



Panel Translator Agreement

The terms on which certified translation work is offered to, accepted by and paid to panel translators.

This agreement is made between **Official Translation** (ABN 76 411 541 532), Brisbane, Queensland — referred to as **we** or **us** — and the **Translator** named in the execution block at the end of this document.

1 What this is

You are an independent contractor engaged, job by job, to deliver a result: a completed, NAATI-certified English translation. This is not employment. There are no hours, rosters, minimums or exclusivity, and you may work for anyone else at any time. If you trade through a company or trust, this agreement is with that entity and you are its nominated certifying translator.

2 How jobs are offered

Each job is offered by a single email stating the language pair, document type, fee, deadline and page count, with the pages attached. You reply **Accept** or **Decline**. Where a job is urgent we may also call the number you have given us, and you may accept by phone; the job email remains the record of what was agreed and when. You are never obliged to accept, and we are never obliged to offer. A job is yours only once you have accepted it by the time stated in the job email.

3 The result you deliver

One PDF per job containing your translation, your certification statement and NAATI stamp (digital stamp preferred), with your signature where you use a physical stamp, in the format NAATI requires, sent by reply to the job email. You certify only work you have personally checked and are prepared to stand behind; responsibility for the certification rests with you as NAATI intends.

4 The fee, and when to accept by

The fee for each job is the amount we have agreed with you, and it is stated in the job email before you accept. It is fixed for that job and does not change afterwards, in either direction. Each job email also gives a time to accept by and a deadline to deliver by, both agreed to suit the job. If no acceptance arrives by the time stated, the job is offered to another translator and a later reply has no effect. Only accept a job you can deliver by its deadline.

5 Pages

A driver's licence, front and back together, is paid as one page. For any other document, a page is one side of the document as counted on the customer's order. Fees are inclusive of GST where applicable. Nothing is payable until the PDF is delivered.

6 Late or defective work

If a job is running late, tell us as soon as you know. A job not delivered by its deadline may be cancelled and given to another translator, and nothing is payable for a job we cancel before you deliver it. We will not reduce an agreed fee for work you have delivered without agreeing it with you first. Errors in your translation or certification are corrected by you at no charge, as a priority. A change to the source document is a new job.

7 Right to delegate

You may engage others to prepare or draft a translation at your own cost and risk, provided that you personally review, revise, certify and stamp the final work and remain responsible for it. This right exists whether or not you ever use it. You may also use AI or machine-translation tools to help prepare a draft, in line with NAATI's Position Statement on the Use of AI for Translation and Interpreting Purposes (31 March 2025), provided that you personally check the whole translation against the source document, revise it, certify and stamp it, and remain responsible for it. Never certify AI output you have not checked in full, and use only tools that meet clause 9(b).

8 Payment

You invoice us for the jobs you deliver and we pay your invoice. You choose one of two payment options at sign-up and can change it by email at any time, effective from the next period. **Fortnightly:** pay periods run Friday to Friday, and every job delivered by 11:59 pm on the closing Friday is paid by bank transfer on the following Monday, against one invoice per period. **Per job:** each job is paid by bank transfer within one business day of delivery, against an invoice per job. Either way, quote your ABN or your entity's ABN; the job reference and page count are on the job email. We send you an invoice template when you join; your own invoice is fine as long as it carries the same details. Where no ABN is quoted we must withhold 47% as the law requires. You are responsible for your own tax, insurance, equipment and software.

9 Confidentiality and privacy

Everything in a job email is confidential: the customer's document images, the details on them, and anything we tell you about the order. You may use them only to prepare that translation. In particular: (a) keep them on a device that is passcode-protected and encrypted, never on a shared or family device; (b) do not upload them to any public or consumer file-sharing service, or to any AI, machine-translation or OCR tool that keeps what you enter for its own use or trains on it, as free AI tools usually do, and use an AI or machine-translation tool only as clause 7 allows and only where its terms or settings stop the provider keeping the customer's documents for its own use or training on them (for example, a paid business plan or a plan with model training switched off); (c) do not forward them to anyone except a person you engage under clause 7, who must be bound by this clause and for whom you remain responsible; (d) delete every copy of the customer's images and your working files within 7 days of delivery, or of completing any correction under clause 6 if that is later; you may keep your own certified translation only if NAATI or your professional obligations require it, and then encrypted; (e) if you suspect any loss, misuse or unauthorised access, email support@officialtranslation.com.au within 24 hours with what happened; (f) confirm deletion when we ask. You never receive customer contact details; if a customer reaches you directly, refer them to us and do not respond further. These obligations bind you under this agreement whether or not the Privacy Act 1988 (Cth) also applies to you, and this clause continues after this agreement ends.

10 Ending it

Either of us can end this agreement at any time by email. Jobs already accepted are completed and paid under these terms.

11 Changes to these terms

We may update these terms from time to time, for example to reflect a change in the law or in how jobs are routed. We will give you at least 14 days' notice by email before a change takes effect, and we will tell you what is changing. Any change applies only to jobs offered after it takes effect: a job you have already accepted is completed and paid under the terms in force when you accepted it. If a change does not suit you, you may end this agreement at any time under clause 10 at no cost, and we will pay everything you have earned. If you accept a job after a change takes effect, the updated terms apply to that job.

12 Governing law

This agreement is governed by the law of Queensland, Australia.

Execution

THE TRANSLATOR

Signature		Full name (print)	
NAATI practitioner number (CPN)	Mobile — for urgent jobs	ABN, or company / trust name	
Payment option — choose one			Date

FOR OFFICIAL TRANSLATION

Signature	Name
Date	