

Project Log: The 6-Hour Turnaround for a Partner Visa Deadline

The Mission: Translate a Thai "Certificate of Marital Status" (post-divorce) for a Partner Visa (Subclass 820) application. **The Stakeholders:** Nittaya P. (Applicant) & The Department of Home Affairs. **The Provider:** Australian Translation Services



09:00 AM

The Crisis

Nittaya attempts to upload her documents to her ImmiAccount for her Partner Visa. She realises her "Certificate of Single Status" (obtained from her district office in Bangkok) is entirely in Thai. Her migration agent advises her that the portal locks at 5:00 PM for this round of submissions, and without a **NAATI-certified English translation**, the document will be deemed invalid.

09:15 AM

The Enquiry

Nittaya searches for "Urgent Thai NAATI translation" and lands on **Australian Translation Services**. She uses the "Instant Quote" feature, uploading a smartphone photo of the document.

- **Client Note:** "I was previously married. This document proves I am divorced and currently single. It is very urgent."

09:30 AM

Project Activation

The ATS project team receives the request. They identify a critical nuance:

- **The Complexity:** In Thai administrative law, a person who is divorced has a different status code than someone who has never married. The translation must accurately reflect "Freedom to Marry" based on the *dissolution* of the previous marriage, not just generic "singleness."
- **Action:** The project is flagged **URGENT** and assigned to a senior Thai NAATI translator specialising in Family Law.



11:00 AM

The Translation Phase

The translator works on the document.

Visual Formatting

The translator recreates the Garuda (official emblem) placement and the tabular layout of the Thai District Office form.

Legal Accuracy

The translator meticulously translates the status column. Instead of a simple "Single," the translator uses the precise phrasing required by the Department of Home Affairs: *"Divorced / Marriage Dissolved - Free to Marry,"* matching the specific Thai legal term used in the source.

01:00 PM

Quality Assurance (QA)

A second linguist reviews the draft.



Check

They verify the spelling of Nittaya's name against her passport (provided as reference).



Check

They verify the dates of the divorce decrees mentioned in the Single Status certificate to ensure they align with the Gregorian calendar (after conversion from the Thai Buddhist Era year).

02:15 PM

Delivery

Australian Translation Services emails the **Digitally Certified PDF** to Nittaya.



The Package: The PDF contains the translation, a copy of the original source (stamped), and the translator's NAATI certification page, merged into a single file ready for upload.

02:45 PM

Submission

Nittaya uploads the file to her ImmiAccount.

Result: The document is accepted by the system. Her migration agent confirms the translation is perfect because it clearly references the divorce date, closing the loop on her previous relationship history.

05:00 PM

Deadline

The submission window closes. Nittaya's application is successfully lodged on time.

Client Feedback

"I didn't just need a translation; I needed it fast, and I needed it to be right about my divorce details. The timeline was so tight. Australian Translation Services worked so fast—from my first email to having the file in my hand was less than 6 hours. My migration agent was very impressed with the accuracy."

Australian Translation Services is rated **Excellent**

Based on 144 reviews



Why This Approach Matters

For visa applicants, time is often the enemy. By showcasing this **minute-by-minute workflow**, Australian Translation Services demonstrates:

Agility

The ability to mobilise resources instantly.

Cultural/Legal IQ

Converting dates (Buddhist Era to Gregorian) and interpreting status codes correctly without needing client intervention.

Digital Readiness

Providing files that are "upload-ready" for government portals.