



Multicultural Health Communication Service

better health through better communication

www.mhcs.health.nsw.gov.au

Translation Services Information Package for Clients

January 2019

MHCS Translation Service

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Introduction

The NSW Multicultural Health Communication Service (MHCS) is a state-wide service funded by the NSW Health Department. Its brief is twofold:

- To ensure Culturally and Linguistically Diverse (CALD) Communities have access to multilingual health information and
- In conjunction with health professionals, departments and external organisations to ensure that communication services are culturally and linguistically relevant.

Services include multilingual communication campaigns, research, project management, and multilingual information dissemination through the website; see www.mhcs.health.nsw.gov.au, and a training and consultancy service for organisations wishing to work with CALD communities.

The Service produces multilingual resources and guidelines for policies and procedures for the NSW Health Department, Local Health Districts and NGOs funded by NSW Health. Strategic advice is provided to NSW Health, and enquiries are taken from health staff regarding all aspects of multicultural communication across the state.

The Translation Service

The Service provides a translation service using NAATI (National Accreditation Authority for Translators and Interpreters) accredited translators and checkers. Services include translation, checking, proofreading and formatting, ready for production in print or electronic format. Depending on the nature of the translation, its size, desktop and printing specifications by the Client, the product is developed either in house or contracted out.

Process:

1. Once an assignment is received, MHCS will contact the prospective Client (within 5 working days) in order to discuss:
 - The language and matters pertaining to its translation
 - Issues relevant to the proposed language/s and suggest further languages to be translated, if required
 - The clarity or otherwise of the English text
 - The use of jargon, and
 - The possible dissemination of the resource
2. The client will receive a report in writing from MHCS regarding the agreed outcome with an estimate of the costs involved.
3. Once the client has agreed on the final text to be translated any additional changes to the material will be made at an additional cost to the Client. Any changes to the text must be sent to MHCS in an electronic form.

Fees

For the cost of translation and checking please contact NSW Multicultural Health Communication on (02) 8753 5005 or by email at: SESLHD-MHCS@health.nsw.gov.au

Our translators and checkers

MHCS has a pool of expert translators and checkers with wide ranging experience in health translations and related issues. They are accredited by the National Accreditation Authority for Translators and Interpreters (NAATI) for translation at professional level (former level 3) or higher. A situation may arise with some minority/emerging communities when accredited translators may not be available, in this case the service will engage NAATI 'recognised' translators.

The Checking Process

MHCS recommends that a second qualified translator check all translations for accuracy. Checking is a revision stage by a second accredited translator. The principal translator forwards the initial translation draft to the checker, whose constructive feedback is incorporated (where mandatory) into the final translation. This process is mandatory for all translations. A checking report is completed with any recommendations included.

For detailed information on the checking process and its importance see: "Guidelines for health staff checking translations" and "Can we just Check It?" on the MHCS website.

Client Obligations

The Client will:

- Be responsible for the delivery of the material to be translated to MHCS.
- Provide assistance and co-operation to, and consult with, MHCS as required to enable the work to be carried out.
- Grant MHCS permission to copy, edit, adapt and otherwise deal with the material for the purpose the service being carried out.

MHCS's Responsibility

MHCS is responsible for the delivery of the translated material in the format specified by the Client and within the time agreed upon and specified.

Confidentiality

MHCS will not without the prior written consent of the Client disclose any information in connection with the Services to any person not a party to this agreement other than:

- As necessary for the purposes of performing its obligations under this agreement, or
- With respect to any matter already within public knowledge.

Conflict of Interest

MHCS warrants that it has no conflict of interest in the performance of the Services as at the date of this agreement.

Immediately upon becoming aware of the existence, or possibility of a conflict of interest affecting MHCS, MHCS must advise the Client in writing.

Check list for english text

Before an English text is sent to us for translation, it is recommended that the following check be undertaken:

	Yes	No	Comments
Is the text complete?			
Are there ambiguities in the text?			
Is the text clear?			
Are there grammatical errors, or typos?			
Does the text attempt to attract attention to parts of the contents? Eg. Bold, capital letters, italics, (Be aware that some languages do not have capital letters).			
Are all references in the text mentioned in the "endnotes"?			
Do all "endnotes" have references in the text?			

	Yes	No	Comments
Have you specified which words need to remain in English and/or need to have an explanation in the language of the translation?			
Are there personal names, addresses and telephone numbers in the text? (Try to avoid names and numbers as they frequently change. If you decide to keep them, we recommend to leave them in English)			
Are Roman numerals used for numbers in addresses/phone numbers/measurements?			
Have you considered how the resource will be distributed?			
Have you considered the target group in selecting the languages?			