The translation process
An overview for print, website or other media production

1. Assessing the need for translations

- Are written translations the best communication medium to use? Consider other options as well (e.g. face-to-face, audiovisual).
- What is the purpose of your translation? Will the translated material raise awareness, inform or promote?
- Who is the intended (target) audience/s?
- How will this translated material benefit your target audience/s? What outcomes are you looking for ('fit for purpose'/impact)?
- Consult with other public sector agencies or relevant community groups if needed.
- Are existing translations of this information available for you to reproduce? Check accuracy of the original material and seek approval to reproduce or amend from the author.

2. Planning for translations

- Investigate and analyse client data and select the appropriate language/s for translation (consider communities with low English proficiency).
- For complex material or large-scale production, schedule adequate time to consult with target audience groups and relevant Non-Government Organisation service providers.
- Develop a clear job specification that includes quality control processes necessary to achieve a 'fit for purpose' translation (including proofreading-spelling, layout, fonts, style/format, name and place-name checks).

3. Engaging translating services

- Consult the list of language service providers available through the CUA **(CUA Buyers Guide).**
- Discuss the job specifications with a provider and obtain a quotation.
- Contract the language service provider **(CUA Order Form).**
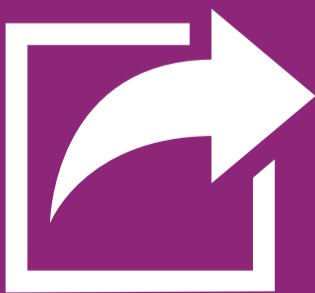
4. Producing translations

- Monitor production: schedule a meeting/s with the language service provider during the production process to discuss workflow (discuss any additional information requests, deadlines, post-project debrief).
- Confirm specified quality control processes have been completed. Consider engaging a second tertiary qualified and/or NAATI credentialed translator to compare the final draft translation with the source text. Work with the original translator on edits if required.
- Check the final proof against the original job specifications and that it has been proofread.
- Consider including a disclaimer on translated material. Seek legal advice when finalising wording (if required).
- Follow your agency's approval process before releasing to the public (print and/or uploading to the internet).