

Polyglot

News from the NSW Multicultural Health Communication Service

This is the first edition of the Multicultural Communication news sheet. After much debate we decided on the name *Polyglot* which, according to Funk and Wagnall, means "expressed in several tongues or speaking several languages". Hopefully it conveys what we are on about.

Multicultural Communication Launched

On May 16th, Dr. Andrew Refshauge, Deputy Premier, Minister for Health and Minister for Aboriginal Affairs launched the NSW Multicultural Health Communication Service and officially opened the Website. He seemed to be genuinely impressed that he could actually print out health information in one of the 14 languages available from our Website.

Consultations Underway

We have now conducted consultations with staff in Illawarra, Southern NSW AHS, South Eastern Sydney Area Health Service and one part of South Western Sydney Area Health Service. A couple of things are already quite obvious. There is a need for more translated health information, particularly for the newer communities; the Better Health Centre has run out of much of the material produced formerly; and the Health Columns are not being distributed widely enough to staff working with NES clients.

To all of you who gave up your time to provide us with such valuable information - thank you very much!



Dr. Andrew Refshauge opens Website watched by Ilona Lee, Dr. Tony Pun (Management Committee) and Dr. Don Grimes, Chairman of Board of SESAHS.

Click on our Website!

We have been busy loading up our Website with the health columns that have been produced over the last couple of years in 14 languages, but we have not publicised it because we have a temporary address which will change at the beginning of July when we transfer over to the Department of Health's server. So, from the second week in July, our electronic details are:

webpage
mhcs.health.nsw.gov.au

email address
mhcs@doh.health.nsw.gov.au

First Publication

Our first publication "Guidelines for organising translations" which will help Area staff planning to produce translations locally, is finally ready. Copies are available from the unit. Please fax your request on 93828120

Multicultural Health Videos Now Available

At the suggestion of the staff in Illawarra Area Health Service, we are setting up a lending library of video materials for health professionals to use with their non English speaking clients. There's not a lot available but we have contacted SBS, all the drug companies, and the NGOs that we think may have produced multilingual videos. To date we have obtained:

Understanding Alzheimers

Arabic, Cantonese, Croatian, Greek, Italian, Macedonian, Maltese, Mandarin, Polish, Portuguese, Russian, Serbian, Spanish Turkish, Vietnamese

Examining Your Breasts:

Arabic, Chinese, Croatian, Greek, Italian, Macedonian, Serbian, Spanish, Turkish, Vietnamese, English

A Little Understanding: Dealing with the stigma o mental illness:

Arabic, Cantonese, Croatian, Greek, Italian, Macedonian, Maltese, Spanish, Tagalog, Vietnamese, English

If you want to borrow any of these, please or fax us your request on 93828120.

Review of Translated Materials

Health Public Affairs is currently reviewing all the materials that were previously translated by the Health Translation Service. The English copies have been sent out for checking and recommendations have been received on what information is still current, what needs minor modifications, and what is out of date. We are now assisting in the process of determining what is needed that can be reprinted. We will advise shortly on what materials should be destroyed as they are out of date.

New staff join us

We have two new staff working with us - Cecilia George Admin. Assistant, and Vera Ranki, Liaison Officer. Cecilia came to us from Health Promotion in South Eastern Sydney and is assisting with the many tasks involved in the setting up and efficient running of this Service.

Vera, who recently was awarded her PhD in Sociology, has come to us from NSW Health for six months. She has taken over from Georgia Zogalis who was offered the position of Senior Policy Advisor with the Department of Ageing and Disability. Georgia helped us get established and we are most grateful for the work she accomplished in the time she was here.

Guidelines

for arranging your own translations

If it is agreed at Area level that translated information is needed and no other option is available, your first step is to talk to the person responsible for Multicultural Health in your Area.

Pre-translation points

Check with NSW Multicultural Health Communication Service (Multicultural Communication) whether the multilingual information is already available. If you have access to the Intranet or Internet, visit our Website <http://mhcs.health.nsw.gov.au>. Check Catalogues (Translations 1998, Health Columns 1998 – available from Multicultural Communication) or contact the Department's Better Health Centre on (02) 9816 0452 fax: 9816 0492.

Before you produce printed publications in other languages, you will need decisions on:

- whether funds are available for the project
- whether written translations are the best way to provide information to your target group(s)
- who you are trying to reach and which languages will be needed
- how you will distribute the material once the translations are complete.

It may be useful to seek advice at this stage from Multicultural Coordinators, bilingual health staff, members of the appropriate ethnic communities or associations. Other sources of advice include Multicultural Communication, the NSW Health Care Interpreter Service, Ethnic Affairs Commission and Department of Immigration and Multicultural Affairs.

If it is considered that the information in the English original may be culturally sensitive, controversial or of a complex nature, seek advice as above. If possible, arrange a briefing session with all translators before translation starts. In this case supply all translators with a copy of the English several days prior to the briefing session. If the translated material is to be published, you will need to decide at the beginning on the format and presentation.

When the content is finalised, write your text in clear, unambiguous English, avoiding medical or specialist health jargon.

- We recommend that you include the title, headings and sub-headings in English and the other language, so that English-only health staff

can find their way around the text even when it's in another language.

- indicate to translators and typesetters by marking on the text any words which you want left in English only (eg titles of health staff, community health centres, addresses, phone numbers).

To quote effectively, translators and agencies need to know exact specifications: number of words, deadlines and layout requirements. Cost will be higher for urgent jobs, and for "camera ready" (print quality) work. You can ask for "copy" (photocopy) quality.

You will need to decide on:

- page size, column width if a pamphlet, and how many folds
- cover, title design and overall layout
- illustrations and how the text will fit around them
- page numbering

Translators

Multicultural Communication recommends translation and checking, working with NAATI accredited Translators. We can advise on suitable translators (in most languages) and there are agencies in the Yellow Pages under Translations. For some minority/emerging communities if you can not locate accredited translators, ring NAATI for information (02) 9267 1357 (fax 9267 4720) on 'recognised' translators. Choose one or two translators, accredited by NAATI as Translators (former Level 3 or above) for each language (one to translate and one to check) and ring, fax or email to make sure they are available.

Most translators have computers, and can lay out the text as requested, if you provide them with exact specifications or a template (dummy). Make sure that are compatible. Depending on the language, some translators now produce typeset translations and can send them via Email, if you have compatible translating, typesetting and printing equipment. Ask if work can be sent to you by post, fax or email.

Discuss rates of pay at the beginning of the project (see "Fees") for each task - eg translating, typesetting, proofreading).

Translation procedure

Nominate a contact person for translator enquiries, and prepare a job sheet, which you attach to each language version. It should remain attached to job documents at all times. In the job sheet include:

- title of text
- name of translator (with contact details)
- name of checker (with contact details)
- language of translation
- date due for translation & date due for checking
- name and telephone number of the contact person
- instructions to translator and checker to keep a copy of the translation and keep the English text for future reference
- any layout specifications.

Send out to each translator:

- the job sheet
- the English text (two copies if using a checker)
- lay-out instructions as required.

When using a checker, ask translator to send translation and job sheet directly to the checker, together with a copy of the English text. Translator and checker should agree on changes. If there is a dispute between the translator and checker which cannot be resolved by discussion, seek a third (anonymous) opinion. Multicultural Communication can provide "Seven Steps: Checking Checklist".

If possible arrange for a further check by bilingual health workers, before arranging typesetting & printing.

Typesetting by an Agency

If you plan to have typesetting done by a multilingual typesetting agency (see Translations and Typesetting in Yellow Pages) make sure typesetter can demonstrate experience with multilingual work. When all languages are translated, and ready for typesetting, ask for estimates. This is especially important if you plan to include diagrams or illustrations.

When galley proofs or disks are received from agency, send out to the translator (not checker) to proofread, together with the original copy, a return envelope and the job sheet showing date due back.

After proofreading, return to agency if corrections are needed.

When returned from agency, check that each correction has been made - if you are unable to do this you may have to send the corrected proofs to the translator a second time. You will need to pay an additional proofreading fee.

Typing

If translations are to be typed, select the typists: many translators have word processing facilities so check with them first.

Provide clear and complete layout instructions and typing paper if special paper is being used.

Follow the same proofreading procedures as above.

NB

When preparing final typewritten or typeset material for printers do not fax or photocopy as this will affect the quality and sometimes the layout dimensions, resulting in your final version being of poor quality.

Publishing/printing

On final proofs, check all English headings, publication numbers, page numbers (if included) and ensure the language is clearly identified on the front cover in English.

Decide on size of print runs, paper weight and obtain estimate from printer(s).

It may be useful to print each language on a different coloured paper for easy identification by handlers and health workers - a list of the colours formerly used by the Health Translation Service is available from Multicultural Communication if required.

Include the date of publication but do not include names of staff, to avoid outdated material being distributed to the public or having to be reprinted.

Fees

Will depend on number of tasks undertaken by translators/typesetters. Fees are normally calculated on the number of words translated, checked or typeset (English text). Fees are usually paid at completion of each stage of the process rather than at the end of the complete project. You can expect to pay between \$20 - \$30 per 100 words for translation, \$15 for checking and \$10 for proofreading. Typesetting fees vary. These figures are a guide only, and actual fees will need to be negotiated with each translator.

Feedback on this document

Please tell Multicultural Communication if you found these Guidelines useful, and if you can suggest any improvements. Ask for Terry Cheshier 02 9382 8104.