

**From:** [NSW Government](#)  
**To:** [Flood Inquiry](#)  
**Subject:** Floods Inquiry  
**Date:** Tuesday, 17 May 2022 8:07:05 AM

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## Your details

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<b>First name</b>	Lara
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<b>Email</b>	
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## Submission details

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<b>I am making this submission as</b>	A member of the general public
<b>Submission type</b>	I am making a personal submission
<b>Consent to make submission public</b>	I give my consent for this submission to be made public

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## Share your experience or tell your story

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<b>Your story</b>	My Deaf friend was the last to know about any flood warnings emergency services did as no subtitles and no Auslan interpreter in real time. He relied on his friends to let him know about flood warnings. This happened for both 1st and second flood. It is the Government's responsibility to organise Auslan interpreter in real time with emergency service
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announcements. In the second flood there was an Auslan interpreter organised for evacuation order by local council. However this was done after the announcement as separate footage and wasn't made public until 2/3 hours after recording. This saw my Deaf friend putting his already flooded items back into his house only 1 hour before everyone had to leave, which took an hour to do, so he only just made it before evacuation. This also saw community volunteers in pouring rain in potential danger as they were helping him. In total 10 Lismore residents. If Auslan interpreter was filmed live along side of emergency services warnings which happened throughout the day this situation and danger would have been avoided.

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## Terms of Reference (optional)

The Inquiry welcomes submissions that address the particular matters identified in its [Terms of Reference](#)

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<b>1.1 Causes and contributing factors</b>	No live in time Auslan interpreters. Lack of Deaf community consultation and inclusion. Subtitles for those who can read (not everyone can) of all cultural backgrounds.
<b>1.2 Preparation and planning</b>	Government set in place mandatory contact of Auslan interpreters and have an interpreter representative as part of all emergency meetings. Auslan live interpreting as part of emergency plan across NSW & Australia.
<b>1.3 Response to floods</b>	Deaf community included in all emergency evacuation plans using their language Auslan in all matters of importance before, during and after flood.
<b>1.4 Transition from incident response to recovery</b>	Include the Deaf community. Use Auslan. Have Auslan interpreters in all information.
<b>1.5 Recovery from floods</b>	Recovery is an important part of inclusion. If all information, services to access, funding etc had information in Auslan, the Deaf community

wouldn't miss out. In my experience of helping members of the Deaf community post flood each person is a week or two behind finding information about support services and what is accessible as the communication break down by not using Auslan sees the Deaf community not included.

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**1.6 Any other matters**

Live feed Auslan interpreters. Subtitles for all cultures that can read. New booklet and video in Auslan explaining what to do in an emergency situation for Deaf community inclusion. We have a Disability act, this includes Deaf people and the right to access. In this situation Deaf people have the right to access information and services in real time, the same time as everyone else in NSW and Australia.

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**Supporting documents or images**

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