

## A SAMPLE OF OUR TRACK RECORD

### A sample of the documents for which ONCALL Commercial Interpreters & Translators has provided translation and related language services...

**AAT Kings** - Translation of Tour Programs and Brochures into German (approximately 7,000 words) on a regular basis.

**ACNielsen Research** - Translating of Survey Show Cards (for Department of Immigration and Population) into 9 languages and ongoing revision. Other translations as required.

**ACAP**- Translation into and from the Spanish and French languages of meetings summary, reports, and technical information regarding the Agreement on the Conservation of Albatrosses and Petrels.

**Adobe Systems** - Translation, Design, Layout and provision of files in PDF format of "Adobe" Magazine Quarterly - Edition 1 (July 1998), Edition 2 (October 1998), Edition 3 (January 1999) Edition 4 (July 1999), Edition 5 (October 1999) - approximately 22,000 -35,000 words English into Spanish and Portuguese.

**Agriculture, Fisheries & Forestry – Australia** – Translation of various documents totalling 28,000 words in preparation for the "World Wine Producers Conference".

**AGTOUR Australia** - Translation of detailed Itineraries for Agricultural Tours throughout Australia (English into French, German, Spanish and Portuguese) on an ongoing basis.

**AMPI (Australian Migration Program and Investments)** - Translation of various documents for migration purposes, on regular basis, diverse languages.

**Amcor** - Translation of Conference papers from English into French (7,150 words) and English into German (2,300 words).

**AMES West Coast (TAFEWA)** – Translation of 2 page Client information document into 14 languages (Amharic, Arabic, Burmese, Chinese, Croatian, Dari, Farsi, Indonesian, Macedonian, Russian, Somali, Thai, Turkish & Vietnamese).

**Anthony Evans Human Resource Manager** – Translation of various employee questionnaires for various companies & their staff on an as required. Provision of questionnaires in a bilingual format. Languages include; Dari, Greek, Serbian & Vietnamese.

**Australia-China Coal Summit** – Translation of several profiles into and from Chinese for Conference attendees (28,000 words).

**Australian Egg Company** – Translation of technical manuals (machinery) from Danish into English (3,100 words), translated within 3 working days.

**Australian Government Solicitors** – Translation of technical documents (finance) from French into English on a regular basis.

**Australians Aiding Children Adoption Agency** – Translation adoption documents and other personal documentation into Chinese on a regular basis.

**Australia Federal Police** – Transcription of record of interview and translation of documents as required.

**Australia Post** – Ongoing translation of documents for the Philatelic Department – from English into French, Spanish and Chinese, from foreign language into English.

**Australian Broadcasting Authority** – Translating of Newsletters into French on a regular basis.

**Australian Business Theatre (ABT)** – Project incorporating the translation, voice over recording, editing and subtitling of Corporate Video into 6 languages.

**Australian Children's TV Foundation** – Translation from Italian into English (2,700 words); English into Spanish and German of Children's TV Programmes (scripts) (4,500 words).

**Australian Federal Police** – Foreign language transcription, translation and checking of several record interviews, including sensitive material, in several community languages, as required.

**Australian Government Solicitors** – Ongoing translation of legal documents from Spanish into English and French into English within very tight timeframes (up to 4,500 words completed overnight).

**Australian International Health Institute** – Translation of Questionnaires and PowerPoint Slides into Indonesian and Vietnamese (1,000 words).

**Australian Red Cross (Adelaide)** – Translation of "Local Community Services" pamphlet into 5 languages (Arabic, Greek, Italian, Somali & Vietnamese).

**Bankstown Community Health** – Translation of various community advisory documents into languages other than English.

**BHP Minerals** – Translation of Statistical Reports on from English into Pidgin (2,000 words) and Portuguese into English (14,500 words); Norwegian into English; Joint ventures English into Chinese; Reports English into Amharic, Indonesian, Malaysian and Thai.

**BHP Billiton** – Translation of large technical reports from Spanish into English (35,000 words), French into English (10,000 words), as required.

**Brambles Industries** - Translation of "Memorandum of Articles of Association" for Head Office in NSW (15,000 words) into the Spanish and Portuguese languages.

**Brave Design Group** - Translating and Typesetting of "screens" for promotional website (total of 152 screens per language), into Spanish, Chinese, Japanese, German and French.

**Brimbank City Council** – Translation of poster advertising childrens activities into 5 languages (Arabic, Bosnian, Chinese, Macedonian & Vietnamese).

**Business Victoria** - Translation and Typesetting of Company Brochures, Information Pamphlets and Business Cards (English → Korean and Chinese) on an ongoing basis.

**Carers Association Victoria** - Translation and Typesetting of pamphlet into 10 Community languages.

**CentreLink** - Translation and Typesetting, to very specific requirements, of the Centrelink "JET Program" into 17 languages, completed within 2 weeks.

**Circus Oz** – Translation of 2005/2006 script into German and Arabic, for shows in Germany, Austria and Dubai, with consecutive voice over and accent coaching for all performers.

**City of Port Phillip** – Translation of community information posters into multiple languages.

**Clotheir Naderson & Associates** – translation of legal documents from several languages on an ongonig basis.

**Commonwealth Director of Public Prosecutions – VIC & NSW offices** - Translation of legal documents from various languages (including complex formatting and poor quality source documents). Some examples include: Arabic into English (7,100 words); Spanish into English (3,500 words); Translation of Police Reports (completed overnight) - French into English (3,900 words); Trial evidence – Hebrew into English (5,700 words).

**Community Advice Whittlesea** – Ongoing translation of various documents & resources required by the various multicultural community members located in their area. Translation of brochures into several languages.

**Cope Thornton Immigration Lawyers** – Translation of legal documents for immigration purposes from several languages on an ongonig basis.

**Country Fresh Exports (also known as Peel Valley Exporters)** – Translation into various languages (mainly Arabic & Chinese) of Meat Export labels, required for Customs. Translations provided as bilingual label templates. Often required urgently or with tight deadlines.

**Customs** – Translation of legal notices into multiple languages for use by Customs agents during inspection of ships at sea (with regards to enforcing the Fisheries Management Act 1991). Languages included: Chinese, Indonesian, Russian & Spanish.

**Darebin Community Mental Health Service** – Translation of "Community Notices" into various languages.

**Deakin University** – Translation of research material into Somali, Vietnamese and Turkish on an ongoing basis.

**Dental Health Services Victoria** – Translation and typesetting of brochures including: A Guide to the Charter of Patient Rights and Responsibilities; Emergency Dental Care, Victoria's Public Dental Health Service and Emergency Procedures for Patients and Visitor all translated into 6 languages.

**Department for Community Development** – Translation of letters into the Tigrinya, and Arabic languages.

**Department of Education - Victoria** – Ongoing translation of variety of documents into various languages, including provision of Power Point presentations translated from English into Chinese for meeting with Chinese delegation; translation of Blueprint papers (11,200 words) into Chinese. Translation of several letters, presentations and documents on a regular basis.

**Department of Education – Western Australia** – Contract for on-going provision of all Interpreting & Translation services. Translation of letters for parents & students, school reports & other training/ education aids into and from diverse languages.

**Department of Human Services** – Ongoing translation of letters and progress reports into several community languages.

**Department of Infrastructure** – Translation and Typesetting of Business Cards and Brochures to be presented in China. Translation of PowerPoint Presentation Slides into Spanish.

**Department of Immigration, Multicultural & Indigenous Affairs** – Translation of all types of personal documents from many languages into English, as well as translation & formatting of many forms, letters and other documents into many languages. These translations are provided for various Sections/ Units of the Department across Australia. Translations vary from 200 words up to some greater than 15,000 words in size.

**Department of Premier & Cabinet – Western Australia** – Translation of “Making a complaint about Government Service” brochure into 11 languages (into Amharic, Arabic, Chinese, Croatian, Farsi (Persian), Italian, Japanese, Serbian, Somali, Serbian & Vietnamese).

**Disability Service Commission – Western Australia** – Translation and Typesetting of several brochures into 8 languages, including: Help Us, Local Area Coordinator (Metro, Country and Corporate), Individual and Family Support Brochures. Have your Say, etc.

**EDP Packaging** – Translation and Typesetting of 2 Manuals (English → Spanish [9,900 words] and Chinese [4,000 words]).

**Ethnic Communities Council of Queensland** – Translation of 8 brochures (11,000 words) into Japanese with consecutive provision of independent checking and typesetting.

**Erskine Rodan & Associates (Immigration Lawyers)** – Ongoing translation of diverse documents from immigration purposes into several languages.

**Federal Court of Australia** – Translation of court orders into several language, as required.

**Federal Magistrates Court** – Translation of newspaper articles to be used as court evidence from Chinese into English (6,700 words) – provided in a turnaround of 2 days.

**Ford Motor Company of Australia** – Translation and Typesetting of Company Ballot information into 9 community languages: Italian, Turkish, Vietnamese, Greek, Arabic, Chinese, Serbian, Croatian and Macedonian.

**Forestry Tasmania** – Translating and Typesetting of promotional material for marketing website (total of 62 “screens” per language) into Chinese and Korean, as well as providing recorded “.wav voice files” in both languages to “link” to the online websites.

**Frichot & Frichot** – Translating of legal documents from various languages, and provision of Affidavits.

**Erskine Rodan & Associates (Migration & Family Lawyers)** – Translation of various personal documents from many different languages into English for migration purposes on an ongoing basis.

**GEO Group**– Provision of transcription of telephone conversations (in foreign language), transcription reports and translation of documents on regular basis.

**Goodman Fielder** – Translation and Typsetting of “If you are Injured” brochure into 7 language. On-going translations of various information documents & questionnaires into Cambodian, Chinese, Greek, Macedonian & Vietnamese languages for use by non-English speaking employees, as required.

**Heinz Co** - Translation of Surveys and Participant Briefs (3,000 words) from English into Japanese, Chinese, Hindi and Indonesian.

**Huon Corporation** – Ongoing translation of the “Huon Solution” software package (comprising of extremely technical and specialised terminology) into the Japanese language, approximately 300,000 words completed. Translating of many Operating Manuals.

**ICOM '98 (International Committee of Museums)** – Translation of Information Brochure (9,450 words) in December 1997 and Delegate Kit (20,300 words) from English into French and Spanish. Completed each in one week timeframes.

**IHF Congress '97 (International Hospitals Federation)** – Translation and Typesetting of Post Congress Hospital Visits & Tours Brochure (from English into Japanese, Spanish & French - 9,900 words).

**Imedia Corporation** – Translation of script (3,000 words) and voice recording for “Lonely Planet” into Portuguese, French, German and Spanish.

**Independent Living Centre of WA** – Translation of 10 handouts and a A4 brochure (5,900 words) into 10 foreign languages.

**Intercountry Adoption Services** – Translation of Reports from and into Spanish, Chinese & other languages on an ongoing basis (certified) and stamped by Government Authorities.

**IP Organisers** – Translation of various complex pharmaceutical instructions from French and Finnish into English (from 2,000 up to 10,000 words per document).

**Islamic Women's Welfare Council** – Translation of brochures into Turkish and personal documents from Turkish, Urdu into English (certified).

**Joe White Maltings Limited** – Translation of NewMalt Micromalting Operations Manual machinery being sold to China into the Chinese language.

**Lochard Australia & Europe offices** – Ongoing translations for tender application material and other related documents. Translations are usually required in very short notice and involve highly technical terminology. All material extremely confidential and contain very confidential material. Technical terminology, 10,000 - 40,000 words. Most common languages include: Dutch, French, German, Portuguese, Spanish, Chinese, Italian and Korean.

**Macbeth Genealogical Services** – On-going translations of letters into or from English, as well as translation of other materials regarding to deceased estates (ie: personal collections of family letters and cards, Statutory Declarations, etc.), into many languages and both directions.

**Migrant Resource Centre – North West Region (MRCNWR)** – Translating and Formatting of brochures and information leaflet into Turkish, Arabic, Somali and Assyrian languages, as required.

**National Mutual** – Translation of several documents from English into Korean (10,500 words), translation of Conference Papers into Korean, Chinese and Japanese. Ongoing translation of PowerPoint slides into above languages.

**Nestle Foods** – Ongoing back-translation of labels and other material from French, Malaysian and Chinese into English on a regular basis.

**Nimar Enterprises** – Translation of Kodak "Trainer's Guide" (English into French - 19,000 words) within 2 weeks timeframe.

**North Ltd** – Translation of Offshore Oil Exploration Report (60 pages) English into Spanish required within 5 working days.

**Nurses Board of Victoria** – Translation of medical documents and certificates into and from various languages on an ongoing basis.

**NYLI (New Your Life Insurance)** – Translation of multilingual (5 languages) conference material for the Paris Meeting in 2005. Translation of multilingual (5 languages) conference material for the Rome Meeting in 2007.

**Office of Public Prosecutions** – Translation of Legal Documents on an ongoing basis. For instance, from Polish into English (13,000 words); translation of Exhibits for trial (completed within one week) from Vietnamese into English (7,450 words), translation of Record of Interviews, Court Proceedings and Witness Statements from and into English.

**ORICA – Vic & Qld** – Translating and Typesetting of specialized Safety Brochures, Pocket Safety Guides and Wall Charts into Spanish. Translation of Material Safety Data Sheets (MSDS) for various chemicals into a variety of languages as well as translation of PowerPoint safety presentations (including one utilised by ORICA in a presentation to the Thai Government).

**Panorama Australia (S.A.)** – Translation and Typesetting of Video covers from English into Italian, German, Chinese and French on a regular basis, plus translation of video scripts (12,000 words each) into a variety of languages on a regular basis. (Italian, French, Spanish, German, Korean, Chinese and Japanese).

**Parks Victoria** – Translation & typesetting of various Park Notes (information sheets) into to tourist languages to ensure safe & enjoyable use of Victorian National & Marine parks.

**Phillip Island Nature Park** – Translation of their "Visitors Guide" Brochure into various languages, updated annually.

**PIAC (Public Interest Advocacy Centre)** – Translation and Typsetting of "Protecting Human Rights in Australia" Brochure and Flyer (21,000 words) into Arabic, Chinese and Vietnamese.

**Phillips Ormonde Fitzpatrick & IP Organisers** – Translation of Patents documentation into & from a variety of languages as well as related letters & other documents.

**Quantum Resources** – Translation of Financial Annual Reports from English into Chinese (12,600 words). Translation of Supplementary Report (2,400 words).

**Refugee Advice and Casework Service (RACS)** – Translating on a regular basis, notices from English into several community languages and legal documents relative to immigration matters from the requested languages into English (certified).

**Refugee & Immigration Legal Centre (RILC)** – Translation of legal documents relative to immigration matters from the requested languages into English (certified), translation of notices from English into the required languages.

**Rinnai Australia** – Complex electronics translation from English into Japanese (18,850 words) completed within 2 weeks.

**Racing Victoria** – Translation into Japanese of various marketing materials for the Japanese market including the "International Book" (to encourage tourism to Victoria). Translation into several languages of various materials as required.

**Roads & Traffic Authority (NSW)** – Translation and Typesetting of School Route Survey/Pamphlet from English into 13 community languages and translation and typesetting of Brochure into 16 languages.

**Rodski Behavioural Research** – Ongoing Translation and Typesetting of Employee Opinion Surveys for major companies such as: Boral Bricks, C.U.B., etc, into the Greek, Italian, Maltese, Macedonian, Serbian, Turkish and Vietnamese languages. Survey responses then translated into English.

**Royal Canin** – Translation of 350 PowerPoint slides into Chinese in preparation for International Conference. These slides contained 17,000 words and were undertaken in a period of 5 days.

**Royal Women's Hospital, Victoria** – Translation of various questionnaires, information sheets, medical documents and letters in to a wide variety of community languages.

**SEMA Group** - Translation of Confidential Company Documentation into Japanese (25,000 words) within 5 days. Provision of Japanese translator to work in Hong Kong on the same project over the same timeframes.

**Shell Services** - Translating of PowerPoint slides into Spanish and Portuguese, (for Senior Management presenting overseas) within very tight deadlines.

**Sir Charles Gairdner Hospital – Social Work Department** – Translation and Typesetting of Information Sheets into 4 languages.

**Social Security Appeals Tribunal (SSAT – VIC & TAS)** – Ongoing translation of foreign language documents that have been presented as evidence for Tribunal cases into the English language, as well as translation of letters into other languages to be sent to Non-English speaking clients. Translation of poster and Brochure into 12 languages.

**South Australia Multicultural Youth** – Translation of several post cards into 3 languages for a campaign to help youth to stay away from drugs.

**Southern Dental Industries (SDI)** - Translation of Catalogues, Brochures and Instruction Sheets (very specialised terminology) into the German, Italian, Chinese, French and Swedish languages on an ongoing basis. Riva Brochure.

**Sovereign Hill:** Translation and Voice-over of "Blood on the Southern Cross" into 4 languages. Voice-over of new script into Korean language.

**State Trustees** - Translating on a continuous basis since 1995 of letters to and from State Trustees, personal collection of family letters and cards, Statutory Declarations, Personal documents etc., into many languages in both directions.

**Sydney South West Health Service** – Translation of Questionnaire and various consent forms and posters from English into Arabic, Chinese and Vietnamese (total of 7,500 words) provided as PDF files in a turnaround time of 7 days.

**Tattersalls** - Translating and Typesetting of "Notices" into a variety of languages. Gambling Notices translated into 4 languages.

**The Age** – Translation of several documents such as interviews and newspaper articles from Vietnamese.

**The Innovation Group** – Translation of response to RFI into Chinese including powerpoint slides (18,000 words). and subsequent response to RFT into Chinese (24,000 words total).

**TOYOTA** – Translation of a large range of documents into Cambodian, Chinese and Vietnamese for Non-English Speaking employees. Documents include: Questionnaires, Workplace Relationship Policies, Information Sheets, In-house computer reference files and letters.

**Transport Accident Commission (TAC)** – Translation of medical reports, letters and notices into various languages on a regular basis.

**Travel Insurance Companies such as:**

- *OMEGA (Overseas Medical Emergency & General Assistance*
- *American Home Insurance*
- *Customer Care*
- *Ready Plan Asia Pacific*
- *Jetset*
- *Harvey World Travel*
- *C.I.C.*
- *QBE travel, etc.*

Covering translating on a daily basis of medical certificates, police reports, receipts, etc., from many languages into English - most translations are provided within 24 hour urgent basis (mainly for OMEGA which is responsible for immediate emergency response to travel claims from travellers still overseas – medical emergencies & replacement of stolen items).

**Vencorp** – Re: October 1998 Gas Crisis - Translation and Recordings of update news on a daily basis for 2 weeks in 8 community languages.

**VicHealth** – Translation and Typesetting (in PowerPoint) of overheads and brochure (English into Chinese - 3,900 words); Overhead Slides from English into Indonesian, Thai, Chinese and Vietnamese (2,050 words).

**Victorian Multicultural Commission** – Checking and Typesetting of brochure in 24 languages.

**Victorian Police** –Transcription of record interviews and translation of documents as required.

**Victorian WorkCover Authority** – Translating and typesetting of “Workplace Violence & Bullying” Brochure into 12 community languages – Greek, Serbian, Macedonian, Vietnamese, Chinese, Somali, Italian, Spanish, Croatian, Bosnian, Turkish and Arabic & incorporation of on-going updates to the brochure.

**XYZ Studios** – ONCALL assisted XYZ to translate & record the “How to Write Your Food Safety Program” Videos in foreign languages – Arabic, Cambodian, Cantonese, Croatian, Macedonian, Serbian, Turkish & Vietnamese

**Youth Affairs Council of South Australia (YACSA)** – Translation and Typesetting of Information Guide for Newly Arrived Young People into 5 community languages (Arabic, Croatian, Farsi, Serbian & Somali) – 2,000 English words.

**Women Rights Action Network Australia** – Translation and Typesetting of National Community Report into 3 languages (13,100 words).

**Woodside Energy** – Translation of documents on a regular basis. Translation and Typesetting of Executive Summary (Environmental Impact) into Arabic (9,200) completed in 10 days.