

# Case Study: Helping Migrants & Refugees Settle in Australia Through Accurate Migration Document Translation



## Client Overview

**Client:** Ahmed and Fatima Al-Mansouri

**Background:** A refugee couple from Syria relocating to Australia under the Humanitarian Program

**Service Provided:** Certified NAATI translation of migration and visa documents

**Location:** Adelaide, South Australia

Ahmed and Fatima fled war-torn Syria seeking safety and a better life in Australia. After being granted refugee status, they needed to provide a range of official documents - including birth certificates, marriage certificates, police clearance, and educational transcripts - to the Department of Home Affairs for their visa and settlement applications.

# The Challenge

Upon arrival, the couple faced multiple hurdles:

## Language Barrier

Their original documents were in Arabic and needed to be translated into English by a NAATI-certified translator to meet the Department of Home Affairs' strict requirements.

## Tight Deadlines

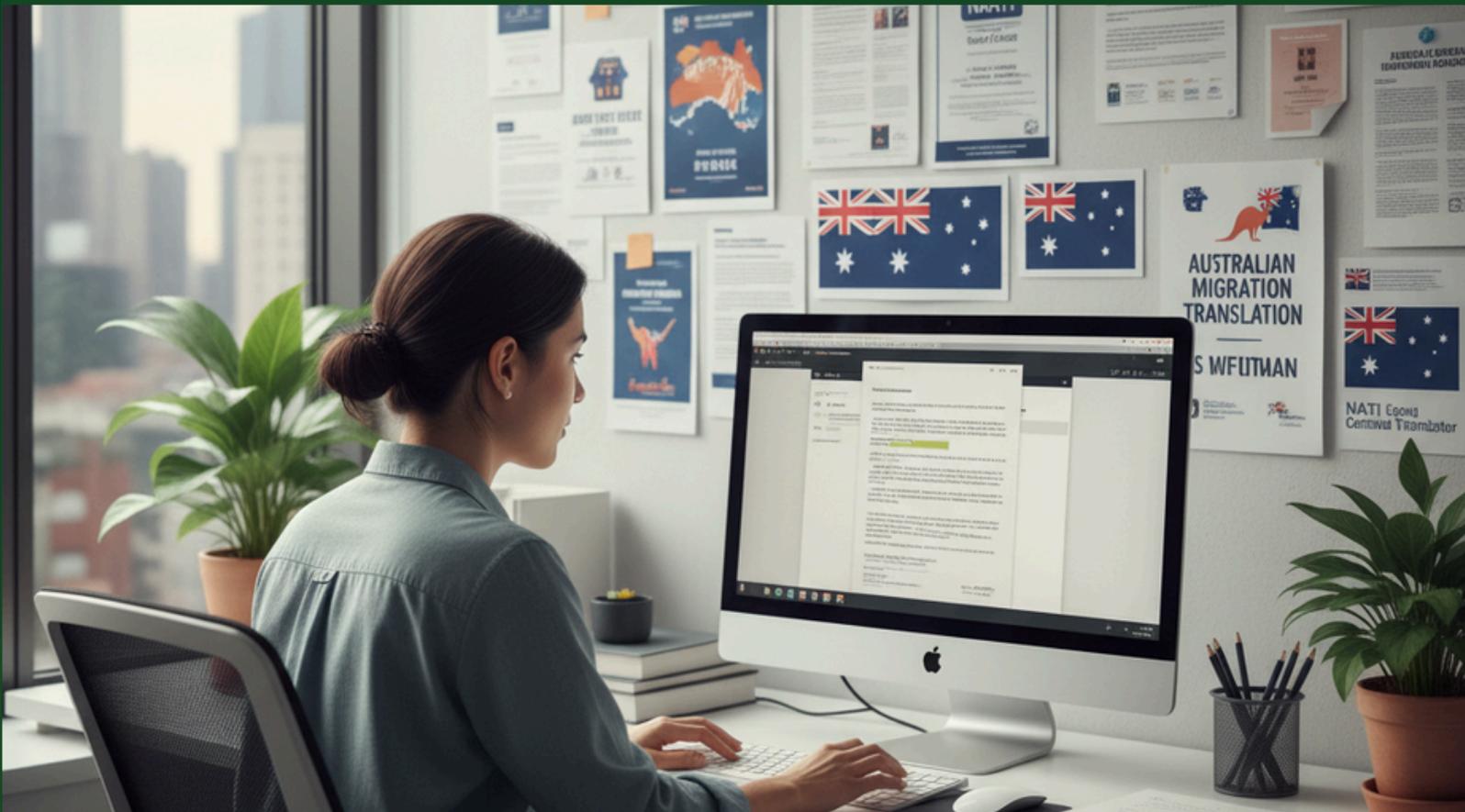
Their visa processing deadline was approaching fast, and any delay could affect their family's settlement timeline.

## Document Integrity

Some documents were partially damaged and hard to read due to years of displacement. Ensuring accurate, legible translations was critical to avoid rejection.

# Our Solution

At Australian Translation Services, we designed a tailored, step-by-step solution to meet their needs quickly and accurately.



01

## Document Assessment & Preparation

Our translation specialists reviewed all scanned documents and assessed the level of legibility. We contacted the client to clarify key missing or faint details before proceeding, ensuring nothing was lost in translation.

03

## Quality Assurance & Formatting

Our QA team performed a double-review process, verifying spelling of names, official seals, and document layout. The final documents mirrored the original format, maintaining official integrity.

02

## NAATI-Certified Translation

Each document was translated by a NAATI-accredited translator specialising in Arabic to English legal and migration documentation. This ensured that every translation met Department of Home Affairs standards.

04

## Fast Delivery & Client Support

Understanding the urgency, we prioritised the project for 48-hour delivery. Digital copies were sent first for immediate submission, followed by certified hard copies sent via express post.

# The Results

## 100% Acceptance Rate

All translations were accepted without any revision requests from the Department of Home Affairs.

## Faster Visa Approval

The couple's visa was processed smoothly within the expected timeframe.

## Stress-Free Experience

Ahmed and Fatima praised our responsiveness, accuracy, and compassion throughout the process.

## Ongoing Partnership

They later returned to us for the translation of their children's school records and health documents.

"Australian Translation Services treated our case with care and professionalism. The translations were perfect, and we got our visas approved on time!" - Ahmed Al-Mansouri

# Key Takeaways

## Certified & Accepted:

Only NAATI-certified translations are accepted for migration and visa purposes in Australia.

## Speed + Accuracy Matter

Quick turn around times must never compromise translation accuracy.

## Empathy Counts

Migration and refugee cases require not just linguistic skill but sensitivity and understanding.



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Are you migrating to Australia or helping refugees settle here?

Ensure your documents are translated accurately, confidentially, and quickly by experts who understand the migration process.

# Get a Free Quote Today

Visit [australiantranslationservices.com.au](https://australiantranslationservices.com.au) or call us on 1300 123 456 to speak with a NAATI-certified translator.



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