Health Translations Directory
Editorial Guidelines

The following guidelines apply to all resources registered on the Health Translations Directory. The guidelines articulate standards expected of agencies producing resources or registering existing ones on the Health Translations Directory. The guidelines ensure that the Health Translations Directory content reflects the highest professional and editorial standards and meets the needs of the audience.

1 Content

1.1 Audience

The materials must be designed for health consumers with low English proficiency, not for health professionals. However we recognise material registered on the Health Translations Directory may be provided to end users by health professionals.

1.2 Resource requisites

Content of printed and audio visual material must:
- Have identified consumer value and engage them in the proactive management of their health.
- Support improved health outcomes of individuals or communities.
- Support risk minimisation that may unduly influence the health and wellbeing of individuals and communities.
- Motivate and support individuals to participate more fully in health care decisions.
- Improve health literacy of consumers.
- Take into consideration cultural sensitivity and linguistic diversity of consumers.
- Not be racist, sexist or discriminatory in any way.

1.3 Accreditation of translators

NAATI (National Accreditation Authority for Translators and Interpreters) accredited translators must be used for the production of translated resources where NAATI accreditation for that language is available. Where NAATI accredited translators are not available then the materials must be focus tested with consumers.

1.4 Readability & Easy Language

The print of the resources should be legible and clear. Whilst medical terminology is sometimes unavoidable, terms should be explained in as simple and clear language as possible (consider the audience).

Use plain language for any languages including English. The English version needs to be written at or below 7th grade reading level.

1.5 Appropriate use of images

The resources should only include images that are culturally appropriate for the target audience. Any sensitivities for the target audience should be considered and any images that might offend or intimidate must be avoided.

1.6 Consumer safety

Resource content cannot endorse or promote individual commercial products, therapies and services. Where pharmaceutical products are identified in content the generic name needs to be used. Content of clinical information that has the recognised potential to adversely affect the health of an individual (i.e. leading to an illness, injury, disease, disability or premature death) will not be accepted.

1.7 References

Development of translated and audio visual materials needs to be based on principles contained in the following documents:

i) Effective Translations - Victorian Government Guidelines on Policy and Procedures - http://www.multicultural.vic.gov.au/images/stories/documents/2014/o mac effective translations guidelines on policy and procedures online.pdf

ii) Language Services Policy- Department of Human Services, State Government of Victoria 2013 - http://www.dhs.vic.gov.au/about-the-department/documents-and-resources/policies,-guidelines-and-legislation/language-services-policy

2 Registration

2.1 English language version

An English version of all printed materials must be registered in conjunction with translated materials. When using separate documents for the English and the translated version, the content and format of both versions should be consistent.

Bilingual versions that include both English and another language in the same publication are preferred.

Audio visual resources should be registered with a version that includes English transcript and/or captions when available.

2.2 Publisher

All registered materials must contain the contact details of the publishing organisation.

2.3 Date

A date of when the resource was published and/or last reviewed needs to be provided.

2.4 Summary of the resource

Each resource should include a 25 to 50 words brief summary. The summary is expected to be a clear description of what the resource is about.

2.5 Title

Each resource should have a clear title that relates to its content. It is preferred that all translated versions would contain the English title of the resource. Having the English title on each version would help English speakers to identify the content of the translated resource.

2.6 Interdependence of resources

If organisations are providing several resources on the same topic, they need to be cross-referenced and each must contain enough core information to be used on its own and without being repetitive.
If the resources form part of a series within a topic (e.g. Factsheets 1-3 for Asthma), this needs to be clearly and visibly indicated on the front page of the materials.

2.7 Uniform Resource Locater (URL) of resources

The Health Translations Directory is a web portal providing direct links to third party sites with translated health resources. Organisations are required to provide the URL address of each resource intended for registration. The URL address is expected to direct the audience to the resource itself whether it is a Word, PDF, image, audio or video file. In the case when the content of the resource is presented in the form of plain web page instead of a separated document, the URL address of the web page is acceptable.

3 Review

3.1 Registration renewal

All resources registered on the Health Translations need to be reviewed by the submitting organisation every three years from the date of publication or the last review date. This will ensure that the URL address is still valid linking to the desired resource and the content is current. A reminder would be sent to the organisation when the review is due.

3.2 Ensuring currency and accuracy

It is vital that the information contained in the registered resources on the HTD is valid and current. A simple risk assessment will determine the length of the review period. Resources containing medical and drug information will require review more frequently. For these resources, the review time for content currency is set at two years. A reminder will be sent to the organisation when the review is due.

3.3 Removal of a resource

Organisations will be reminded/prompted to renew the registration or review their resources in order to ensure the resources can be accessed and the information is current. The Health Translations Directory team will reserve the right to remove the registered resource if there is no response from the submitting organisation after three reminders, and if it is assessed that

- the information is out of date
- a topic is no longer of relevance
- updated material is available and supersedes existing material.

3.4 Notifying updates

Organisations are encouraged to notify the Health Translations Directory team whenever they have updated their registered resources or changed the network location of the resource. The Health Translations Directory team appreciate the effort and contribution of organisations in maintaining currency and accuracy of materials registered on the directory.