Triple Bottom Line (TBL) Assessment Summary

The Triple Bottom Line Assessment is required to be published in accordance with Part 4, section 23 (1)(b) of the Freedom of Information Act 2016

20/250 Translation Services in response to COVID-19

Summary of impacts:
COVID-19 has increased the vulnerability of large cohorts of Canberrans.

The ACT has a significant proportion (24%) of people who speak a language other than English at home, including people who speak no or very little English.

The effectiveness of the ACT Government to contain and manage the spread of COVID-19 requires a level of community understanding and adherence to direction never required before. To achieve this, it is critical all Canberrans have access to, and receive, information they understand.

The Australian Government and SBS have invested significantly in providing important health and community messaging in a large range of languages, including verbally for some languages that are not written such as Dinka. This information is available and shared with the Canberra community via the ACT COVID-19 website.

This information does not cover ACT specific messaging which is a critical gap in information for Canberrans who speak little to no English. The rapidly changing nature of COVID-19 requires Canberrans to fully understand the restrictions to follow advice, directions and to be able to access support if needed. This includes understanding what support is available and where, testing requirements, changes to education and childcare and physical distancing measures.

This proposal ensures timely, accurate and ACT specific information is translated in multiple languages and is distributed to support Canberrans who speak little to no English, to receive and be able to act on important information in relation to their health, wellbeing as well as economic matters.

Level of impact	Positive	Negative	Neutral

Social		
Level of impact	**Impact**	**Summary**

Positive	Health (Community and mental health)	• This proposal ensures Canberrans who speak little to no English receive accurate and timely information about COVID-19 that is accessible to them. • This will support Canberrans who speak little to no English to access the health and wellbeing services they need. • The funding will reduce the level of anxiety by Canberrans who speak little to no English by providing information that is accessible to them.
Positive	Homelessness support	• This proposal ensures Canberrans who speak little to no English will receive accurate and timely information about COVID-19 that is accessible to them. • This will support and reduce the level of anxiety of Canberrans who speak little to no English because they will know where to go to access financial assistance, homelessness support and other services if needed.
Positive	Human rights	• Access to timely and accurate information is a basic human right. • This proposal seeks to address a critical gap in information available for Canberrans who speak little to no English. • The funding will support the translation of ACT specific COVID-19 information in multiple languages for Canberrans who speak little to no English.
Positive	Multicultural	• This proposal directly supports Canberrans who speak little to no English to receive accurate and timely information about COVID-19 that is accessible to them. • The funding will support the translation of ACT specific COVID-19 information in multiple languages for Canberrans who speak little to no English.

Economic		
Level of impact	**Impact**	**Summary**
Negative	ACT Government Budget	• Up to 50 per cent of the total cost of providing Translation Services will be recovered from the Commonwealth under the National Partnership agreement on COVID-19 Response.

Environmental	Nil impact