

Guidelines on interpreting and translation

<i>Item</i>	<i>Description</i>
Policy description	A set of guiding principles for engaging and working with interpreters and translators
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Date approved	22 September 2014
Next review	By 22 September 2017
Key words	Interpreting, translation, culturally and linguistically diverse (CALD)

Revision History

<i>Date</i>	<i>Version</i>	<i>Reviewed by</i>	<i>Changes made</i>
Date of first revision	No revisions made to date.		
Date of second revision <i>[etc]</i>			
Date closed			

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Policy overview

Scope and purpose of these guidelines

These guidelines are intended to provide a set of simple guiding principles for staff engaging and working with interpreters and translators.

Applicability and target groups

These guidelines apply to every person employed by Legal Aid NSW, including permanent and temporary staff, contractors and consultants. Managers should ensure that all relevant staff members know about these guidelines and how to apply them.

If anything in these guidelines is unclear, or you are unsure about how to apply them, contact the person listed on the cover page of these guidelines.

Legislative environment

These guidelines take into account Legal Aid NSW's obligations under:

- The Principles of Multiculturalism in section 3 of the *Community Relations Commission and Principles of Multiculturalism Act 2000 (NSW)*
- International conventions on human rights to which Australia is a signatory
- State and Commonwealth anti-discrimination legislation
- Annual reporting requirements under the Community Relations Commission's Multicultural Policies and Services Program
- Legal Aid NSW *Client Service Charter* undertakings to provide clients who do not speak English with a qualified interpreter and to be culturally sensitive to their needs.

Monitoring, evaluation and review

This document is to be reviewed every three years. The last review was on 30 June 2014. See cover page of this policy for more information about changes to the policy since its release.

Further information, additional resources & associated documents

These guidelines should be read in conjunction with the Legal Aid NSW [Guidelines on communicating with people who are deaf, hard of hearing and speech impaired](#) and the [Complaints Handling Policy](#).

Some content of these guidelines was adapted from the *Victorian Government Guidelines on Policy and Procedures: Using Interpreting Services and Effective Translations*.

1. Interpreting

1.1 Our obligations

New South Wales is one of the most culturally diverse places in the world with more than 200 languages and dialects spoken in this state. Over 25% of its population are overseas born and more than 22% speak a language other than English at home.

Legal Aid NSW provides accredited interpreters to fulfil its responsibilities to provide client services to culturally and linguistically diverse (CALD) communities. All staff who provide services directly to clients with language needs are responsible for the implementation of these guidelines.

National interpreter symbol

The national interpreter symbol is a nationally recognised symbol to indicate to people with limited English that they can ask for language assistance. All Legal Aid NSW offices are encouraged to display the symbol in client reception areas.



Sign language interpreters

These guidelines cover the use of spoken language interpreting services only. For information regarding sign language interpreters, refer to the [Guidelines on communicating with people who are deaf, hard of hearing and speech impaired](#).

1.2 What is an interpreter?

An interpreter is a qualified professional who enables communication between people who speak different languages. Interpreters convert messages accurately and objectively from one language into another. Interpreters can help facilitate communication for people from diverse backgrounds during meetings, training, interviews, mediation, court hearings, community legal education or other group situations.

Accredited interpreters

Knowing a foreign language does not qualify a person to act as an interpreter. In Australia, interpreters are accredited by the National Accreditation Authority for Translators and Interpreters (NAATI). They are required, as a condition of their ongoing accreditation, to act in accordance with the Australian Institute of Interpreters and Translators (AUSIT) [Code of Ethics](#) which includes competence, confidentiality, impartiality, avoiding advocacy or conflicts of interest, and remaining faithful to the meaning of source messages at all times.

There are three categories of NAATI interpreters for spoken languages:

- **Professional interpreters** (formerly known as Level 3) are competent for professional interpreting across a wide range of semi-specialised situations. All legal interpreting (including police interviews) must be carried out by professional interpreters.
- **Paraprofessional interpreters** (formerly known as Level 2) are competent for interpreting general conversations and non-specialist dialogues.
- **Recognised interpreters** are interpreters with interpreting experience in languages that NAATI has no testing for – often the languages of emerging communities.

NAATI accreditation can be obtained in many ways including passing a NAATI accreditation test and completing a NAATI approved TAFE/university course. Some interpreters have obtained their accreditation through testing only, without any formal interpreting training. Preference should be given to interpreters who are accredited and best qualified (e.g. having undertaken legal interpreting training).

Community Language Allowance Scheme (CLAS) recipients

The Community Language Allowance Scheme (CLAS) is available to NSW government employees by passing an examination administered by the Community Relations Commission or by having accreditation from NAATI at the professional interpreter level.

Some examples of how CLAS recipients in Legal Aid NSW may use their skills include answering front-desk inquiries, providing directions to another office or assisting in making client appointments for a further visit. For matters which will take a longer time or require an in-depth or formal interview, NAATI accredited interpreters should be engaged in lieu of CLAS recipients. This is because CLAS recipients may not have NAATI accreditation.

To find a CLAS recipient, check the Resources side bar on the Equity & Diversity page or search "CLAS" in the staff directory on the intranet.

Family and friends

Family and friends can play an important role in providing support to a client. However, they may not have the required language competence and interpreting skills required to interpret accurately. In addition, they will not be bound by any standards of conduct as accredited interpreters and will be unable to remain impartial. For these reasons, family members or friends, especially children, should not be asked to interpret in situations involving critical information and decision making, as it will be difficult for them to remain impartial, maintain confidentiality and accurately interpret all that is said.

Case study

Q: Miriam is from Afghanistan and speaks a limited amount of English. She made an appointment to see Kelly, a family lawyer, regarding divorce and custody of her 11 year old daughter Mina. Miriam brought Mina to the appointment and insisted on having Mina as her interpreter. She explained that the Afghan community is small and she didn't want people to talk behind her back. Even though Kelly could see that Mina was fluent in both English and Dari, she explained to Miriam about an interpreter's duty of confidentiality and engaged the service of a telephone interpreter to assist with communication. Was this the right decision?

A: Yes. It is not acceptable for children, family or friends to interpret complex or sensitive information. In this particular situation, Mina who is a child, was also the subject of discussion and it would be inappropriate to place her in such a situation. The potential risks to the client, the child and the family lawyer were significant.

1.3 Arranging an interpreter

Assessing the need for an interpreter

Wherever possible the need for an interpreter should be determined prior to an appointment. Engaging an interpreter is recommended if:

- requested by the client
- the client cannot comprehend or respond to basic questions in English
- the client is difficult to understand, or can only respond in a limited way
- the client relies on family or friends to communicate
- the client prefers to speak in their own language
- the client speaks English as a second language, and is in a stressful, complex or unfamiliar situation.

To determine a client's level of English language proficiency, it may be useful to ask them "Why are you here today?" If the client cannot respond to the question fluently, or if the response is difficult to understand, an interpreter is recommended. For more information, see the paper by National Legal Aid: [Is an interpreter necessary?](#)

Determining the preferred language

A client's language cannot be determined reliably from their country of birth. In addition, some languages have a number of dialects. For example, a person from China may speak Mandarin, Cantonese, Hakka or another Chinese dialect, while an Arabic speaker may speak with an Egyptian, Iraqi, Lebanese or Syrian dialect. Speakers of different dialects often cannot understand each other. The following steps may help to determine a client's preferred language:

- if a client speaks sufficient English, ask what their preferred language is, especially if they have used interpreting services previously
- ask a client to point to the language they speak using the [Languages commonly spoken by Legal Aid NSW clients card](#).

While staff will attempt to arrange a suitable interpreter, clients should be advised that this is not always possible, especially for the languages of newer communities.

If interpreting is refused

If a client refuses the offer of an interpreter, it is important to try to clarify and address the reasons. For example, explain to the client that interpreters are bound by the duty of confidentiality, or that the client will not have to pay for the interpreter's services. If the client continues to refuse an interpreter, staff may proceed with the appointment if deemed appropriate to do so, and document their concerns.

Choosing the mode of interpreting

Currently, interpreting services are provided in the following ways:

- Telephone interpreting – operated by the Telephone Interpreting Service (TIS) National. Staff and clients can initiate a TIS session immediately by calling:
 - TIS National Contact Centre on 13 14 50 and speak to an operator to arrange an interpreter
 - ATIS Voice on 1800 131 450 for an automated voice-prompted service without assistance from an operator, available in 18 high demand languages.
 Contact your Office Manager to obtain the relevant TIS or ATIS account number. For more information, visit www.tisnational.gov.au/Agencies/Help-using-TIS-National-services/Telephone-interpreting. For useful tips, see [How to use telephone interpreters](#).
- Videoconferencing – recommended for people in more remote locations and in the criminal justice system, or when suitable interpreters are not available at required locations.
- Onsite interpreting (face-to-face) – recommended when complex or lengthy matters need to be discussed.

All staff who provide services directly to clients with language needs must do so efficiently through:

- making the best use of technology for the delivery of interpreting services including telephone interpreting and videoconferencing, and
- 'clustering' where possible, that is, using a single block booking of an interpreter with clients within the same language group.

Booking an interpreter

- Once established that interpretation is required, book a NAATI accredited professional interpreter for all legal interpreting. Request interpreters who are best qualified. These are interpreters who have undertaken legal interpreting training. However, they may not always be available.
- For other non-legal conferences, workshops and meetings arranged by Legal Aid NSW, a NAATI accredited paraprofessional or recognised interpreter may suffice if a professional interpreter is unavailable.
- Provide the booking agency with as much information as possible including:
 - language and dialect required
 - preferred gender of the interpreter (for sensitive matters such as domestic violence or sexual assault)
 - date, time and location the interpreter is required – ensure briefing time prior to the appointment
 - interpreting context, any preparatory materials and the setting in which the interpreting will take place such as an advice session or court hearing and the topic of the matter to allow the interpreter to prepare adequately.
- Where the client has had to wait for some time for their appointment, call the client beforehand to confirm the appointment when the interpreter is booked.
- All interpreter booking cancellations must be made and confirmed in writing.

In some smaller communities, the interpreter may be known to the client. This may present difficulties for the client or the interpreter especially in sensitive situations. Knowing the name of the interpreter prior to the interview may help to identify any concerns the client or interpreter may have.

Interpreting expenses and record keeping

- Interpreting expenses are borne by the relevant practice area(s) or unit(s) providing the services.
- For case matters, interpreting expenses are paid by grants of legal aid through ATLAS. See Grants procedures manual - [Policies and guidelines on case file expenditure](#).
- For non-case matters, an invoice from a service provider is paid by way of a payment voucher using the WBS Code of the relevant practice area(s) or unit(s).
- Interpreting expenses for community legal education sessions requested by small and medium not-for-profit organisations are borne by the relevant practice area(s) or unit(s) delivering the sessions. Legal Aid NSW does not pay for interpreting expenses for sessions requested by other government agencies, large not-for-profit organisations, or businesses. If in doubt about which costs are covered by Legal Aid NSW, contact the Senior Coordinator, Community Legal Education.
- Staff who book interpreters for in-house services must record the time, place, client name, relevant file number, language and TIS National job number to assist with financial compliance obligations.

Interpreting agencies

NAATI accredited interpreters can be booked through a number of interpreting agencies. Agencies should be selected based on quality, professionalism, availability and price. Legal Aid NSW offices frequently use the following agencies:

Agency	Contact details
TIS National www.tisnational.gov.au	T: 1300 655 081 F: 1300 655 083 tis.prebook@immi.gov.au
Oncall Interpreters & Translators www.oncallinterpreters.com	T: 02 9280 1044 F: 02 9280 1047
Australian Interpreting Service www.australianinterpretingservice.com	T: 03 8838 2983 F: 03 8838 2982
Ethnic Interpreters & Translators www.ethnic.com.au	T: 02 9633 4544 F: 02 9635 0044 nsw.admin@ethnic.com.au
Community Relations Commission www.crc.nsw.gov.au/services/language_services	T: 1300 651 500 F: 02 8255 6711 languageservices@crc.nsw.gov.au

1.4 Working with interpreters

Working effectively with interpreters can significantly enhance communication with, and services provided to, clients from diverse backgrounds.

Case study

Wei who speaks Mandarin as his first language attended a civil law advice clinic about a motor vehicle accident. His 16 year old son took his car without his permission and collided into another car, causing damage worth \$25,000. Tom, the civil lawyer, was having difficulty understanding Wei's concerns, and suggested he engage an interpreter to ensure that instructions regarding the situation were accurately interpreted. Wei refused the offer of an interpreter because he thought that he would be paying for it.

Not knowing why Wei was refusing an interpreter, Tom asked him to wait and called an interpreter on the telephone. After a brief conversation with the interpreter, Tom understood why the offer of an interpreter had been refused and was able to assure the client that he would not have to pay for the interpreter. With the help of the interpreter, Wei was able to provide the details of his problem and receive legal advice.

Preparation

- Where possible, meet with the interpreter at least 15 minutes early to explain what will be covered, specific terms to be used, what needs to be achieved, and give them copies of materials if this has not been done.
- For community legal education, provide copies of the session plan, speakers' notes and other relevant materials to the interpreter, but ensure that they interpret the spoken presentation and not the notes.
- Allocate more time for advice sessions or interviews where interpreters are involved.

- Be attentive to the interpreter's needs. Provide a glass of water.
- Consider their placement in the room, for example, the best position for the interpreter in a client interview is on the side, in a triangular configuration, so that you and your client can face each other.
- During group discussions, permit only one person to speak at a time.
- Interpreting is a highly demanding task. Provide a break at least every 45 minutes.
- For telephone interpreting, check how the telephone system works beforehand. Brief the interpreter before the interview commences. Establish the protocol to be used by participants, for example, state name before speaking if there are multiple speakers.

Working with interpreters

- Introduce yourself and the interpreter to the client. Explain that the interpreter's role is to interpret everything accurately and impartially, not to make comments or add or omit anything. Explain that interpreters are obliged to interpret everything, even if it is unpleasant material.
- Speak directly to the client, not the interpreter. Do not say to the interpreter, "tell him ..." or "does she understand?". Encourage the interpreter to speak in the first person.
- Speak clearly and in a normal tone. Do not rush through a speech. If reading text verbatim, give a copy of the text to the interpreter and read slowly.
- Use clear language. Avoid using slang, puns, jokes or idioms. Explain all jargon.
- Make one point at a time. Keep questions and statements short. This allows the interpreter to understand and remember what is being said and to interpret in stages.
- Allow the interpreter to clarify information. If there is a need to clarify, ask the interpreter to explain this to the client first.
- If there are questions about the client's cultural background, ask the client directly and not the interpreter.
- If the interpreter gives personal opinions, makes inappropriate comments, has a side conversation with you or the client, or discusses anything unrelated to the interpretation assignment, ask them to refrain from doing so.

In courts

- Court interpreting is particularly challenging for a number of reasons:
 - Levels of discourse heard in legal arguments are high and specialised, requiring special knowledge and mental agility to simultaneously interpret them.
 - At the same time, parties and witnesses in a proceeding may use street slang and dialectical variations. Interpreters must accurately interpret everything that is spoken in the courtroom accurately without modification or omission, as the rendition forms the official court record. However, beware that this does not mean a literal, word-for-word translation. Literal translations lead to nonsensical utterances.
 - Factors such as educational backgrounds, fear and uncertainty may render a speaker's language less articulate, less coherent and harder to interpret.
 - Court interpreters often work alone, for long hours and with no rest or recovery time, causing fatigue and lack of concentration which may affect their performance. Provide interpreters with adequate breaks, at least every 45 minutes.
- Interpreters perform better with more preparation and less surprises (at times used as a strategy in courtroom advocacy). As interpreters are bound by confidentiality and impartiality, legal practitioners should prepare the interpreters as much as possible prior to hearings in order to obtain the best outcome.

- Clients sometimes regard their compatriot interpreter as an ally. Appropriate seating arrangements and avoiding unnecessary conversations may assist to preserve the interpreter's impartiality.
- At the end of a hearing, the interpreter provided by the court may not be available to assist in informing the client about what happened. Legal practitioners may need to use the telephone interpreting service to explain the outcome of their case.

Be aware that questions asked in a particular way in English may have a different form when translated into another language. For example, cross-examination often involves the use of tag questions where an expression at the end of a declarative statement or demand turns it into a question ("aren't you"). The interpreter needs to convey both the meaning and purpose of such questions which may involve a departure from a strictly literal translation. Untrained interpreters may translate back responses in a way that conveys what the witness meant without using the speech markers that lawyers, judges and juries normally use to assess the competence and credibility of a witness.

After the interview/appointment

- Complete all appropriate forms to validate that a service has occurred. Include all appropriate legal aid references so that the service can be recorded and charged to the correct cost centre.
- Do not ask the interpreter to express an opinion about the client or what they have said.
- Inappropriate or inadequate service by the interpreter or their failure to comply with the AUSIT [Code of Ethics](#) should be raised with the [Equity and Diversity Coordinator](#), who will maintain a record of these complaints and will bring them to the attention of the relevant interpreter booking agencies.
- Where a change of interpreter is required due to a potential conflict of interest, this should be done without disclosing the reasons to the interpreter.

1.5 External agencies

While receiving assistance from Legal Aid NSW, clients may also be dealing with other agencies such as the police, courts, juvenile justice or corrective services. These external agencies have their own policies with respect to the use of interpreting services. Coordination with these agencies may be required to facilitate communication with clients in certain situations.

Police stations

The Custody Manager in a Command is responsible for ensuring the safe custody of all persons who come into police custody for the purposes of investigation of an offence, and specific provisions are in place to support those who have additional needs. The Custody Manager will make arrangements for an interpreter based on Police assessment or if the detained person requests one. Professional, independent interpreters are arranged (usually from the Community Relations Commission) to conduct the interpreting.

Contact Cultural Diversity, Operational Programs, NSW Police Force, on 9768 0734.

Courts and tribunals

NSW courts arrange interpreters at the request of people from CALD backgrounds at no cost in criminal and apprehended violence cases. Requests for an interpreter should be made as soon as the person is aware they will be attending court. For other matters including civil claims, they will need to organise an interpreter for themselves. For more information:

www.diversityservices.lawlink.nsw.gov.au/

The Family Court of Australia may engage an interpreter or a translator to facilitate the two-way process of communication and understanding between the client and the court, so that no clients are disadvantaged because of a language barrier. For more information: www.familylawcourts.gov.au/wps/wcm/connect/FLC/Home/Communities+and+Individuals/Culturally+and+linguistically+diverse+communities/

The Federal Court of Australia may arrange an interpreter for people who cannot afford to pay for one. Contact the registry to request an interpreter at least one week before the hearing. For more information: www.fedcourt.gov.au/attending-court/interpreters

The NSW Civil & Administrative Tribunal (NCAT) can arrange an interpreter free of charge to allow people to participate at their hearing. Applicants should indicate this on their application form. Respondent or other party should contact the divisional registry when they get their hearing notice or at least one week before the hearing date. For more information: www.ncat.nsw.gov.au/ncat/access_support/interpreter_translator.html

The Administrative Appeals Tribunal arranges and pays for interpreters when necessary to facilitate communication during conferences, mediation, hearings and outreach programs. For more information: www.aat.gov.au/StepsInAReview/InformationForInterpreters.htm

Correctional centres

An interpreter is provided to an offender if Corrective Services NSW (CCNSW) assesses there is need for language assistance. This assistance is also available for families and friends communicating with CSNSW, for example, in correctional centre visits or when interviewed in the community.

An on-site accredited interpreter is preferred for complex situations such as lengthy interviews or trials to ensure that people from CALD backgrounds are not disadvantaged. Remote interpreters via audio visual link will be used for bail applications and adjournments, or when on-site interpreters are not available.

CLAS recipients at CSNSW may assist when on-the-spot assistance for simple, uncomplicated matters is needed. For privacy and security reasons, offenders should not be used as interpreters except in cases of extreme urgency, until accredited language assistance can be secured.

For enquiries, contact CSNSW State-wide Disability Services on 9289 2136 or sds@dcs.nsw.gov.au

Juvenile Justices Centres

For information regarding Juvenile Justice Centres, contact External Relations Unit Coordinator, Juvenile Justice, Department of Justice, on 9219 9467.

Community legal centres

Community legal centres in NSW that are funded by Legal Aid NSW have their own policies and budgets with respect to the use of interpreting services. Legal Aid NSW also has an additional limited budget allocated for face to face interpreting expenses incurred by these centres. Contact relevant centres for more information: www.clcnsw.org.au

Women's Domestic Violence Court Advocacy Services

The Women's Domestic Violence Court Advocacy Services (WDVCAS) are funded by Legal Aid NSW and have their own policies and budgets with respect to the use of interpreting services. Contact relevant WDVCAS for more information:

www.legalaid.nsw.gov.au/what-we-do/community-partnerships/womens-domestic-violence-court-advocacy-program/womens-domestic-violence-court-advocacy-service-locations-in-nsw

Police have to order an interpreter for court for the first mention. If not, the court may adjourn and order an interpreter for the second mention.

Private practitioners

Legal Aid NSW covers interpreting expenses for people who have received a grant of legal aid and are assisted by private practitioners. Contact the Support Desk on 9219 5999 for assistance with Grants Online.

2. Translation

2.1 What is translation?

Translation means converting written information from one language into another. Translated information can be used to supplement interpreting, but not to replace it.

A translator is a professional qualified to convert written information accurately and objectively into another language. As with interpreters, translators are also accredited by NAATI and are required to act in accordance with the AUSIT Code of Ethics. They are qualified to translate into one language direction only (e.g. English into Arabic) or into both directions, depending upon their accreditation. There are four categories of NAATI translators:

- **Advanced translators** handle complex, technical and sophisticated material, compatible with recognised international standards.
- **Professional translators** work across a wide range of subjects involving documents with specialised content.
- **Paraprofessional translators** produce translation of non-specialised information.
- **Recognised translators** are translators with translation experience in languages that NAATI has no testing for – often the languages of emerging communities.

NAATI accreditation can be obtained in many ways including passing a NAATI accreditation test and completing a NAATI approved TAFE/university course. Some translators have obtained their accreditation through testing only, without any formal translation training. Preference should be given to translators who are accredited and best qualified (e.g. having undertaken legal translation training).

The requirement for translation of documents to and from English generally arises in two contexts:

- communicating with CALD communities through publications and community legal education using languages other than English, and
- providing legal assistance to legally aided clients who rely on documentation in other languages for their matters, such as client statements and affidavits.

Legal Aid NSW uses the services of accredited translators for translating documents that are to be published or used in a legal or administrative process. CLAS recipients and bilingual staff may be called upon to provide an overview of the documents.

It is advisable to avoid using web-based translation tools or overseas-based translators.

2.2 Planning for translation

Translation expenses

- Translation expenses are borne by the relevant practice area(s) or unit(s) commissioning the services.
- For case matters, translation expenses are paid by grants of legal aid through ATLAS. See Grants procedures manual - [Policies and guidelines on case file expenditure](#).
- For non-case matters, an invoice from a service provider is paid by way of a payment voucher using the WBS Code of the relevant practice area(s) or unit(s).

Translation projects

To incur expenditure for translation projects such as translation of publications and community legal education materials from English to languages other than English, delegated approval must be received.

Planning should be integral to organising translations. Taking time to plan before undertaking a translation project can ensure that the process runs smoothly, meets timelines and remains within budget.

Demographic data

Language spoken at home and the level of English proficiency are the most important factors to consider when planning for translations. Demographic data which can help identify which language groups may require translations can be accessed from various sources. A more accurate demographic picture can be obtained by combining different data sources:

- The Australian Bureau of Statistics (ABS) website www.abs.gov.au provides data sets which can be used for targeted demographic analysis. Available data includes age, gender, place of residence, citizenship status, country of origin, ancestry, religion, language spoken at home, level of English proficiency (self-assessed), level of education, level of income and access to the internet.
- For the most recent data on newly arrived migrants, see the Settlement Reporting Facility at www.immi.gov.au, which includes the number of migrants settling in New South Wales, their country of birth, languages spoken, English proficiency, religion and year of arrival.
- Some migrants have spent time in another country before coming to Australia and may speak the language of that country. Check with relevant community organisations to determine their preferred languages, dialects and writing systems.

Options other than written translations

Some migrants may not be literate in their native language. Also, some communities with a strong oral language tradition may not be used to written communication. There are alternative ways of providing multilingual information including CDs, DVDs, podcasts, and picture stories. Not everyone will have access to these mediums, so consult relevant community organisations for advice on the best way to deliver the information.

Easy English

Easy English is a style of writing that has been developed to provide understandable, concise information for people with low English literacy. It involves taking complex language and making it as simple as possible without changing the meaning. The key features of Easy English include simplified language and grammar, minimal punctuation, simplified font, layout and design, and images that illustrate headings and key messages. For more information, see: [What is Easy English?](#) and [The Easy English Style Guide](#).

Easy English is to be distinguished from “plain English” which is a communication style aimed at average readers and emphasising clarity, brevity and the avoidance of technical language. The following organisations provide services for the production of Easy English publications:

Organisation	Contact details
Message Matters www.messagematters.com.au	T: 0414 482 021 julie@messagematters.com.au
Scope’s Communication Resource Centre www.scopevic.org.au	T: 03 9843 2000 F: 03 9843 2033 crc@scopevic.org.au

2.3 Preparing for translation

When preparing a text for translation:

- use plain English and write in the active voice. Avoid idioms, metaphors, acronyms and jargon.
- keep it short. Consider a summary version for translation rather than the full version.
- consider the level of pre-existing knowledge in the target group. Be alert to cultural sensitivities about particular topics. Ensure that any images or graphics used are culturally appropriate.
- proof read the text prior to submitting the final text for translation.

The translation may take up more or less space than the English text. Text expansion and reduction should be taken into account when creating the design template for a publication.

2.4 Arranging translations

Translation agencies

A number of translation agencies provide translation services by NAATI accredited translators. Agencies should be selected based on quality, professionalism, availability and price. Legal Aid NSW offices frequently use the following agencies:

Organisation	Contact details
CTC Translation www.ctc4.com	T: 02 9954 4376 F: 1300 234 345 mail@ctc.com.au
Aussie Translations www.aussietranslations.com.au	T: 02 8324 7439 office@aussietranslations.com.au
Associated Translators & Linguists www.atl.com.au	T: 02 9231 3288 F: 02 9221 4763 atl@atl.com.au
e-translate www.etranslate.com.au	T: 02 9587 3203 info@etranslate.biz

Briefing the translator

Prior to obtaining a quote, provide the following information to a translation agency:

- the text to be translated including a glossary of key terms
- language, dialect and target audience, including ethnicity, age, gender and any other details to help the translator determine the appropriate style for the translation

- how the translated material will be published e.g. brochure, website, podcast
- the best format for receiving the translation e.g. MS Word, PDF, Adobe InDesign to ensure that uncommon language scripts display correctly
- deadlines
- whether the translation is to be typeset (at additional fees)
- whether certification of the translation is required
- confidentiality requirements

It is highly recommended that translations be checked by a native speaker who is an expert user of the relevant language. This could be a CLAS recipient, a bi-lingual staff or a community contact. Some translation agencies include this service in their fee, while other agencies may arrange this service for an additional fee. Independent checking ensures quality and accuracy of the translation.

Design and production

Consider the following points in relation to design and production:

- include both the language and publication title in English on the front cover of the translation for easy identification.
- let the graphic designer know if the translation entails scripts that run in a different direction.
- ask a person who can read the translated language to read the translation and make sure that words and sentences are separated correctly.
- if publishing translations on a website, ensure multilingual content is deployed wherever possible as HTML rather than as a PDF to allow search engines to locate the information in a language other than English.

Complaints

Issues such as deadlines not being met, incorrect charges, quality of translation or failure to comply with the AUSIT Code of Ethics should be raised with the translation agency in the first instance. If the issues are not resolved, contact AUSIT on 1800 284 181 or admin@ausit.org.

3. Equity impact

When applying these guidelines, consider whether the application excludes or disadvantages the following groups of people, and if so, what adjustments are required to accommodate their needs more effectively:

- Aboriginal and Torres Strait Islander people
- People with disability, including physical, cognitive and psychosocial impairment
- People from culturally, religiously or linguistically diverse backgrounds
- Women
- Gay, lesbian, transgender or intersex people
- Homeless people
- People living in rural and regional areas
- People caring for people with disability or elderly people
- Older people
- Young people
- Prisoners

4. Further information

If you have any enquiries, please contact the Equity and Diversity Unit on 9219 6315 or diversity@legalaid.nsw.gov.au