

PARLIAMENTARY INQUIRY QUESTION ON NOTICE

Department of Health

Senate Select Committee on COVID-19

Australian Government's Response to the COVID-19 Pandemic

6 May 2020

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Question Subject: COVIDSafe application fact sheets

Type of Question: Spoken

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Senator: Senator Gallagher

Question:

Ms Edwards: Chair, just to answer a question that you had before, you asked a question about the languages on the on the app.

CHAIR: Yes. Minister Tudge, I think, has made comments about that.

Ms Edwards: With the app, I think, we've heard the answer about that. But there are fact sheets in 63 languages available in relation to the app, which are accessible through the Health website. I think that goes some way to answering your question.

CHAIR: But Mr Tudge said that the government is considering translating the tracing app into more languages. He said that on 27 April. Is that being actioned, or has that just stopped?

Ms Edwards: We'll consider it, but at the moment—

CHAIR: Consider it? On 27 April he said that you were considering it. If you come back to me on notice, that's fine.

Ms Edwards: I'll come back to you on it, but, at the moment, 63 languages on the website is a start.

Answer:

The department is working in collaboration with the Digital Transformation Agency (DTA) and Department of Home Affairs to provide translations for the COVIDSafe app in five languages. These include Mandarin, Cantonese, Korean, Vietnamese and Arabic. Languages have been selected based on low English proficiency of 15-64 year olds with a population over 20,000.

It is expected the translated app will be available early July 2020.

Other materials to support CALD audiences to download the app include:

- a demonstration video with Dr Nick Coatsworth which has been translated into 16 languages including Mandarin, Vietnamese, Cantonese, Arabic, Korean, Thai, Khmer, Persian, Punjabi, Hazaraghi, Turkish, Spanish, Dari, Greek, Japanese and Italian and is available on our YouTube channel:
www.youtube.com/playlist?list=PLKFDUMupiXggopZH65BRA6IP7_aWfawMO
- a user guide is under development in liaison with the DTA which will be translated in up to 63 languages
- the privacy policy has been translated into 63 languages and is available on our website.

Currently, the Department of Home Affairs provides a set of COVID19 translated fact sheets in 63 languages, including the COVIDSafe app fact sheet and information on the Free Interpreting Service.

The Free Interpreting Service provides both immediate and planned phone interpreting. This service provides access to over 3,000 interpreters in over 160 languages with interpreting services available 24 hours a day, 7 days a week. The Free Interpreting Service is available to people who are in Australia, have a Medicare card; and have low English language skills.

The languages the fact sheet and privacy policy have been translated into are:

- Albanian
- Amharic
- Arabic
- Armenian
- Assyrian
- Bangla (Bengali)
- Bosnian
- Bulgarian
- Burmese
- Cantonese
- Croatian
- Dari
- Dinka
- Dutch
- Filipino
- Finnish
- French
- German
- Greek
- Gujarati
- Hakha Chin
- Hazaragi
- Hebrew
- Hindi
- Hmong
- Indonesian
- Italian
- Japanese
- Karen
- Khmer
- Kirundi
- Korean
- Kurdish
- Lao
- Macedonian
- Malayalam
- Maltese
- Mandarin
- Nepali
- Pashto
- Persian
- Polish
- Portuguese
- Punjabi
- Rohingya
- Romanian
- Russian
- Samoan
- Serbian
- Sinhalese
- Slovak
- Slovenian
- Somali
- Spanish
- Swahili
- Tamil
- Thai
- Tibetan
- Tigrinya
- Turkish
- Ukrainian
- Urdu
- Vietnamese