

Checklist for Organising Translations

Step 1: Deciding whether to prepare a translation:

- Has this material already been translated?**
 - Are existing translations suitable, or able to be adapted with minor changes? Check <http://www.healthtranslations.vic.gov.au/>.
- Is a printed translation an effective way to communicate with your target audience?**
 - Consider the literacy level, subject matter, and communications preference. If the literacy level is low audiotapes or videotapes may be more appropriate.

Step 2: Preparing the document for translation:

- Is the document written in simple English?**
 - See suggestions in section 3, of the publication 'Improving the Use of Translating and Interpreting Services' at <http://www.multicultural.vic.gov.au/> and follow the links to Language Services – Standards and Guidelines.
- Have you cut back the document so that it only includes the essential information?**
 - Only translate the relevant sections of a document, or develop a summary document for translation.
- Have you chosen the most appropriate languages?**
 - This may be apparent based on your target population. If not, you can seek information from: ABS Census (www.abs.gov.au), Department of Immigration and Multicultural and Indigenous Affairs Settlement Database (<http://www.immi.gov.au/living-in-australia/delivering-assistance/settlement-database/index.htm>) local government authorities or the Victorian Multicultural Commission (www.multicultural.vic.gov.au).
- Is your material culturally appropriate?**
 - Does the material cover a topic that is sensitive or unfamiliar to the target audience? If so, you may wish to consult with ethnic community organisations, community workers and/or potential clients.

Step 3: Getting a quote:

- Does your department / agency have existing arrangements for obtaining translating services (eg. access to a DHS funded credit line for language services)?**
 - Credit line information: <http://www.dhs.vic.gov.au/multicultural> and follow the links to language services.
 - If not, language service providers can be found through the Yellow Pages.

Questions to ask:

- What level of accreditation does the translator have?**
 - The National Accreditation Authority for Translators and Interpreters (NAATI) accredits translators at four levels: paraprofessional, professional, advanced and advanced senior (ask to see their NAATI certificate, ID card or translator stamp).
 - Accreditation may be unavailable for language groups that are uncommon or recently established in Australia. However, NAATI may accord 'recognition' to acknowledge that the translator has had recent and regular experience.

- Victorian Government policy is that government departments or funded agencies should use NAATI accredited professional translators where available, paraprofessional as the next option and recognised translators only where professional and paraprofessional are not available. See the DHS language services policy at <http://www.dhs.vic.gov.au/multicultural>

Does the translator have experience in the relevant field (eg. health)?

- It is preferable, but not always possible, to use a translator who has some familiarity with the subject matter, concepts and terminology from your sector.

Does the quote include independent checking, editing and proofreading by another accredited translator?

- Translations of important information should be checked (back translated to allow comparison to the original text) by another translator.

In what format will the finished product be delivered?

What fees apply if you need to cancel or make changes to the English text?

How long will it take to complete the translations?

Does the agency or translator have professional indemnity insurance cover (in case your organisation becomes involved in a legal case in relation to the translation)?

Step 4: Finalising your material

Have you put the date, language and topic of the publication on the front of the translated document in English?

- This is useful information for others wishing to use the translation.

Have you done a final check of the material?

- A final check is needed to make sure that formatting is correct on uploaded or printed material. Even if you are unable to understand the translated material, a check against the original translation will show whether significant changes have occurred during the printing or uploading process.

If online, is your translation linked to the Health Translations Directory?

<http://www.healthtranslations.vic.gov.au/>

- Health Translations can create a link from their directory to your translated material, making this accessible to a broader audience.

Helpful Resources:

- 'Language Services: Good Practice in the Victorian Health and Community Sector'
http://www.ceh.org.au/docs/Resources/Language_Services/Language_Services_Good_Practice.pdf
- 'Translation: Getting it Right' ([http://www.iti.org.uk/pdfs/trans/Translation\(UK\).pdf](http://www.iti.org.uk/pdfs/trans/Translation(UK).pdf))
- 'Improving the Use of Translating and Interpreting Services' see Section 3
<http://www.multicultural.vic.gov.au/web24/vmc.nsf/HeadingPagesDisplay/Language+ServicesStandards+&+Guidelines?OpenDocument>