

Standards for the Production of Documents to be added to the Multicultural Communication's Website

Note: These guidelines should be read in conjunction with: 'Guidelines for Production of Multilingual Resources' and 'Translation Guidelines' available from:

www.mhcs.health.nsw.gov.au

It is now well accepted that a multilingual health resource will have maximum exposure if it is placed on a website.

Content of the document

- An English language version of the resource must be produced
- If the resource was developed in a language other than English, the resource has to be translated into English
- Official logo of the producing organisation, publication date, language name (in English), English repeat of the title below the translated title, page numbers and for resources of more than 2 pages, there should be a repeat of the English title in the footer in small print.
- Telephone numbers, names of persons and addresses should be avoided, as they are liable to change often
- If Telephone numbers can't be avoided, use Arabic numerals (1, 2, 3...) in all language versions

Use of graphics/photos/backgrounds

- Try to avoid photographs as they lead to large file sizes and are difficult to print and photocopy. It is preferable to use line graphics instead.
- A white background ensures that the document can easily be printed/faxed (even with low resolution printers/fax machines) and deteriorates less through multiple photocopying.

Layout of the document

- The preferred size is A4 portrait or landscape. Booklet style resources (folded, 2-column, 3-column, etc) should be avoided. They are difficult to print/photocopy and require "assembling" of the pages before they can be used.

File format/electronic format of the document

- To facilitate electronic exchange, transfer, web publishing and printing, the resource should be converted into pdf format. This requires special software that varies depending on the computer platform used.
- Electronic conversion to pdf rather than scanning is preferred. The advantages are: better quality, smaller file size, faster loading time on net/web, possible back conversion into e.g. MS-Word format, and extraction of inserted pictures/graphics, etc.

Preferred software in the initial production process

- **MICROSOFT WORD** (MS-Word) is widely used throughout government and non-government organisations as well as in the private sector. It can be used for the majority of languages and it can import many other file/data formats.
- No matter what the end format of the resource is intended to be, an editable version (preferred in MS-Word) should be kept by the initial producer, the translators and other people involved. This makes the process of reviewing, making amendments and corrections, and electronic conversion into pdf an easy process.

Selection of translators in the translation process

- Translators selected should be NAATI accredited.
- Before selecting a translator you should ensure that you can open/view/print the file/document provided by the translator. It is also necessary that the translation can be converted electronically into pdf format (some conversion software requires that the font used is registered with them, otherwise no pdf is produced). Ask the translator for a test page in his/her language. Ensure that the translator is willing to provide you with the font used in the translation. Open/view/print/convert the test document into pdf and show it (if possible) to another person who speaks/reads the language in question. The “untrained” eye is often not capable of judging the completeness, accuracy, and also appropriateness of fonts used by foreign languages.

Use of commercial printers

- If the resource is printed commercially, make sure that a final “raw” version is kept and archived. This might be the only version that can be published on the web/net. It is also the version that is needed in the review process, when it results in amendments and/or corrections.
- In case you don't have the hard/software to convert the resource into pdf format, ask the printer for a low resolution pdf (file sizes of more than 1MB should be avoided). The fee charged should be minimal.

Archiving

- Make sure that you document the production process and archive the raw version, the final English version and all translated versions of the resource in hard and soft copy (computer files).