

GOVERNMENT DEPARTMENTS AND AGENCIES — PUBLICATIONS — LANGUAGES OTHER THAN ENGLISH

3855. Ms M.M. Quirk to the Minister representing the Attorney General; Minister for Commerce:

Can the Minister advise and list for the agencies for which you have responsibility all agency publications and information released in a language other than English and how said publications are made available?

**Mrs L.M. Harvey replied:**

**Corruption and Crime Commission**

Nil

**Commissioner for Children and Young People**

Nil

**Department of Commerce**

The Department of Commerce Website includes information on using the free Translating and Interpreting Service to access the Consumer Protection and WorkSafe Contact Centres. That information is provided in: Simplified Chinese, Traditional Chinese, Vietnamese, Italian, Arabic, Korean, Spanish, Serbian, Indonesian, Japanese, Macedonian, Thai, Croatian, German, Polish, Malay, Greek, Afrikaans, French, Filipino, Dutch and Farsi.

Consumer Protection

The Department of Commerce provides low literacy videos on the following subjects:

*My shopping rights*

*Shopping refunds*

*Guarantees and warranties*

*Contracts*

*Lay-by agreements*

*Resolving issues and lodging complaints*

This information is provided in Arabic, Dinka, Farsi, Karen, Nepalese and Tamil. The videos are available from the Department of Commerce web site and from Consumer Protection's YouTube channel. Posters and flash cards on the same subjects and in the same languages are available from the Department of Commerce Website.

The Department of Commerce provides three videos on the following subjects relating to tenancy:

*Part 1 — Getting started*

*Part 2 — Moving in*

*Part 3 — Ending a tenancy*

These videos are available in Swahili, Malay, Farsi, Dinka, Burmese and Mandarin. Written transcripts of the videos are also available in Arabic, French and Italian. The videos are available from the Department of Commerce Website and from Consumer Protection's YouTube channel. The written transcripts are available from the Department of Commerce Website.

The Department of Commerce provides a fact sheet on portable swimming pool safety in Arabic, Greek, Italian, Vietnamese and Traditional Chinese.

**EnergySafety**

EnergySafety has one publication that is released in languages other than English:

*Using LP Gas Safely*

This publication is produced in English as well as Chinese and Malay and is available in hard-copy and from the Department of Commerce Website.

**WorkSafe**

The list of WorkSafe publications in a language other than English is:

*Understanding the safety and health needs of your workplace: a guide for migrant workers* — Arabic, Bosnian, Burmese, Simplified Chinese, Swahili, Tagalog and Vietnamese

*Priority area checklist* — Chinese and Malay

*The First Step* — Chinese and Malay

*Dealing with bullying — a guide for workers* — Chinese and Malay

*Food mixer guarding* — Vietnamese

*Nail technicians* — Vietnamese

*Travelling in remote locations* — Chinese

*Website message* — WorkSafe translation service — Chinese Simplified, Vietnamese, Italian, Chinese Traditional, Arabic, Korean, Spanish, Serbian, Indonesian, Japanese, Macedonian, Thai, Croatian, German, Polish, Malay, Greek, Afrikaans, French, Filipino, Persian/Farsi

These publications are available on the Department of Commerce Website. In addition, the Department of Commerce also has print copies available of:

*Understanding the safety and health needs of your workplace: a guide for migrant workers* — Arabic, Bosnian, Burmese, Simplified Chinese, Swahili, Tagalog and Vietnamese (all languages in one book)

*Nail technicians* — Vietnamese

### **Department of the Attorney General**

[See tabled paper no 2883.]

#### **Office of the Director of Public Prosecutions**

Due to the nature of its work as an independent prosecution agency and its restricted interactions with the broader community, the Office of the Director of Public Prosecutions (ODPP) does not specifically produce its publications in languages other than English.

However, should a victim of crime, State witness or other member of the community who has dealings with the ODPP require any specific materials to be produced in a language other than English, the ODPP would make best endeavours to achieve that.

In recent years no such requests have been received, outside the extensive use of interpreters to assist victims of crime and State witnesses to understand the prosecution process and to give evidence in court.

#### **Equal Opportunity Commission**

The Agency has one (1) publication, Discrimination “Know your Rights” a three (3) fold pamphlet in hard copy in languages other than English and available on request.

The Agency has the following publications and information available on its website at [www.eoc.wa.gov.au](http://www.eoc.wa.gov.au) which can be translated in various languages through “Google Translate”:

##### Home page

Introduction

News items

Header: Media centre; Links; Accessibility; Contact Us

Footer: Contact information, Aboriginal acknowledgement and warning; quick links

##### About us

What we do

Equal Opportunity Act 1984

Aboriginal matters

Disability access and inclusion plan (summary only)

Strategic Plan

Freedom of information

Freedom of information statement

The Equal Opportunity Act WA: A short history.

##### Your rights

What is discrimination?

EO for you

Race discrimination  
Impairment discrimination  
Sex discrimination

EO for business  
Exception to the EO Act

FAQs

Complaints

Making a complaint  
Interim orders  
Complaint Form  
Conciliation process  
Complaint summaries  
Responding to complaints  
Information brief

Substantive equality

Resources  
Education and training  
Your feedback

Community education and training

Calendar of courses and events  
Current courses  
Standard courses — current schedule  
Courses — standard  
Courses — customised  
EO for community and schools  
EO for regional WA  
Training for employers  
EO for community and schools  
Contact us for training

Community projects

CEOs for gender equity  
Statement of intent  
Gender equity news  
Safe Schools WA  
About safe schools  
News  
Resources  
FAQs  
New and emerging communities reference group  
News  
Public housing investigations  
Publications and related resources  
Private rental housing investigation

Publications

Fact sheets — titles and links only  
Aboriginal publications — titles and links only  
Projects and reports — titles and links only  
Posters — titles and links only  
Commissioner for Equal Opportunity e-bulletin  
Annual reports  
    Annual Report 2013–14  
    Annual Report archive — titles and links only

**Office of the Information Commissioner**

Nil

**Legal Aid**

Nil

**Legal Practice Board of Western Australia**

Nil

**Legal Profession Complaints Committee**

Nil

**The Department of the Registrar, WA Industrial Relations Commission**

Nil

**WorkCover**

The Agency provides the following publications in languages other than English:

Workers' Compensation and Injury Management: A Guide for Workers  
Workers' Compensation: A Guide for Employers  
What happens if there is a dispute?

These publications are available in the following languages:

(Cocos) Malay  
Italian  
Vietnamese  
Chinese (Simplified)  
Arabic

WorkCover WA also provides information about translation and interpreter services in the following languages:

(Cocos) Malay  
Italian  
Vietnamese  
Chinese (Simplified)  
Arabic  
Croatian  
Serbian  
Farsi  
Amharic  
Burmese  
Macedonian

Korean

Tigrinian

Khmer

All translated publications and informational pages are available at [www.workcover.wa.gov.au/languages/](http://www.workcover.wa.gov.au/languages/). The link to this page is accessible from the WorkCover WA homepage.