



Inquiry into annual and financial reports 2024–2025

Answer to question taken on notice

Asked by: Mr Thomas Emerson MLA

Addressed to: Minister for Multicultural Affairs

In relation to: Translating and Interpreting services and Service gaps and use of AI

Hearing: 12 November 2025

Uncorrected Proof Transcript p 36

Transcript provided: 18 November 2025

Answer Due: 25 November 2025

THE CHAIR: Looking at an investigation in the UK that found that interpreting issues were a contributing factor in the death of at least 80 babies over a period of four years, and also other research indicating that the COVID-19 mortality rate amongst culturally and linguistically diverse populations is estimated at two times higher than that of the general population, I am curious about whether interpreter use is tracked across directorates and government services in the ACT.

Ms Bogiatzis: Not that I am aware of.

THE CHAIR: Is any consideration being given to more closely monitoring gaps?

Mr Pettersson: Well, I am not aware of it in this portfolio space. I am happy to take it on notice. We do not provide the interpreting services utilised by an entity like Canberra Health Services. Canberra Health Services procures that service themselves. I understand there is a range of services that they might utilise. So we will take it on notice. Not sure we are in a position to speak to the entire government, but we will do our best to answer for you.

THE CHAIR: Okay. Just one more on this line. Are you aware of any areas of the ACT government using artificial intelligence for interpreting or translating.

Ms Bogiatzis: No, I am not.

THE CHAIR: Might that be one that could also be taken on notice to check, to confirm whether or not that is the case?

Mr Pettersson: We are happy to take that on notice.

OFFICIAL

Mr Michael Pettersson MLA: The answer to the Member's question is as follows:

The Health and Community Services Directorate (HCSD) does not track or monitor translator or interpreter use across the ACT Government, and is therefore also unaware if any directorates are using AI for translation or interpreting purposes.

The National Accreditation Authority for Translators and Interpreters (NAATI) has been actively considering the use of artificial intelligence in translation and interpreting services, and has recently released a [Position Statement](#) on the issue.

Approved for circulation to the Standing Committee on Social Policy

Signature:



Date: 27.11.25

By the Minister for Multicultural Affairs, Mr Michael Pettersson MLA