

Case Study : A Seamless Multi-Language Family Relocation

Client Profile

The DeSmet family, Anya and Luc, relocating from Belgium to Sydney on a skilled worker visa with their two children.

The Challenges

The De Smet family's move involved a complex logistical challenge with their documentation. To support their visa application, they needed four certified birth certificate translations. However, the certificates were in two different languages: Luc's was in Dutch (Flemish), while Anya's and their children's were in French. They felt overwhelmed by the thought of finding, vetting, and managing two separate, reliable translators for each language.

How We Handled the Process

01

Single Point of Contact

The family contacted us looking for a single, unified solution. We immediately became their sole point of contact.

02

Secure Upload

After they uploaded all four documents via our secure online portal, a dedicated project manager coordinated the workflow.

03

Expert Assignment

We assigned the certificates to our top NAATI-certified Dutch and French translators, ensuring consistent formatting, terminology, and delivery across all documents.

Our Solution and the Final Result

Within days, we delivered a single, organised digital package containing all four NAATI-certified translations. The consistency in presentation made the submission process incredibly smooth for the family and their migration agent. By handling the multi-language requirement seamlessly, we eliminated a major source of stress from their relocation.

The family's visa application was lodged efficiently and with complete confidence. Their documents were accepted by the Department of Home Affairs immediately, allowing them to focus on the other pressing tasks of their international move.

Client Feedback:

"Handling our family's documents in two different languages through one service was a lifesaver. Australian Translation Services made the entire process simple, organised, and stress-free. It was a huge relief during a very busy time for us."

Moving to Australia? Let Us Simplify Your Journey.

One service, multiple languages, zero stress.

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