

Polyglot



Consultations Update

We're still holding consultation meetings with NSW Area Health Services – so far we've met with staff from Wentworth, part of Greater Murray, Northern Sydney, Mid North Coast (Northern Region) Western Sydney, Mid Western Hunter and South Western Sydney Area Health Services.

Thanks to everyone who gave up their time to talk – your information helps us provide a better communication service on health issues to people of NESB

Multicultural Communication's website is winner of the Professional Services category of the Australian Financial Review/Telstra 1997 Internet Awards.

Judges Comments: The site contains a wealth of information for health professionals and the casual visitor alike. A selection of Adobe PDF brochures are available to download along with particularly deep information on some subjects for practitioners needing updates. Versions of the brochures in multiple languages represent an enormous resource. Catering to its audience, the site deliberately sacrifices graphics for speed of response.

FOOD SAFETY: Including NESB Communities

The growing problem of foodborne disease has prompted the first National Food Safety Awareness Week from 9 to 15 November. The Health columns published in the ethnic press, along with 30 second recorded health segments on community radio and SBS radio, and radio interviews with bilingual health workers, will echo the campaign's main food safety tips:



- Keep hot food steaming hot and cold food refrigerated
- Wash hands thoroughly
- Keep kitchen and utensils clean
- Cook food correctly

Languages included are Arabic, Cantonese, Croatian, Greek, Indonesian, Italian, Khmer, Korean, Macedonian, Mandarin, Portuguese, Russian, Spanish, Tagalog (Filipino), Thai, Turkish and Vietnamese.

**For further information please contact Michael Camit
(02) 9382 8138**

Welcome to Vasso Salvator

Vasso, who used to work with the former Health Translation Service, has joined us to collate all translations relating to tests and procedures produced by the Area Health Care Interpreter Services. The translations will be reviewed for quality and accuracy and incorporated into a database for access by the health system.

Health Columns Distribution Project

Regular health columns in the ethnic media produced by Multicultural Communication, provide up to date information about health issues in 15 languages.

Published in 19 ethnic newspapers weekly, fortnightly or monthly, the columns tie in with health campaigns or events on the NSW Health Department's Health Calendar, and cover priority health issues, as well as relevant activities of Area Health Services.

The 600 word articles are written by Paula Goodyer, a professional health writer, checked by health specialists, approved by the Chief Health Officer Dr. Andrew Wilson (whose name appears on the columns) and translated by translators accredited by NAATI (National Accreditation Authority for Translators and Interpreters). After publication in the ethnic media, the translated articles are reprinted as simple pamphlets for use by health workers and others working with clients of NESB.

A database of translated columns on the website is updated monthly – the articles can be downloaded in any or all of the available languages.

The Website address is
<http://mhcs.health.nsw.gov.au>

Health columns appear in the following newspapers:

<u>Language</u>	<u>Newspaper</u>
<i>Arabic</i>	El Telegraph
<i>Bosnian</i>	Magazine Bosnia
<i>Chinese</i>	Sing Tao
<i>Croatian</i>	New Croatia
<i>English - Muslim</i>	Australian Islamic Review
<i>English - Filipino</i>	Philippine Herald, Philippine Newspaper, Philippine Magazine
<i>Italian</i>	La Fiamma
<i>Khmer</i>	Smaradey Khmer
<i>Korean</i>	Hoju Dong-A
<i>Lao</i>	Khao Lao
<i>Macedonian</i>	No paper – translation for health system only
<i>Portuguese</i>	O Portugues Na Australia
<i>Russian</i>	Horizon
<i>Serbian</i>	Novosti
<i>Spanish</i>	El Espanol
<i>Thai</i>	Thai-O News
<i>Turkish</i>	Yeni Vatan
<i>Vietnamese</i>	Viet Luan.

Bosnian has recently been added to the list

For more information about the columns contact Lucy Mahon on (02) 9382 8111.

NOTE: "Ignorance about diabetes can mean tragedy" is now available in Tongan

Immunisation

A multilingual poster and a brochure based on the Understanding Childhood Immunisation pamphlet have been produced in 12 community languages: Arabic, Chinese, Cambodian, Indonesian, Korean, Lao, Persian, Portuguese, Spanish, Thai, Turkish and Vietnamese. To order multicultural resources, please phone Commonwealth Hotline on 1800 671 811. This is a toll-free number.

Please advise appropriate people and departments in your area that these resources are available.

Promoting Fruit and Vegetables: What Do NESB Consumers Need?

Eight focus groups were canvassed for feedback on a series of TV ads, posters and recipe cards produced by the Department of Health in WA to encourage people to eat more fruit and vegetables. Twenty language groups and 33 countries of origin were represented. While different groups preferred different TV ads, all agreed that:

1. Ads need to include specific instructions on what people are expected to do. Hidden messages in English are often

too subtle for people who are not fully familiar with the language.

2. Visual material with images of people from a range of backgrounds is most readily acceptable.
3. Recipes need to take account of the food eaten by other cultures.

Although there's nothing new or startling in this information, it was good to have it confirmed.

Promoting Multicultural Health

A bulletin of new events and initiatives in Area Health Services.

Using Interpreters for Health Promotion – Results of a Pilot Project in the Hunter.

A joint venture between the Hunter Centre for Health Advancement and the Hunter Migrant Health Service aims to give interpreters skills in providing health promotion information to clients while they're waiting for an appointment – and to find out how acceptable this is to the clients.

Data from a pilot project in Polish, Macedonian, Croatian and Cantonese focussing on the topics of cervical screening, smoking reduction, alcohol harm minimisation, sun protection and falls prevention has shown that 76% of clients find the idea acceptable.

• Stepping Out – New bi-lingual fitness leaders.



Right to left: Thi Huang Hoa Liu, Lexie Williams (Fitness Leader), Kim Hong Huynh, Kim Thuy Huynh

Thanks to a grant from the Department of Women, 29 women from the Arabic, Chinese, Italian, Korean, Spanish, Turkish and Vietnamese speaking communities in the Botany, Rockdale and Canterbury areas have been recruited to train as fitness leaders. The project, organised by SHARE (a non-profit health and fitness education organisation) aims to help NESB women become more physically active through local classes run by fitness leaders from their own cultural or language group. For more information contact Vanessa Rivers at SHARE (02)9533 4422.

• **Cultures in the workplace Manual – Available in December.** The Cultures in the Workplace Program (C/WP) gives health teams strategies to make their services more accessible and appropriate to people of NESB. *The Cultures in the Workplace Manual – A Step by Step 'How to' Guide* provides the information, activities and tools needed to implement this program. For more information, call Claudia Bertram on (02)4724 3848 or fax (02)4724 3857

Wentworth AHS Multicultural Health on the Move

Wentworth AHS Multicultural Health staff, formerly based at individual Community Health Centres are now located at:

**Governor Phillip Nursing Home
Glebe Street, Penrith. 2750**

Tel: (02) 47243846 Fax (02) 47243857

• **Strengthening attitudes opposing domestic violence in culturally diverse communities.** The CSAHS and SWSAHS are currently working in partnership on this project to determine current attitudes and beliefs in the Arabic, Chinese, Vietnamese and Tongan communities, about domestic violence in an attempt to change these through a range of culturally specific strategies. 450 people from these language groups have been surveyed by phone, based on the ANOP (1995) survey developed by the Office of the Status of Women

There appears to be little understanding that domestic violence is a crime, particularly among new arrival groups, and little knowledge of the legal options available.

The media campaign will be officially launched on 17 November with the unveiling of the campaign billboard at Bankstown Station by the Minister for Women's Affairs, Ms Faye Lo Po.

In conjunction with the media campaign a range of community based strategies have been developed including:

- ❖ An information day for the Chinese community
- ❖ A song festival for the Tongan community
- ❖ A picnic forum for the Arabic community
- ❖ Development and distribution of language specific resources for the Vietnamese community

A post campaign telephone survey will be conducted in early February 1998 to monitor changes.

For further information contact Anne Connolly – Women's Health Coordinator CSAHS on (02)9515 3272 or Barbara Luisi – Health Promotion Officer CSAHS on (02)9515 3254

Translation activities

Multicultural Communication is continuing to respond to enquiries about translation. *Guidelines for organising translations* and names of qualified translators are being distributed as requested.

We have been asked to handle a number of translation projects including:

- **Falls Prevention** – We co-ordinated translation into Arabic, Chinese and Italian of Health Promotion's existing booklet "*Falls Prevention: Your Home Safety Checklist*", (already published in English and Greek). Copies available from the Better Health Centre (BHC) tel. (02) 9954 1193 or fax (02) 9955 5196.
- **Leadsafe Fact Sheet** - This project by the Lead Reference Centre was launched in September. We organised translation of fact sheets into Arabic, Chinese, Korean, Macedonian, Spanish, Turkish and Vietnamese. Copies available from BHC (see above).
- **NSW Health Survey Questionnaire** – We worked closely with the Department's Epidemiology Branch on translation into Arabic, Chinese, Greek, Italian and Vietnamese of questionnaires for this annual statewide survey, advising on language, translation and back-translation issues. A series of meetings was organised involving bilingual interviewers and translators to review the questionnaires language by language.

Terms of reference have been finalised for the **Multilingual Information Sub-Committee** which has met monthly. A proposal on responsibility for health translations in NSW is currently being considered by the Department.

Review of Health Translation Service Publications.

Following a review of all the multilingual material, the NSW Health Dept has advised all CEOs that the following HTS publications are to be deleted and all stocks withdrawn:

- 251 Ultrasound appointment and instructions
- 269 Help keep Australia clean & healthy: dispose of rubbish properly
- 351 Good food for good health
- 353 Your children's eyes
- 393 When to call the doctor
- 447 Fussy eaters
- 450 Eating wisely
- 468 How to relax and reduce stress
- 491 Fresh air, walks and sunlight
- 500 Pre and post natal exercises
- 579 The dementias - memory loss and confusion
- 649 Eating for good health
- 674 Healthy eating the pyramid way
- 691 Prostate gland surgery – information
- 700 Patients' rights and responsibilities
- 705 Urinary tract infection
- 729 Pelvic floor muscle exercises
- 730 Tests to protect your baby
- 740 Neuroblastoma - What is it and how can I protect my baby?
- 760 Sense in the sun
- 761 Sunscreens
- 812 Home safety and the older person
- 843 Rubella vaccination consent
- 853 Hepatitis B
- 862 Good bladder control
- 708 Gastroenteritis in children
- WA4 Health warning

Enquiries to Ann Ramsay, Acting Associate Director, Information Services NSW Health (02) 9391 9548.

From our Library

Following are new items added since last Polyglot

Videos:

New Country, New Way of Living in Khmer, Lao and Vietnamese

Do I Really Need a Pap Smear? In Arabic, Cantonese, Croatian, Korean, Macedonian, Mandarin, Polish, Serbian, Spanish, Vietnamese.

"English at Work EP 64" Public Hospitals and

"English at Work EP 55" Getting The Right GP by: SBS Broadcasting

Booklets

Making Asthma Easier in Greek/English
Your Inner Strength Booklet: Guide to Treatment for Osteoporosis
In Chinese, English, Greek, Italian, Korean, Vietnamese

Cassette Tape:

Practical Information on Caring at Home in Arabic, Chinese, Croatian, Filipino, Greek, Italian, Polish, Spanish, Turkish, Vietnamese

**If you wish to borrow any of these items,
Please phone 93828111 or fax 93828120 with your request.**

Guidelines

for arranging your own translations

If it is agreed at Area level that translated information is needed and no other option is available, your first step is to talk to the person responsible for Multicultural Health in your Area.

Pre-translation points

Check with NSW Multicultural Health Communication Service (Multicultural Communication) whether the multilingual information is already available. If you have access to the Intranet or Internet, visit our Website <http://mhcs.health.nsw.gov.au>. Check Catalogues (Translations 1998, Health Columns 1998 – available from Multicultural Communication) or contact the Department's Better Health Centre on (02) 9816 0452 fax: 9816 0492.

Before you produce printed publications in other languages, you will need decisions on:

- whether funds are available for the project
- whether written translations are the best way to provide information to your target group(s)
- who you are trying to reach and which languages will be needed
- how you will distribute the material once the translations are complete.

It may be useful to seek advice at this stage from Multicultural Coordinators, bilingual health staff, members of the appropriate ethnic communities or associations. Other sources of advice include Multicultural Communication, the NSW Health Care Interpreter Service, Ethnic Affairs Commission and Department of Immigration and Multicultural Affairs.

If it is considered that the information in the English original may be culturally sensitive, controversial or of a complex nature, seek advice as above. If possible, arrange a briefing session with all translators before translation starts. In this case supply all translators with a copy of the English several days prior to the briefing session. If the translated material is to be published, you will need to decide at the beginning on the format and presentation.

When the content is finalised, write your text in clear, unambiguous English, avoiding medical or specialist health jargon.

- We recommend that you include the title, headings and sub-headings in English and the other language, so that English-only health staff

can find their way around the text even when it's in another language.

- indicate to translators and typesetters by marking on the text any words which you want left in English only (eg titles of health staff, community health centres, addresses, phone numbers).

To quote effectively, translators and agencies need to know exact specifications: number of words, deadlines and layout requirements. Cost will be higher for urgent jobs, and for "camera ready" (print quality) work. You can ask for "copy" (photocopy) quality.

You will need to decide on:

- page size, column width if a pamphlet, and how many folds
- cover, title design and overall layout
- illustrations and how the text will fit around them
- page numbering

Translators

Multicultural Communication recommends translation and checking, working with NAATI accredited Translators. We can advise on suitable translators (in most languages) and there are agencies in the Yellow Pages under Translations. For some minority/emerging communities if you can not locate accredited translators, ring NAATI for information (02) 9267 1357 (fax 9267 4720) on 'recognised' translators. Choose one or two translators, accredited by NAATI as Translators (former Level 3 or above) for each language (one to translate and one to check) and ring, fax or email to make sure they are available.

Most translators have computers, and can lay out the text as requested, if you provide them with exact specifications or a template (dummy). Make sure that are compatible. Depending on the language, some translators now produce typeset translations and can send them via Email, if you have compatible translating, typesetting and printing equipment. Ask if work can be sent to you by post, fax or email.

Discuss rates of pay at the beginning of the project (see "Fees") for each task - eg translating, typesetting, proofreading).

Translation procedure

Nominate a contact person for translator enquiries, and prepare a job sheet, which you attach to each language version. It should remain attached to job documents at all times. In the job sheet include:

- title of text
- name of translator (with contact details)
- name of checker (with contact details)
- language of translation
- date due for translation & date due for checking
- name and telephone number of the contact person
- instructions to translator and checker to keep a copy of the translation and keep the English text for future reference
- any layout specifications.

Send out to each translator:

- the job sheet
- the English text (two copies if using a checker)
- lay-out instructions as required.

When using a checker, ask translator to send translation and job sheet directly to the checker, together with a copy of the English text. Translator and checker should agree on changes. If there is a dispute between the translator and checker which cannot be resolved by discussion, seek a third (anonymous) opinion. Multicultural Communication can provide "Seven Steps: Checking Checklist".

If possible arrange for a further check by bilingual health workers, before arranging typesetting & printing.

Typesetting by an Agency

If you plan to have typesetting done by a multilingual typesetting agency (see Translations and Typesetting in Yellow Pages) make sure typesetter can demonstrate experience with multilingual work. When all languages are translated, and ready for typesetting, ask for estimates. This is especially important if you plan to include diagrams or illustrations.

When galley proofs or disks are received from agency, send out to the translator (not checker) to proofread, together with the original copy, a return envelope and the job sheet showing date due back.

After proofreading, return to agency if corrections are needed.

When returned from agency, check that each correction has been made - if you are unable to do this you may have to send the corrected proofs to the translator a second time. You will need to pay an additional proofreading fee.

Typing

If translations are to be typed, select the typists: many translators have word processing facilities so check with them first.

Provide clear and complete layout instructions and typing paper if special paper is being used.

Follow the same proofreading procedures as above.

NB

When preparing final typewritten or typeset material for printers do not fax or photocopy as this will affect the quality and sometimes the layout dimensions, resulting in your final version being of poor quality.

Publishing/printing

On final proofs, check all English headings, publication numbers, page numbers (if included) and ensure the language is clearly identified on the front cover in English.

Decide on size of print runs, paper weight and obtain estimate from printer(s).

It may be useful to print each language on a different coloured paper for easy identification by handlers and health workers - a list of the colours formerly used by the Health Translation Service is available from Multicultural Communication if required.

Include the date of publication but do not include names of staff, to avoid outdated material being distributed to the public or having to be reprinted.

Fees

Will depend on number of tasks undertaken by translators/typesetters. Fees are normally calculated on the number of words translated, checked or typeset (English text). Fees are usually paid at completion of each stage of the process rather than at the end of the complete project. You can expect to pay between \$20 - \$30 per 100 words for translation, \$15 for checking and \$10 for proofreading. Typesetting fees vary. These figures are a guide only, and actual fees will need to be negotiated with each translator.

Feedback on this document

Please tell Multicultural Communication if you found these Guidelines useful, and if you can suggest any improvements. Ask for Terry Cheshier 02 9382 8104.