

**HOME AFFAIRS PORTFOLIO
DEPARTMENT OF HOME AFFAIRS**

PARLIAMENTARY INQUIRY WRITTEN QUESTION ON NOTICE

Select Committee on COVID-19

QoN Number: CV19-149

Subject: CALD Engagements - Pandemic Preparedness

Asked by: Kristina Keneally

Question:

How many CALD engagements did the Department of Home Affairs undertake in relation pandemic preparedness for 2019?

Answer:

The department undertook regular engagements with CALD communities throughout 2019. There were no engagements specifically focused on crisis management or public health engagements.

**HOME AFFAIRS PORTFOLIO
DEPARTMENT OF HOME AFFAIRS**

PARLIAMENTARY INQUIRY WRITTEN QUESTION ON NOTICE

Select Committee on COVID-19

QoN Number: CV19-150

Subject: CALD Engagements - other crisis management scenario

Asked by: Kristina Keneally

Question:

How many CALD engagements did the Department of Home Affairs undertake in relation any other public health emergency or crisis management scenario for 2019?

Answer:

The department undertook regular engagements with CALD communities throughout 2019. There were no engagements specifically focused on crisis management or public health engagements.

DEPARTMENT OF HOME AFFAIRS

PARLIAMENTARY INQUIRY WRITTEN QUESTION ON NOTICE

Select Committee on COVID-19

QoN Number: CV19-151

Subject: Release of COVID-19 Public Resources

Asked by: Kristina Keneally

Question:

Of the 63 languages on the Department of Home Affairs' website, can the department provide a tabulated list for:

On what date did the Department of Home Affairs first release/publish COVID-19-related public resources for each of the 63 languages? And, for each language, what was the resource published/released on that date?

Answer:

The Department of Home Affairs commenced publishing COVID-19 related materials in the 63 languages on 3 April 2020.

**HOME AFFAIRS PORTFOLIO
DEPARTMENT OF HOME AFFAIRS**

PARLIAMENTARY INQUIRY WRITTEN QUESTION ON NOTICE

Select Committee on COVID-19

QoN Number: CV19-152

Subject: Translated Factsheets

Asked by: Kristina Keneally

Question:

Of the 63 languages on the Department of Home Affairs' website, can the department provide a tabulated list for:

Which languages contain translated factsheets related to:

- i. What you need to know?
- ii. Isolation guidance?
- iii. Identifying the symptoms
- iv. Information on social distancing?
- v. Information about returning to your community?
- vi. Information for schools and early childhood centres, students and parents?
- vii. Privacy policy for COVIDSafe app?
- viii. It's ok to have home care?

Answer:

The Department updates information on its website regularly, to ensure the information is updated and current. All information on the Home Affairs website is currently available in 63 languages, including information relating to all the above-mentioned topics. The factsheet on Privacy Policy for COVIDSafe App is available on the Department of Health website.

**HOME AFFAIRS PORTFOLIO
DEPARTMENT OF HOME AFFAIRS**

PARLIAMENTARY INQUIRY WRITTEN QUESTION ON NOTICE

Select Committee on COVID-19

QoN Number: CV19-153

Subject: Translated Infographics

Asked by: Kristina Keneally

Question:

Of the 63 languages on the Department of Home Affairs' website, can the department provide a tabulated list for:

Which languages contain translated infographics?

Answer:

All 63 languages.

**HOME AFFAIRS PORTFOLIO
DEPARTMENT OF HOME AFFAIRS**

PARLIAMENTARY INQUIRY WRITTEN QUESTION ON NOTICE

Select Committee on COVID-19

QoN Number: CV19-154

Subject: Translated Campaign Resources

Asked by: Kristina Keneally

Question:

Of the 63 languages on the Department of Home Affairs' website, can the department provide a tabulated list for:

Which languages contain translated Campaign resources (posters) related to:

- i. Keeping your distance?
- ii. Reducing risks to older Australians?
- iii. Good Hygiene is in your hands?
- iv. Simple steps to stop the spread?
- v. Keep that cough under cover?
- vi. Religious services during coronavirus?
- vii. Make mental health a priority?

Answer:

Campaign resources (posters) are Department of Health products and hosted on their website at www.health.gov.au.

**HOME AFFAIRS PORTFOLIO
DEPARTMENT OF HOME AFFAIRS**

PARLIAMENTARY INQUIRY WRITTEN QUESTION ON NOTICE

Select Committee on COVID-19

QoN Number: CV19-156

Subject: Translated Radio (audio)

Asked by: Kristina Keneally

Question:

Of the 63 languages on the Department of Home Affairs' website, can the department provide a tabulated list for:

Which languages contain translated Radio (audio) related to:

- i. Reducing risks for older Australians?
- ii. It pays to stay informed
- iii. Simple steps to stop the spread
- iv. Good hygiene is in your hands

Answer:

The Department of Health has translated radio (audio) material on their website, as does the SBS Coronavirus webpage. Links to the Department of Health website are available on the Australia.gov.au website.

**HOME AFFAIRS PORTFOLIO
DEPARTMENT OF HOME AFFAIRS**

PARLIAMENTARY INQUIRY WRITTEN QUESTION ON NOTICE

Select Committee on COVID-19

QoN Number: CV19-157

Subject: Quantity of Downloads

Asked by: Kristina Keneally

Question:

Of the 63 languages on the Department of Home Affairs' website, can the department provide a tabulated list for:

How many downloads were for:

- a. Per language in total for all material: factsheets, infographics, campaign resources (posters), video or radio (audio)?
- b. Per language broken down into following
 - i. Factsheets?
 - ii. Infographics?
 - iii. campaign resources (posters)?
 - iv. Video?
 - v. radio (audio)?
- c. For each individual link contained factsheets, infographics, campaign resources (posters), video or radio (audio)?

Answer:

The attached report provides the total number of downloads by language for all translated material.

The department does not have a further breakdown of downloads by language and type of material.

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DEPARTMENT OF HOME AFFAIRS**

PARLIAMENTARY INQUIRY WRITTEN QUESTION ON NOTICE

Select Committee on COVID-19

QoN Number: CV19-158

Subject: Quantity of Translated Resources

Asked by: Kristina Keneally

Question:

Of the 63 languages on the Department of Home Affairs' website, can the department provide a tabulated list for:

Why is there inconsistency between different languages in relation to the quantity of translated resources in relation to factsheets, infographics, campaign resources (posters), video or radio (audio)?

Answer:

Translated resources made available on the Department of Home Affairs website are provided in response to requests from other Commonwealth agencies.

**HOME AFFAIRS PORTFOLIO
DEPARTMENT OF HOME AFFAIRS**

PARLIAMENTARY INQUIRY WRITTEN QUESTION ON NOTICE

Select Committee on COVID-19

QoN Number: CV19-159

Subject: Analysis of Resources

Asked by: Kristina Keneally

Question:

Of the 63 languages on the Department of Home Affairs' website, can the department provide a tabulated list for:

What analysis or consultation does the department rely on to determine the type of factsheets, infographics, campaign resources (posters), video or radio (audio) is most effective for that language?

Answer:

The Department of Home Affairs engages with other government departments and seeks feedback from community organisations and community members regarding the best format for materials.

**HOME AFFAIRS PORTFOLIO
DEPARTMENT OF HOME AFFAIRS**

PARLIAMENTARY INQUIRY WRITTEN QUESTION ON NOTICE

Select Committee on COVID-19

QoN Number: CV19-160

Subject: Data Collection - CALD Community

Asked by: Kristina Keneally

Question:

Of the 63 languages on the Department of Home Affairs' website, can the department provide a tabulated list for:

What data collection or audit activity has been undertaken by the Federal Government to assure that the translated health information is being received and understood by the CALD community?

Answer:

The Department of Home Affairs receives data and input on translations from online feedback through Webservices and Community Sentiment Reporting, prepared by the relevant Regional Director and Community Liaison Officer.

**HOME AFFAIRS PORTFOLIO
DEPARTMENT OF HOME AFFAIRS**

PARLIAMENTARY INQUIRY WRITTEN QUESTION ON NOTICE

Select Committee on COVID-19

QoN Number: CV19-161

Subject: Feedback Mechanisms

Asked by: Kristina Keneally

Question:

What formal two-way communication and feedback governance mechanisms between have CALD communities and Federal Government into COVID-19 communications in relation to the efficacy of COVID-19 language translations?

Answer:

Regular and ongoing communication and feedback regarding the provision and efficacy of translated information about COVID-19 is sought by the Department's Community Liaison Officers.

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DEPARTMENT OF HOME AFFAIRS**

PARLIAMENTARY INQUIRY WRITTEN QUESTION ON NOTICE

Select Committee on COVID-19

QoN Number: CV19-162

Subject: Feedback on Language Translations

Asked by: Kristina Keneally

Question:

Of the 63 languages on the Department of Home Affairs' website, can the department provide a tabulated list for:

Has any formal feedback been provided to the language translations contained on the Department of Home Affairs' website?

Answer:

Yes, the Department of Home Affairs has received positive formal feedback on the language translations.

**HOME AFFAIRS PORTFOLIO
DEPARTMENT OF HOME AFFAIRS**

PARLIAMENTARY INQUIRY WRITTEN QUESTION ON NOTICE

Select Committee on COVID-19

QoN Number: CV19-163

Subject: Training to Volunteer Organisations

Asked by: Kristina Keneally

Question:

Does the Department of Home Affairs provide any training to volunteer organisations, community organisation and community leaders to ensure health messages are reaching community members?

Answer:

The Department of Home Affairs does not provide any formal training to volunteer organisations, community organisations and community leaders. The Department does however provide these organisations with in-language factsheets and Government advice for distribution amongst their community members.

**HOME AFFAIRS PORTFOLIO
DEPARTMENT OF HOME AFFAIRS**

PARLIAMENTARY INQUIRY WRITTEN QUESTION ON NOTICE

Select Committee on COVID-19

QoN Number: CV19-164

Subject: Communications Strategy

Asked by: Kristina Keneally

Question:

What communications strategy does the Department of Home Affairs rely on if community members do not have access to internet communication for translated material?

Answer:

The Department of Home Affairs Community Liaison Officers work with communities to support the distribution of information and translated materials. This may include direct in-person (where local health rules allow during the pandemic), email or telephone communications with multicultural community leaders and provision of printable factsheets and other communications materials to community leaders to distribute within their communities. The Department has also provided information to communities about the availability of translated information through SBS, including community radio services.

**HOME AFFAIRS PORTFOLIO
DEPARTMENT OF HOME AFFAIRS**

PARLIAMENTARY INQUIRY WRITTEN QUESTION ON NOTICE

Select Committee on COVID-19

QoN Number: CV19-166

Subject: Translations - Roadmap to a COVIDSafe Australia

Asked by: Kristina Keneally

Question:

Of the 63 languages on the Department of Home Affairs' website, can the department provide a tabulated list for:

Which languages contain translated factsheets, infographics, campaign resources (posters), video or radio (audio) related to the Roadmap to a COVIDSafe Australia, A three-stage pathway for easing restrictions or any other related document that explains the pathway for easing restrictions?

Answer:

The *Roadmap to a COVID Safe Australia* is available in 63 languages.

**HOME AFFAIRS PORTFOLIO
DEPARTMENT OF HOME AFFAIRS**

PARLIAMENTARY INQUIRY WRITTEN QUESTION ON NOTICE

Select Committee on COVID-19

QoN Number: CV19-167

Subject: Translations - COVIDSafe app

Asked by: Kristina Keneally

Question:

Of the 63 languages on the Department of Home Affairs' website, can the department provide a tabulated list for:

Which languages contain translations for the COVIDSafe app?

Answer:

The following two fact sheets are translated into 63 languages and available on our website:

COVIDSafe app – New tool to help slow the spread of COVID-19

COVIDSafe app user guide

The COVIDsafe app has been translated into the following seven languages:

Arabic, Chinese Simplified, Chinese Traditional, Korean, Vietnamese, Italian and Greek.

DEPARTMENT OF HOME AFFAIRS
PARLIAMENTARY INQUIRY WRITTEN QUESTION ON NOTICE

Legal And Constitutional Affairs

30 June 2021

QoN Number: CV19-168

Subject: Translations - download and use of COVIDSafe app

Asked by: Kristina Keneally

Question:

Of the 63 languages on the Department of Home Affairs' website, can the department provide a tabulated list for:

Which languages contain translations on how to download and use the COVIDSafe app?

Answer:

All 63.

**HOME AFFAIRS PORTFOLIO
DEPARTMENT OF HOME AFFAIRS**

PARLIAMENTARY INQUIRY WRITTEN QUESTION ON NOTICE

Select Committee on COVID-19

QoN Number: CV19-169

Subject: Translations - testing and medicare

Asked by: Kristina Keneally

Question:

Of the 63 languages on the Department of Home Affairs' website, can the department provide a tabulated list for:

Which languages contain translations factsheets, infographics, campaign resources (posters), video or radio (audio) for:

- i. COVID-19 testing?
- ii. Need for Medicare card?
- iii. How are personal details stored and who can access them?

Answer:

Information on COVID-19 testing is available on the department's inlanguage website in 63 languages. The website hosts a range of translated materials provided by other Commonwealth departments and agencies. The Department of Home Affairs has not received a request from another department to translate information relating to the need for a Medicare card or provisions regarding personal details are stored. Services Australia have a range of information available in language on their site at www.servicesaustralia.gov.au/individuals/information-in-your-language/products.

DEPARTMENT OF HOME AFFAIRS
PARLIAMENTARY INQUIRY WRITTEN QUESTION ON NOTICE

Select Committee on COVID-19

QoN Number: CV19-170

Subject: Funding - translating COVID-19 communications

Asked by: Kristina Keneally

Question:

Of the 63 languages on the Department of Home Affairs' website, can the department provide a tabulated list for:

How much funding has been spent to date translating COVID-19 communications?

Answer:

As at 30 June 2020, \$1,355,403 (ex GST) has been spent (including translating information on behalf of other relevant Government Departments).

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DEPARTMENT OF HOME AFFAIRS**

PARLIAMENTARY INQUIRY WRITTEN QUESTION ON NOTICE

Select Committee on COVID-19

QoN Number: CV19-171

Subject: Forward Estimates - translating COVID-19 communications

Asked by: Kristina Keneally

Question:

Of the 63 languages on the Department of Home Affairs' website, can the department provide a tabulated list for:

How much funding has been allocated in the forward estimates for translating COVID-19 communications

Answer:

Funding allocated in 2020-21 for translating COVID-19 communication is approximately \$1,240,000 (ex GST), with reviews undertaken annually based on COVID-19 environment requirements.

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DEPARTMENT OF HOME AFFAIRS**

PARLIAMENTARY INQUIRY WRITTEN QUESTION ON NOTICE

Select Committee on COVID-19

QoN Number: CV19-172

Subject: Tender Process

Asked by: Kristina Keneally

Question:

Of the 63 languages on the Department of Home Affairs' website, can the department provide a tabulated list for:

What COVID-19 communications tendering processes have been undertaken for service providers?

Answer:

The Department of Home Affairs is a participant on the Services Australia Creative and Digital Communication Panel. The department has undertaken three separate procurement processes to engage service providers from this panel arrangement.

**HOME AFFAIRS PORTFOLIO
DEPARTMENT OF HOME AFFAIRS**

PARLIAMENTARY INQUIRY WRITTEN QUESTION ON NOTICE

Select Committee on COVID-19

QoN Number: CV19-173

Subject: Service Providers

Asked by: Kristina Keneally

Question:

Of the 63 languages on the Department of Home Affairs' website, can the department provide a tabulated list for:

Who are the service providers for COVID-19 communications?

Answer:

The service providers contracted by the Department of Home Affairs for the translation of COVID-19 communications published in the 63 languages are:

- Lexigo Global Pty Ltd
- VITS LANGUAGELINK Trading as LanguageLoop
- The Migration Translators (Birch Creek Hill Investments)

**HOME AFFAIRS PORTFOLIO
DEPARTMENT OF HOME AFFAIRS**

PARLIAMENTARY INQUIRY WRITTEN QUESTION ON NOTICE

Select Committee on COVID-19

QoN Number: CV19-174

Subject: Service Provider Experience

Asked by: Kristina Keneally

Question:

Of the 63 languages on the Department of Home Affairs' website, can the department provide a tabulated list for:

What experience do the service providers have in providing translations for public health emergencies?

Answer:

The service providers contracted to provide communications in 63 languages have the following experience:

- Lexigo Global Pty Ltd has over 15 years' experience providing translation services, including during the Middle East Respiratory Syndrome Coronavirus (MERS).
- VITS LANGUAGELINK Trading as LanguageLoop is an established Government Business Enterprise with almost 40 years' experience working with government departments, including for the Department of Health.
- The Migration Translators (Birch Creek Hill Investments) have an ongoing relationship translating public health material for NSW Multicultural Health Communication Service.