

# Beyond translation: a process for culturally and linguistically inclusive communication strategies



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**Australia's population is one of the most culturally and linguistically diverse populations in the world:**

- over 200 languages are spoken
- over 3 million people speak a language other than English at home
- the most common languages other than English are: Italian, Greek, Cantonese, Arabic, Mandarin and Vietnamese
- the fastest growing languages other than English are: Acholi, Shona, Mauritian Creole, Akan and Zulu
- over 561,414 speak English 'not well' or 'not at all'

**be•yond** - preposition [bee-ond, bih-yond] superior to; surpassing  
**trans•la•tion** - noun [trans-ley-shuh n] the rendering of something into another language or into one's own from another language  
**proc•ess** - noun [pros-es; especially Brit. proh-ses] a systematic series of actions directed to some end

***includes:***

- data collection – identify languages spoken by potential client population
- community consultations – analyse potential client awareness of particular service area
- text preparation – write 'translation friendly' text
- creation of glossary – define key specialist terminology
- translator briefing – ensure that translators are familiar with subject matter and specialist terminology
- text translation – only utilise accredited translator services
- text checking – only utilise accredited translator services
- focus group text checking – check text for message clarity
- online publication – maximise access to translated material for distribution to potential clients as needed
- continuous improvement – regularly check translations for relevance and accuracy

**beyond translation process** in the context of additional culturally inclusive risk management initiatives:

- development of culturally and linguistically inclusive policies
- budgeting for culturally and linguistically inclusive initiatives
- providing information in the language understood by the consumer
- ensuring access to interpreting services
- providing staff training that is cognisant of culturally and linguistically inclusive service delivery

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