

OUTLINE OF PROCEDURES FOR AUSTRALIAN GOVERNMENT AGENCIES

PROCURING TRANSLATING SERVICES

PREPARING FOR TRANSLATION OF MATERIAL

- Identify the appropriate material to translate. Assess whether the material is sensitive or unfamiliar to the target audience. (You may wish to consult with ethnic community organisations or community workers).
- Be aware of cultural influences and the reaction from your audience. How is this information handled or perceived in the clients' culture?
- Identify the appropriate languages for translation (and literacy levels in other languages). If unsure,
- tools available include demographic data, country/language lists, community profiles and system data. See [Australian Bureau of Statistics](#) or [Department of Immigration and Citizenship - Living in Australia](#)
- Try to identify the literacy levels of the clients in the other languages you are targeting.
- Identify the appropriate medium for translated information (e.g. fact sheets, brochures or CDs/DVDs).

Prepare documents and other material for translation.

- Consider your key message, or key information that needs to be obtained; consider maps, pictograms or diagrams rather than lengthy text, use short sentences in simple English, explain unfamiliar concepts, spell out acronyms, avoid professional jargon and be aware of the tone and type of language being used to present specific issues.

- Be aware of copyright laws and liabilities. If required, seek formal, written approval from the author for both use and translation. Check on the 'Web Content Accessibility Guidelines (WCAG) 2.0' See: W3C
- Add the document to their IPS plans (a requirement under the FOI Act).
- Identify who will provide the translation service (e.g. National Accreditation Authority for Translators and Interpreters (NAATI)-credentialed translator). Check the translator's accreditation, experience in the subject, and insurance cover. Available translators can be found at [National Accreditation Authority for Translators and Interpreters](#) and [Australian Institute of Interpreters and Translators](#)

Define the parameters required for the translation service. Specify:

- layout, graphics or tables that are to be included, software requirements, final format (e.g. printed, CD or email), and delivery address and method of delivery (e.g. postage, facsimile, email, internet or website)
- background material, including a glossary of terms and contacts to discuss any issues that arise during the translation process (providing a 'glossary of terms' with an explanation of common words/phrases will assist in encouraging consistent/accurate translations)
- timelines, including urgency fees, time constraints on desktop publishing requirements, and turnaround time for corrections or amendments
- certification (specify whether you require a certification stamp)
- indemnity insurance (e.g. in situations where litigation arises from translation).

Identify the cost of the translation service.

Obtain an itemised estimate in writing (per word, turnaround time, administration fees, cancellation/correction fees). Check your agency's existing translation cost process (e.g. existing contracts).

- Confirm that proofreading/editing is included in the translation service.
- Confirm your agency's register for translating costs and cost codes.

The final translation product

- Edit/proof the final document. Check for misspellings and that the source document layout matches, the fonts are correct, the headers and footers are consistent, names are spelt correctly and pagination is correct. (Does your agency have accredited staff who can proofread translated information to highlight text that may require double checking before finalisation?)
- Ensure that each version of the document is identifiable by a version number, a time and date stamp and that changes are clearly marked on each version for the translator.
- Consider having the document translated back into English for quality assurance purposes.
- Ensure that the final typeset copy is proofread by a translator before the document is printed or loaded electronically.
- Include a reference in English containing the document title and the translated language
- (to allow service providers to easily identify it for distribution purposes).
- Consider field-testing the translated document with relevant organisations or personnel before wider distribution.
- Include details in the agency report on language services.