

Sydney Health Care Interpreter Service

Translation Guidelines

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1. Introduction

The Sydney Health Care Interpreter Service provides a translation service using a qualified panel of translators accredited under the National Accreditation Authority for Translators and Interpreters (NAATI).

All translations are completed by qualified translators then, checked by an independent translator to ensure precision in grammar, spelling and overall accuracy.

These Translation Guidelines describe the circumstances in which the Sydney Health Care Interpreter Service (SHCIS) can provide translation services in accordance with section 3.14.3 of NSW Health Policy, [Interpreters - Standard Procedures for Working with Health Care Interpreters \(PD2006_053\)](#).

Provision of translation services relating to direct patient care are provided free of charge up to 100 words for facilities (outlined in Section 2 of the Procedures). Our service is competitively priced for all other translations.

2. Procedures

Translating services are provided to the following agencies:

- Sydney Local Health District
- South Eastern Sydney Local Health District
- St Vincent's Hospital Network Sydney (Darlinghurst)
- Sydney Children's Hospitals Network (Randwick)
- Justice and Forensic Mental Health (Long Bay)

Subject to availability of translators in the requested language, SHCIS will provide translation of documents essential to the treatment of patients that do not exceed 100 words free of charge. This may include:

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Translations Guidelines Fact Sheet

- Medication instructions
- Patient treatment plan
- Special diets
- Medical reports
- Test results
- Letters for/from overseas doctors/health care providers
- Overseas discharge summaries
- Appointment letters

3. Translation Criteria – For consideration when requesting translation.

- Determine need for written translation.
- Establish purpose of translation.
- Consider your audience and language used.
- Prepare material. Take time when authoring your documents, and then ask your colleagues for their input. It is ideal to have several people review your documents prior to sending them out for translation. This helps to ensure accuracy, comprehensibility, and completeness.
- Consider the purpose of the translation and whether an abbreviated version will be more effective.
- Provide relevant notes for the translator. For example, terms that should remain in English as well as being translated should be clearly marked.
- Check with colleagues in a similar role in other facilities as well as on the NSW Multicultural Communications website whether similar translations already exist
 - Internet: www.mhcs.health.nsw.gov.au/
 - Intranet: <http://internal.health.nsw.gov.au/health-public-affairs/mhcs>
 - Internet: www.healthtranslations.vic.au

SHCIS does not provide:

- Back translation
- Translation of brochures, pamphlets or any material in a format other than standard A4

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Requests for translations should be submitted to the **SHCIS Translations Coordinator** via email: SHCIS.Translations@sswahs.nsw.gov.au

4. Requestor's Responsibilities

When submitting a translation please ensure you:

- Provide material to be translated in a MS Word Document.
- Confirm the document meets the criteria as set out in section 3 (above).
- Include contact details of the appropriate health care provider/s whom the translators may consult regarding the content of the document.
- Once an assignment is received, SHCIS will provide the requestor with a formal quote and declaration undertaking that must be signed by the requestor before work will commence.

Translations that do not meet the criteria will be referred to other agencies that can meet the translation requests on a fee per job basis.

5. Fee Structure

SHCIS will only provide translation of letters, information and reports for individual patient care up to 100 words free of charge for languages covered by our Staff Translators, subject to availability.

Any other requests may incur a fee.

For a free quote please contact the SHCIS Translations Coordinator via email: SHCIS.Translations@sswahs.nsw.gov.au or SHCIS Call Centre at: Sydneyinterpreters@sswahs.nsw.gov.au

Please note: Quotes are based on the English language word count. Only estimate quotes can be provided for documents which are in languages other than English. Once the translation is completed into English, an exact fee can be provided.

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6. Appointment Reminder Translation Tool

Developed by NSW Refugee Health Service, this on-line tool allows you to translate appointment details into your client's language.

Translation of appointment/reminder letters is a free tool and can be accessed via the following link:

<http://swhsld.nsw.gov.au/refugee/appointment>

7. References

NSW Health, [Interpreters - Standard Procedures for Working with Health Care Interpreters \(PD2006_053\)](#)

NSW Health, [Multilingual Health Resources by AHS, DoH and NGOs Funded by NSW Health \(Guidelines for Production\) \(GL2005_032\)](#)

8. Definitions

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| <i>SHCIS</i> | Sydney Health Care Interpreter Service |
| <i>Written Translation</i> | The process of transferring meaning between languages in written or recorded texts |