

**Submission  
No 3**

**IMPROVING CRISIS COMMUNICATIONS TO CULTURALLY AND  
LINGUISTICALLY DIVERSE COMMUNITIES**

**Name:** Mr Grant Mistler

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Partially  
Confidential

Grant Mistler

12 May 2022

Dear Committee on Community Services

**RE: Improving Crisis Communications to Culturally and Linguistically Diverse Communities**

Thank you very much for working together on this important area of inquiry for NSW.

My feedback here is that Transport for NSW was a lost opportunity during the early days of the coronavirus disruption period. Being a multicultural society, I was surprised to not hear announcements in community languages while taking the bus and train to work. A wide and diverse audience could have been reached fast here. I feel this was a lost opportunity to quickly build community cohesion and community resilience early, by broadcasting supportive health messages in different community languages via Transport for NSW.

In the early days, I noticed handmade signs appearing outside shops and offices with health precaution advice, a long time before NSW Health and others produced official communication signage. Local communities with memories and experience of SARS and MERS, were wearing face masks very early on, and producing their own health literacy materials too. I also saw signs in a supermarket asking people to not touch the products, unless they are going to be picked up and purchased. Attached are four photos I took in March 2020, as the crisis and confusion began.

The Chinese communities around Eastwood cancelled their 2020 Lunar New Year celebrations on their own accord, and they need to be commended for taking those health initiatives months before NSW Health did. I recall the Mayor of Ryde, Clr Jerome Laxale, begging people to go to Eastwood because the shopping district had suddenly become a ghost town. They knew what they were doing, and they helped protect Sydney with their quick actions, and by setting an example of what was to come over the next 18 months.

Thank you very much for holding this inquiry, so that we can learn from our past mistakes and become a stronger, more resilient NSW. I look forward to receiving updates about your progress.

Yours faithfully

Grant Mistler

**Image 1: Example of community produced health literacy material in a lift on 5 March 2020**

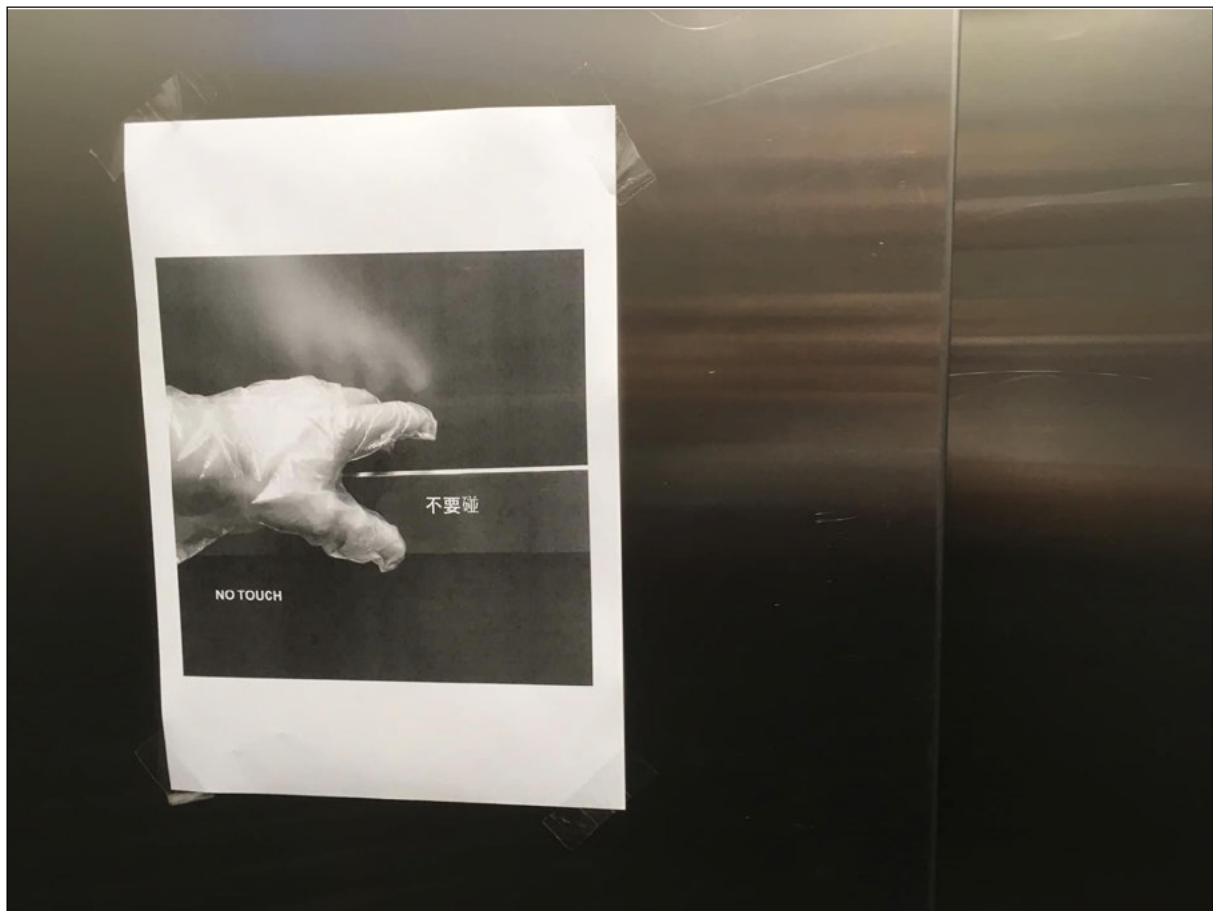


Image 2: Example of community produced health literacy material on the street on 9 March 2020



**Image 3: Example of sex worker produced health literacy material on front door on 24 March 2020**

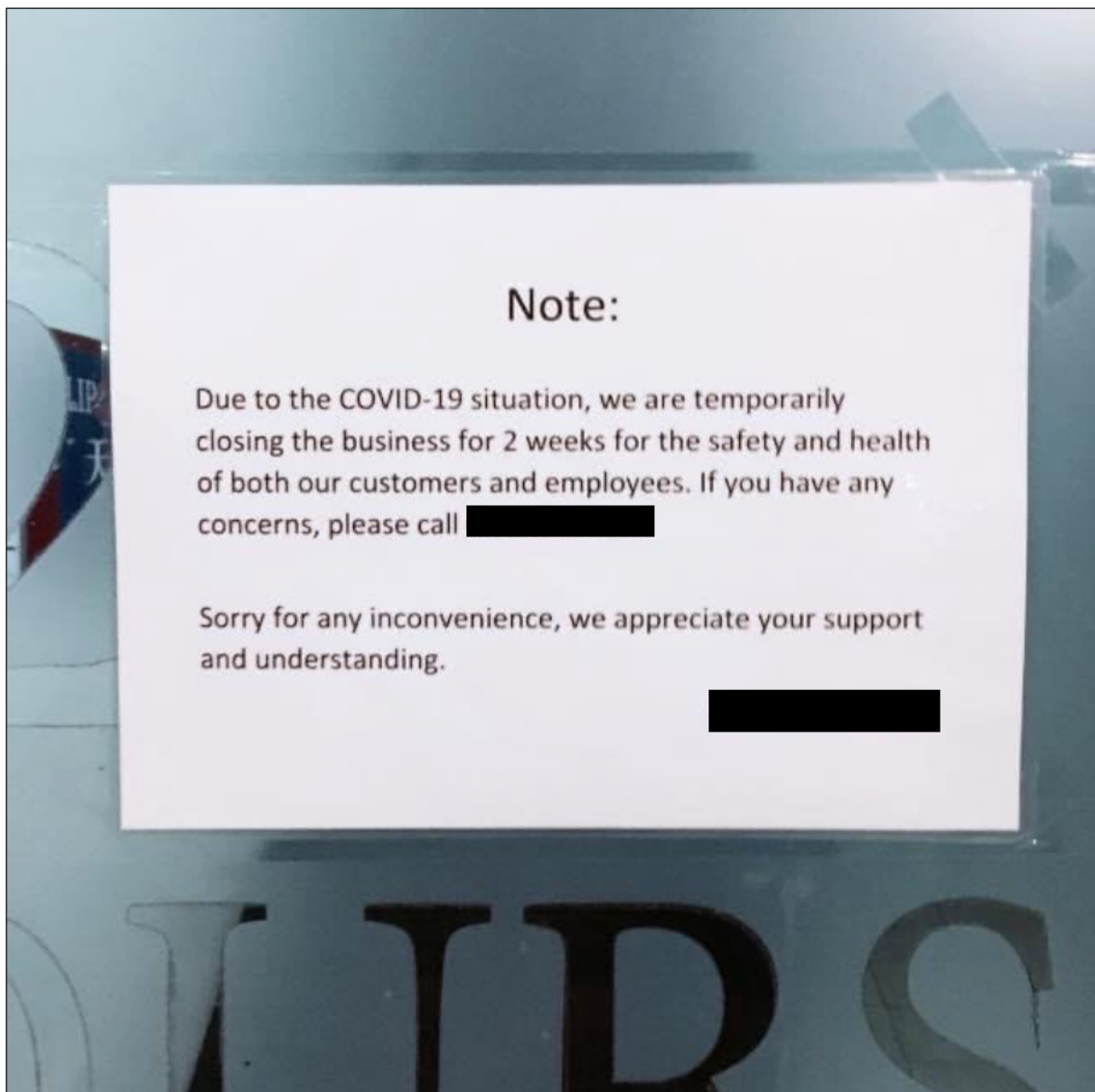


Image 4: Example of community newspaper frontpage on 28 March 2020

