoria and VITS LanguageLoop through the Chair of the Board and the VITS LanguageLoop Chief Executive Officer.

The Board must consult in good faith with the Treasurer and Minister for Multicultural and Multifaith Victoria on a range of matters stated in the *State Owned Enterprises Act 1992*, such as the development of its Corporate Plan.

## The role

### Key selection criteria

#### Deputy Chair only

- **Board leadership and governance:** demonstrated ability to support the Chair in guiding board effectiveness, governance and strategic oversight. Provides sound judgement, fosters constructive debate and helps maintain clear decision-making processes. Able to act as Chair when required and support continuity of leadership.

#### Deputy Chair and Directors

- **Personal and professional integrity:** uses initiative to work in a complex, sensitive and commercial sector, with a high degree of responsibility and confidentiality; demonstrates the ability to build trust through consistent actions, values and communication; maintains impartiality, ensuring decisions and actions are guided by and align with Victorian Public Sector values and behaviours.
- **Teamwork and interpersonal skills:** demonstrates ability to work collaboratively with fellow Directors and stakeholders to achieve shared organisational goals. Builds strong and respectful relationships, shares information openly with colleagues and manages difficult or sensitive interactions with diplomacy, professionalism and sound judgement.
- **Language services experience:** demonstrates expertise in the language services sector through professional, operational and/or academic experience. Brings a strong understanding of interpreting and translation standards, accessibility and equity considerations, and the needs of multilingual communities. Able to inform decision making on strategic, operational, service delivery and performance-based matters.
- **Communication:** communicates constructively and respectfully; is articulate, persuasive and diplomatic; is self-aware and reflects on personal impact and effectiveness; listens and responds constructively to contributions from others.
- **Strategic thinking and planning:** ability to think of the big picture; entertains wide-ranging possibilities in developing a vision for the future; contributes to the strategic direction of the organisation; highly developed analytical and conceptual skills, including demonstrated ability to contribute to strategies and frameworks.
- **Governance and regulatory experience:** working knowledge and understanding of administrative law, preferably related to human services and demonstrated commercial acumen, together with extensive knowledge and understanding of public sector administration and governance and how it relates to public entities and their legislative requirements.
- **Critical thinking:** is objective and impartial; uses logical and analytical processes to work through and solve issues; distils the core of complex issues and weighs up the options.
- deliberations, decisions and advice.

#### The following criteria are highly desirable:

- Experience or expertise in finance and accounting; information technology; or industrial relations would be highly desirable.
- An ability to speak a language(s) other than English
- Lived experience and/or specialist knowledge of language services.

**Note:** The Deputy Chair and Directors will be appointed based on individual experience and expertise and not as a representative of specific groups or organisations.

## Term of appointment

The tenure of appointment will be from the date of the Minister's letter of appointment for a period of up to three years.

## Time commitment

The Board meets 8 to 9 times per year or as designated by the Board.

The Board is required to participate in related VITS LanguageLoop Committees as formed by the Board. Committees meet as required and agreed by the Chair.

Members are expected to attend board and committee meetings. A minimum attendance rate of 75% is required unless otherwise approved by the Chair.

## Remuneration and expenses

VITS LanguageLoop is classified as a Group A, Band 4 organisation under the *Appointment and Remuneration Guidelines 2025* ('the Guidelines') as specified at: <https://www.vic.gov.au/guidelines-appointment-remuneration>.

Eligible members will be paid sitting fees as prescribed by the Guidelines and fixed in the Minister's letter of appointment. This is currently **\$13,529 per annum** for Directors. There is no additional remuneration for the Deputy Chair role.

Reimbursement for reasonable expenses associated with board responsibilities will also be paid to board members.

## Victorian residents

All members of the Board must reside in Victoria.

## Application and selection

To ensure a broad field of candidates, the Department of Premier and Cabinet has partnered with **SHK Asia Pacific** on this assignment.

Applications will be accepted via <https://www.shk.com.au/jobs>. This is also accessible at <https://www.boards.vic.gov.au/>.

**Applicants are required to submit the following with their online application through SHK:**

- **Current CV** (Resume) outlining your achievements relevant to this Board (required)
- A short **cover note** (optional)
- **Applicants must complete the special online Application Form** available at the application point/SHK advertisement

[Online Application Form - VITS LanguageLoop](#)

- **Referees** - two are required, with details to be included **within the online Application Form**.

Please note, candidates who do not submit the required documents may not be considered for short listing.

Shortlisted applicants are advised that probity checks must be successfully completed before an applicant can be appointed. This includes a:

- National Police Check;
- Check of the Australian Securities and Investment Commission (ASIC) Register of persons prohibited or disqualified by ASIC under the provisions of the *Corporations Act 2001* (Cth);
- Check of the Australian Financial Security Authority National Personal Insolvency Index, which contains information about proceedings and administrations under the *Bankruptcy Act 1966* (Cth);
- Completion of a Declaration of Private Interests; and
- Completion of a Privacy Consent including provision of personal and diversity information.

## Information about relevant Government policies and procedures

### Code of conduct

All Committee members must comply with:

- the Code of Conduct for Directors of Victorian Public Entities – available at: <https://www.vpsc.vic.gov.au/ethics-behaviours-culture/codes-of-conduct/code-of-conduct-for-directors-of-victorian-public-entities/>
- the Gifts, Benefits and Hospitality Policy Framework – available at: <https://www.vpsc.vic.gov.au/wp-content/uploads/2016/10/Gifts-benefits-and-hospitality-policy-framework.pdf>

### Representation of women

The Victorian Government's Women on Boards commitment has been in effect since 2015 and is ensuring that all public boards have no less than 50 per cent women.

### Diversity and Equal Employment Opportunity

The Victorian Government is committed to ensuring that government boards and committees reflect the rich diversity of the Victorian community.

We encourage applications from people of all ages (subject to any statutory limits), Aboriginal people, people with disability, people from culturally and linguistically diverse backgrounds, rural and regional Victorians, and from LGBTIQ+ people. People who speak a language(s) other than English and/or have experience in language services are strongly encouraged to apply.

We will provide adjustments to the recruitment process upon request.

### Multiple boards/committees

An individual should hold no more than three positions on non-departmental government entity boards (this includes taskforces and working groups) at any one time and justification has to be provided for three appointments.

### Privacy notification

The collection and handling of applications and personal information included in probity documentation will be consistent with the requirements of the *Privacy and Data Protection Act 2014*.

### Further information

For assistance with the documentation, please contact Ruby Burley Smith at SHK on [ruby.burley-smith@shk.com.au](mailto:ruby.burley-smith@shk.com.au).

To discuss these roles post reading the candidate brief information, please contact: Penny Wilson, Senior Partner, SHK, [penny.wilson@shk.com.au](mailto:penny.wilson@shk.com.au)

The following resources are available which may assist applicants in understanding the requirements of the role of a committee member and the public sector environment:

- the Victorian Public Sector Commission's website (<[www.vpsc.vic.gov.au](http://www.vpsc.vic.gov.au)>) provides further governance and policy information for candidates and public sector board members.
- the Appointment and Remuneration Guidelines (<<https://www.vic.gov.au/guidelines-appointment-remuneration>>) outline the standard processes and principles for appointing and remunerating board members of non-departmental entities in Victoria.

We acknowledge the Traditional Owners of Country throughout Victoria and pay our respect to them, their culture, and their Elders past and present.

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- To receive this document in an alternative format, contact Crystal Li at [mmlrcc@dpc.vic.gov.au](mailto:mmlrcc@dpc.vic.gov.au), or contact National Relay Service on 1800 555 660 if required.