



LEGISLATIVE ASSEMBLY
Committee on Community Services

17 May 2022

MEDIA RELEASE

How can we improve communication with our diverse community in crisis situations?

The COVID-19 pandemic and recent natural disasters have highlighted the vital role communication plays in emergency management: it can be the difference between lives saved and lives lost.

A new inquiry by the Legislative Assembly's Committee on Community Services will look at how we can improve crisis communications to culturally and linguistically diverse (CALD) communities. The Committee is considering ways to improve channels of communication with CALD communities, and the use of CALD community groups and networks to distribute in-language information.

In 2016, nearly 1.9 million of NSW's residents – 25 per cent of the population – spoke a language other than English at home.

"Given our state's significant diversity, government agencies must ensure that communication with our diverse communities is clear, reliable, timely and meets their specific needs", said Committee Chair, the Hon Melinda Pavey MP.

"It's vital that we reach everyone in our community during crises like the COVID-19 pandemic, by making sure our diverse population has access to accurate and up to date information in a language they understand."

As part of the inquiry, the Committee will also consider how to address racism and discrimination related to crisis communications.

More information, including the inquiry's terms of reference, and how to make a submission, is available on the Committee's [webpage](#).

Submissions close on 17 June 2022.

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