

Project Trusted Lingo

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Harnessing AI for timely and accurate emergency communication with CALD communities

What is Trusted Lingo?

Trusted Lingo is an innovative project aimed at addressing the communications gap emergency services face when working with CALD (Culturally and Linguistically Diverse) communities. It will deliver an AI powered solution, with language customisation, audit and remediation. This will be useful to emergency communications personnel for communicating in 20+ languages during emergencies.

How will Trusted Lingo help?

Emergency communications managers will get an AI powered tool which transcribes, translates and adds synthetic voiceovers to text, audio, and video content. Communications will be uploaded into Trusted Lingo, which will translate and can be automatically forwarded to established networks of CALD community leaders/contacts, and optimised for sharing on social media.

Multicultural communities need to be part of Victoria's flood emergency plans, leaders say

By Kristin Renaldi
Posted Sat 22 Oct 2022 at 6:12am, updated Sat 22 Oct 2022 at 7:59am



Calls to make bushfire warnings easier to access for Victorians who don't speak English at home

ABC Clipsland / By Yelina Lozano
Posted Thu 1 Oct 2020 at 7:29am



Misinformation about COVID vaccines is putting Australia's diverse communities at risk, experts say

By Bang Xiao, Tabia Aualitla, Natasya Salim and Samuel Yang
Posted Thu 4 Mar 2021 at 6:04am, updated Fri 5 Mar 2021 at 8:25pm



7M Australians speak English as a Second Language (ESL).

50% of Australians are born overseas or have at least one overseas parent.

2M ESL speakers rate their English proficiency as average or low.

A collaboration between University of Newcastle, Macquarie University and VideoTranslatorAI, Trusted Lingo is under active development with a release date of mid-2024.

We would like to collaborate with additional practitioners, please reach out by clicking on the QR code or emailing us at hello@videotranslator.ai

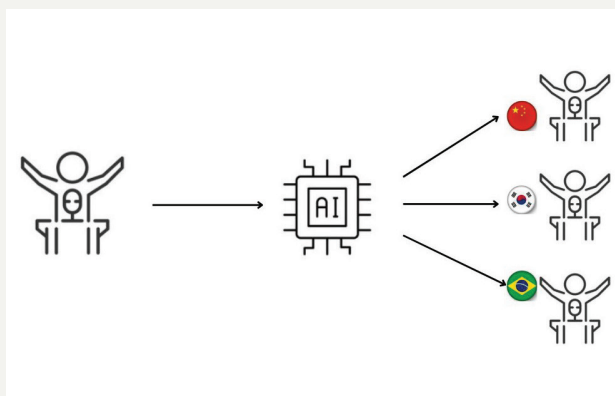
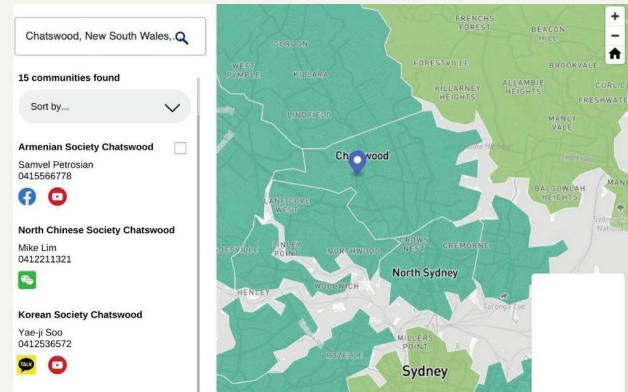
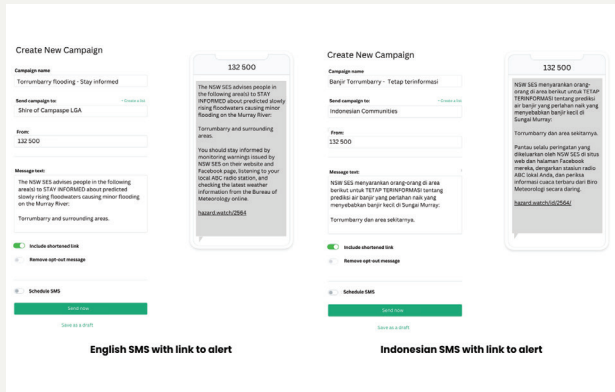


1 - <https://www.abc.net.au/news/2022-10-22/multicultural-community-victorian-flood-crisis/101550828>
2 - <https://www.abc.net.au/news/2020-10-01/vic-emergency-app-only-in-english-investment-in-translation/12710414>
3 - <https://www.abc.net.au/news/2021-03-04/covid-19-vaccine-misinformation-cald-communities/13186936>

How does Trusted Lingo work?

Trusted Lingo is a workflow which uses multiple AI components. An emergency services communications professional will upload text, audio or video content into the platform. Trusted Lingo will translate the content, creating a translated text, audio or video file.

The translated content is forwarded to community leaders via email, SMS or social media channels, who then forward it on to their communities.



Clockwise from left:

(a) An SMS notification translated from English to Bahasa Indonesia,

(b) Search screen showing list of preferred CALD community leaders/contacts in the Chatswood area, and

(c) Emergency communications workflow showing simultaneous translation into multiple languages.

Connect with our team



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