



## Supplementary questions for witnesses appearing at the hearing on 6 March 2025 – Inquiry into the electricity outages affecting Far West NSW in October 2024

### National Disability Services, LiveBetter

1. The submission from National Disability Services outline how communication methods were not inclusive (mostly written) which does not cater for people with disabilities (physical or intellectual).
  - a. How can communication be improved?
  - b. Did you work with the any government agencies or councils to help provide information to people with a disability affected by the outages?
  - c. Did you receive any support or grants for the impact on outages?

### Response

- a) Communication could have been improved by providing the necessary information to carers and/or service providers. They could then communicate with customers or advise the best way to communicate with them.

The Council should have a major role in coordinating services, supports and communication with providers and community members.

- b) Not directly unless it was individual staff providing this support to customers.

We utilised other agencies such as Royal Flying Doctors to help customers charge their mobiles.

so we would take them there, and assisted customers to attend the pop up NSW Government Office operation to apply for the rebate, and the St Vincent de Paul Society for meals. These two were initially at the same facility but then it was moved to the St Vincent Shop which is unfortunately not accessible for people with a disability as it has stairs only access.

The Central Darling Shire in Wilcannia and other small towns provided support, we were advised to contact them which we did if needed to for our customers.

Our Broken Hill staff liaised with our head office based in Orange to obtain any up to date information. Our senior staff in Broken Hill focused on staff and customers.

LiveBetter head office in Orange supported and coordinated generators and information for staff in Broken Hill.

- c) No, but we supported our customers to access support.

