



## Health Care Interpreter Service Translation Request Form

Central Sydney Area Health Service and South East Health

### Please fill in this form

#### Your Details

Contact name:	Telephone:
Name of Health Facility:	Fax:
Hospital Department/Unit/Centre:	Email:
Cost centre:	Area:

#### Job Details

##### Resource type

Written                       Audio/Visual                       CDROM

##### Document title \_\_\_\_\_

##### Number of words \_\_\_\_\_

Please count all the words in the English text.

##### Required date for completion \_\_\_\_\_

The date the translated text is needed. Urgent requests may incur additional costs.

#### Layout and Typesetting

Do you want the translation to be laid out exactly like your original document?                      **Y / N**  
 If "No" please attach all the specifications you require with regard to layout/typesetting.

#### Artwork

Are there illustrations in the original document?                      **Y / N**  
 Do you want these in the translated document?                      **Y / N**  
 If "yes", you are required to supply artwork originals.

#### What languages do you want the document translated into?

- |                                     |                                     |  |
|-------------------------------------|-------------------------------------|--|
| <input type="checkbox"/> Chinese*   | <input type="checkbox"/> Italian    | <input type="checkbox"/> Russian   |
| <input type="checkbox"/> Vietnamese | <input type="checkbox"/> Japanese   | <input type="checkbox"/> Croatian  |
| <input type="checkbox"/> Arabic     | <input type="checkbox"/> Korean     | <input type="checkbox"/> Turkish   |
| <input type="checkbox"/> Korean     | <input type="checkbox"/> Macedonian | <input type="checkbox"/> Indonesian  |
| <input type="checkbox"/> Greek      | <input type="checkbox"/> Polish     | <input type="checkbox"/> Other: _____  |
| <input type="checkbox"/> Spanish    | <input type="checkbox"/> Portuguese | Specify the language   |
|                                     |                                     | <input type="checkbox"/> English - Specify <b>from</b> which language: _____ |

\* The written form covers Cantonese, Mandarin and most other spoken Chinese languages

#### Document Type:

- Individual Patient Care (*Letters and reports for patients do not attract a charge*)  
 General Information (*Translations under 100 words do not attract a charge. If your translation is over 100 words we will send you a quote*)  
 Checking (*Checking multilingual information. Charges may apply*)

## **Translation Guidelines**

### **Establish a need for the translation**

Does it *need* to be translated? What do you want to achieve with this translation? Does a similar translation exist? Who and how many will benefit? Is using an interpreter a more economical option? What languages? Is there a literacy problem in the target community? Liaise with your Diversity Health Coordinator (SEH) or hospital/facility translations committee (CSAHS) for more assistance.

### **Check for similar translations**

Has a similar translation been done? Check with colleagues in a similar role in other facilities as well as the Multicultural Communications website:

Internet : <http://www.mhcs.health.nsw.gov.au/>

Intranet : <http://internal.health.nsw.gov.au/health-public-affairs/mhcs>

### **Costs**

The following Translations are free:

- Individual Patient Care (letters and reports for patients)
- General Information under 100 words. (general information includes brochures, documents, signs, forms)

A quote will be provided for chargeable jobs, ie. general information documents over 100words.

If an independent translation company is to be used, the Health Care Interpreter Service (HCIS) will elect the appropriate agency from which you will need to receive a quote. Copies of the completed job will be sent to the HCIS for archival purposes.

Please note that Checking multilingual resources, either new or existing, *may* also attract a charge.

### **Seek funding**

If appropriate, consider collaborations with other appropriate bodies in order to share the cost. In SEH, the Multicultural Health Unit may provide funding on a cost share basis. You may also want to consider sponsorship.

### **Prepare material according to the guidelines**

- Materials targeted at the general public should be written in plain English and be free of technical terms, acronyms, medical and health jargon. Where technical terms/acronyms have to be used, translators require clear definitions of such terms to assist them in managing the translation process.
- Terms that should remain in English as well as being translated must be clearly marked.
- Consider the purpose of the translation and whether an abridged version will be more effective.
- Where required by internal procedures, submit text to Public Affairs Unit for approval.

### **Submit Request Form to the Health Care Interpreter Service**

When you have completed this form and attached all your documentation including the material for translation please email to Agnes Lauder ([laudea@email.cs.nsw.gov.au](mailto:laudea@email.cs.nsw.gov.au)) or fax to 9516 2800

**General information documents must be supplied electronically (Microsoft Word files only).  
The Health Care Interpreter Service does not accept changes to a document once it has been submitted for translation.**

### **Quoting**

If the job is chargeable (General Information over 100 words) a quote will be provided. The translation begins from when the client returns a signed copy of the quote and/or a Manual Journal Form (CSAHS) or Purchase Order (all other clients).

- If an independent translation company is to be used, the Health Care Interpreter Service will elect the appropriate agency from which you will need to receive a quote. Copies of the completed job will be sent to the Health Care Interpreter Service for archival purposes.

The HCIS will acknowledge receipt of all translation requests and will notify the client when ready to undertake the work negotiating a reasonable delivery date.

*Remember:* always quote the job number when communicating with the HCIS about your translation.

### **Delivery**

- The Health Care Interpreter Service will email the completed job in Acrobat file format to the client.
- An invoice will be issued on delivery of the job
- Payment to external translation companies subject to HCIS approval of the quality of the job
- Multilingual General Information Documents may be published on the Multicultural Communication Service for the benefit of other health professionals.