



Fw: Morwell Mine Fire Submission

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13/05/2014 09:55 AM

Submission

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Hazelwood Inquiry info/DPC@DTF
12/05/2014 08:30 AM

To Hazelwood Inquiry
info/DPC@DTF
cc
bcc
Subject Morwell Mine Fire Submission

Title: Mr

First Name: Stephen

Surname: Nicholson

Organisation represented (if applicable): deafaccess Gippsland -
Victorian Deaf Society

Email address: gippsland@vicdeaf.com.au

Home or office phone: [REDACTED]

Mobile: [REDACTED]

Content of submission (you can choose multiple): Other (please state)

If Other please state here: Provision of Auslan Interpreters in this
situation for local deaf and hard of hearing community.

Please select one of the following options: I acknowledge that my
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Hazelwood Mine Fire Inquiry

What worked well in the lead up to the fire, during the fire, and in putting the fire out?

CFA in Melbourne provided minimum information via internet with Auslan Interpreters. Most local deaf and hard of hearing community did not have access to this information with Auslan Interpreter. They were not aware about information available via internet announcements. Only people who were members of CFA and deaf organisations did receive information by email with website links. It will be better if it is announced via TV news for all people whether they are members or not members.

What did not work well in the lead up to the fire, during the fire, and in putting the fire out?

- Some Deaf and hard of hearing community did not receive updated information via CFA announcements with Auslan Interpreters through emails. These people contacted deafaccess worker based at office in Sale, for more information.
- deafaccess worker followed up with fires and passed information to these people in sign language (Auslan) who did not access to general information announcements. This group of people have minimum understanding of English language as English is not their first language and their first/main communication method is Auslan.

What should be done differently to prevent such a fire in the future, and in response to it if it happens again?

- To ensure Auslan Interpreters to be at every formal announcements by CFA, government agencies, community agencies. This includes information about fire/evacuation procedures, also information about any financial support and health information too. This way this information will be received by deaf and hard of hearing local community.
- Deaf Awareness Training would be needed for all emergency people, media, and government agencies. This way, they would be aware and be able to work efficiently in emergency situation.