

NSW Deaf Herald

Equity for deaf people

Issue 04 - Winter 2011



Interview with Markku Jokinen, World Federation of the Deaf President

Colin Allen interviewed Markku Jokinen



Who are you? First, I am a Finnish man. Second, I have two jobs - CEO of the Finnish Association of the Deaf (FAD) from 2007 onwards, and President of WFD (my second great love) since 2003. Before taking on those roles I was responsible for establishing a teacher training program an MA for sign language users training

to become teachers. I worked in that role for 7 years. Before becoming WFD president, I was vice president of the European Union of the Deaf. At the same time I was president of FAD, then I left that role and the university teaching and became CEO of FAD. I've also been a member of the Nordic Council of the Deaf for many years.

How was the university program for teachers established?

The program began as a sign language training course, before Finnish Sign Language was recognised in the Finnish constitution in 1995. Before the constitutional recognition, the government had ratified sign language as official, but the constitutional recognition was a milestone. Following that recognition there was a grant from a foundation to establish the program. It grew into a program and a professional qualification. Now the program has developed into the Centre of Finnish Sign Language (FSL).

Was it the constitutional recognition that allowed the program's establishment? Not really – the grant was pivotal. It's a bit complicated. FSL was recognised in 1995 in article 14 of the Constitution. We had already taught FSL before that, however. From 1998 it really took off.

Who does FAD provide for? We deal with all kind of deaf people and CODAs too – sign language users. But the core consumers are deaf people themselves.

What services do you provide - just welfare services, or a broader range? The Finnish government provides good services and we complement these with our services. Each regional team has three or four staff, and there are four regional teams - north, south, east and west. There are three main departments – services, administration, and development. Our activities include advocacy as a high priority, employment, social work, and a deaf club

which we support. Sign language interpreting is centrally managed. We also have sign language dictionary research, a deaf museum, administration, and deaf folk high school which we own but which is managed independently. There is also a business that sells equipment. Then there's an international development section – we run 14 separate development co-operation projects.

If you could have dinner with anyone in the world, who would you invite? The Dalai Lama. He is such a peaceful person – tries to do everything without war or conflict. No matter what the problem is, he can solve it and all the time stay happy!

What is your favourite quote? There are many, but the one I will choose is "United we stand, divided we fall". In Finland, here in Australia and in many countries around the world, when deaf people think of themselves as individuals only, they give less to the whole community. It just doesn't work. Individuals are important, but we can't do anything without others. I think the shift to individualism creates a disconnect that is not what we want.

Now about deaf representation, do you have problems in Finland with separate groups representing the deaf? On the day-to-day level we accept that there are different organisations all making their own contributions, but when

we need to advocate we work together for important goals, because we have the same goals. Separation at the level of goals and advocacy is a disaster.

Now you are stepping down from WFD, what three things are you most proud of? First of all, international law now recognises sign language. It still gives me a thrill to think of it! Second, I'm happy that,

through the International Disability Alliance, WFD stands in a good position to unite community and government. Third, I am thrilled to see more and more deaf professionals, not only in Australia but around the world.

You remember that years ago, deaf people said "we aren't disabled" now you are working with disability groups. Why the change? The convention recognises both views - the linguistic and cultural and the disability. You need to marry disability rights with linguistic and cultural rights to achieve full human rights.



Anthony Gorringe and Markku Jokinen

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From the CEO

With perfect timing for this edition of the *Herald*, I would like to share some of the inspiration from the recent 2nd National Conference of Deaf Australia in Hobart, Tasmania. The theme of the conference was "From Little Things Big Things Grow", showing how the hard work of many has achieved so much.

It was a pleasure to meet Mr Markku Jokinen, President of the World Federation of the Deaf. He gave a powerful message about Deaf Education and particularly the need to work together to ensure that deaf children have the right to receive full access to education – the right to choose sign language as their language and to learn in a bilingual setting. This right is enshrined in the United Nations Convention on the Rights of Persons with Disabilities.

The Deaf Society is proud to be doing pioneering work in our field. Our staff members presented on some of the ways we are achieving our Mission and our Vision – Equity for deaf people. We presented on projects for deaf senior citizens, for deaf people who use sign language interpreting services through sign language communications, for deaf youth and in global work as well as the online Auslan course. The Deaf Society wishes to congratulate our staff for the excellent range of information they offered at the conference. Our thanks go especially to Deaf Australia for their work in bringing together such an inspiring conference.

It is important for you, our readers, to know more about the Board of the Deaf Society. We aim to introduce a profile of one of our Directors each issue. The first one is our President – Anthony Gorringe. You can find his profile on page 4.

It is time to renew your membership with the Deaf Society to enable you to attend and vote at our Annual General Meeting in October. If you are a current member you will receive a letter from me to remind you soon. For those who are not members of the Deaf Society yet, you can find out how to become a member on page 3.

And finally, the Deaf Society is very proud of Katrina Lancaster who recently received the Lord Mayor's Youth Award 2011 from Parramatta City Council for her dedication to supporting young deaf people in NSW.

Sharon Everson
Chief Executive Officer

Editorial

Welcome to the fourth issue of the NSW Deaf Herald.
We continue to receive very good feedback from the community who find the Herald enlightening and enjoyable.
Now you have an opportunity to provide feedback on the



previous issues of *NSW Deaf Herald*. We want to make sure that when you receive the Herald you can sit down to read it with a hot cup of something and a big smile. Please see page 7 to make your contribution to improving our *Herald*.

The WFD President Mr Markku Jokinen visited Sydney on his way to Hobart for the Deaf Australia Conference. The Deaf Society had the pleasure of hosting an afternoon tea for his official visit to the Parramatta Office – the first time the Deaf Society has received a visit from a WFD President. As a part of his stopover in Sydney, Mr Jokinen visited three different conference sites for the 2nd International Conference of the World Federation of the Deaf in 2013. There is a feature about the conference on pages 8 and 9 for you to enjoy.

Sign Language Communications has launched a national survey to receive your feedback about interpreting services around Australia. Your input is very important for improving our services in NSW/ACT as well as other states around Australia. More information about the survey can be found on page 6.

More and more information is becoming available in Auslan thanks to our Translation Service here at the Deaf Society. As an example, during the recent NSW Election the Deaf Society worked with the NSW Electoral Commission to make their information on election procedures accessible for deaf people in Auslan. Here is the link:

http://office.elections.nsw.gov.au/about_elections/community_information_resources/community_information_formats/auslan_with_captioning_and_voice_over

Please talk to us if you believe there are other websites that should offer information in Auslan; contact Sheena Walters at swalters@deafsociety.com.

Happy wintery reading!

Colin Allen
Director of Services

How to contact Deaf Society:



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2011 Census - NRS working to make it Relay Service friendly

The Australian Census comes round every five years and this year it's on 9 August – the date when every household in Australia has to fill in the census form.

The NRS has been working for over 12 months with the Australian Bureau of Statistics – the people who run the Census – to help make sure that deaf people are able to find out about the Census as easily as possible.

There will be a phone inquiry line during the census period for people who have any questions about filling in the census form or any other part of the census process.

There is also an information video in Auslan which will be on the Bureau of Statistics website soon – see www.abs. gov.au/census and follow the prompts.

NRS callers will be directed to a specially trained group of inquiry line staff. NRS has developed training resources for these staff to help make sure they are Relay Service friendly – that they understand what relay calls are and can handle them professionally, efficiently and in a welcoming manner.

The inquiry line will also answer emails about the Census.

The census form will be delivered to every household in the country and for the first time ever will include a note on the front page about how to contact the inquiry line through the NRS. You will also be able do the Census online if you prefer.

The inquiry line will not have a separate direct TTY line. All calls to the inquiry line by people who are deaf, hearing impaired or speech impaired will need to be made through the NRS.

The Australia Census is designed to collect information from all Australians – it helps in planning and providing services. Everybody counts so let's all participate.

Important: Count Auslan in the Census!

It is important for Auslan to be included in the Census - the Deaf Society will have an information session to explain how the NSW Deaf Community can record our language in the Census. If we record it, the government will know that we need interpreters for communication access. If we do not record it, the government will not have the right information.

The information session will explain all about the Census – come along on Thursday, 28th July at 7pm at the Deaf Society's Office in Parramatta. This information session will also be offered to community members at all of our Deaf Society's Regional Offices. Please contact your local Community Workers to find out when this information session will be available in your area.

Auslan is our community's language - make it count!

DSNSW Membership

It is time to renew your membership for next financial year (from 1st July 2011).

Membership will enable you to vote at the Deaf Society's next Annual General Meeting in late October, 2011.

Please feel free to renew when you receive the renewal membership letter from our Chief Executive Officer, Sharon Everson.

If you are not member of the Deaf Society, you are welcome to apply for membership. To apply, download the membership form from:

www.deafsocietynsw.org.au/contact/become_member.html

DSNSW Board Profile



I spent my boyhood in Dunedoo and boarded at St. Gabriel's School for the Deaf. After school I worked as a baker until my marriage to Kay. I have lived in Orange for 42 years. After leaving baking, I retrained and got a job with the Department of Health, where I worked for 15 happy years until retiring in December 2009.

I served on the Disability Council of NSW for four years and realised more about the needs of people with disabilities on all levels, particularly deaf people. Communication was the major problem I saw in this area, and the need for a voice to raise issues.

I was elected to the Board of the Deaf Society in 1989 and stayed until 2005 (with a break for study in 1994). I then retired, but there was no deaf person on the Board and in 2007

I decided to stand again. I was so happy to be elected as first deaf president of the Deaf Society and since then the deaf board membership has grown from two deaf people to five.

I have been involved in Deaf Lawn Bowls of NSW and Australia for 27 years (as International executive for four years) and I was involved in the 6th International Deaf Lawn Bowls Championships in Perth in April 2011.

I am looking forward to the 100 years celebration of the Deaf Society in 2013.

'Tax in Australia —what you need to know' now available in 16 languages including Auslan



The ATO's 'Tax in Australia –what you need to know' DVD and online presentation is now available in 16 different languages including Auslan.

Originally launched in August 2009 the DVD is designed to overcome language, communication and cultural barriers to inform new migrants about Australia's tax and superannuation systems.

The DVD explains why Australians pay tax, the need for a tax file number, what to do when starting employment and why people may need to complete a tax return. Subtitles are used to assist understanding with tax terminology and to aid comprehension for hearing impaired viewers.

The product was originally produced in ten languages: Arabic, Dari, Dinka, Karen, Korean, Mandarin, Persian/Farsi, Thai, Vietnamese and English. The decision to convert the product into an additional five languages was driven by positive feedback from users, community leaders, intermediaries and government agencies. This means 'Tax in Australia – what you need to know' is now also available in Assyrian, Hindi, Khmer, Somali and Spanish.

In addition, the DVD has been produced in Auslan which is the natural language of the Australian Deaf community, particularly those who are born deaf.

More information

The 'Tax in Australia –what you need to know' DVD was produced by 'SBS In Language' and is available from www.ato.gov.au

This concept was developed in consultation with Vicdeaf, Centrelink's Multicultural Advisory Committee, Victorian Multicultural Commission and intermediaries including Adult Multicultural Education Services (AMES), Migrant Resource Centres and the multicultural communities.

Need a Auslan Interpreter?

SLC NSW is DSNSW's interpreting service; we provide high quality interpreters.

Pictured is your "Need an Interpreter card" Please cut this out and put it in your wallet or purse. If you need an interpreter, show this card so they can contact us and we'll do the rest.

If you need any assistance with your interpreting, please contact the booking office on:

SMS: 0427 891 774 (this is an SMS only number)

Fax: (02) 8212 5836 Phone: (02) 8833 3611

MSN: slc_nsw@slcommunications.com.au Email: slc_nsw@slcommunications.com.au

Or you can come and visit us in the Deaf Society office at Level 4, 69 Phillip Street, Parramatta.



SLC NSW

Interpreting Service

Level 4, 69 Phillip Street Parramatta NSW 2150

Phone 1300 123 SLC (752) TTY (02) 8833 3653 Fax (02) 8212 5836

slc_nsw@slcommunications.com.au www.slcommunications.com.au

SLC NSW - a division of The Deaf Society of New South Wales

Updates from the Deaf Society

Contributors: David McQuiggin, Teresa Thomson, Craig Bishop, and Colin Allen.

Job in Jeopardy (JIJ)

The Deaf Society provides a Job in Jeopardy (JIJ) Program, which can assist deaf and hard of hearing consumers who are at risk of losing their employment in the immediate future as a result of their illness, injury or disability. JIJ aims to assist consumers to keep their jobs. Working with the JIJ program, we have assisted many deaf or hard of hearing consumers to keep their jobs in many ways. For example, we provide face to face support, workplace assessments, workplace modifications, advice about job redesign – just to name a few.

One particular case of success is the assistance provided to one of our consumers who worked in a large government organisation. This consumer was at great risk of losing her position due to the barriers and issues that related to her deafness and when she was eligible for JIJ support, the Employment Service went into action!

We started by providing Human Resources mediation to discuss her issues and agreed that the consumer had to have a support person from our service in attendance each time a meeting was held to try and resolve her issues with the view to a successful removal of her barriers in the workplace. Some of the first things we did were to modify some tasks within her current role to relieve pressure and negotiated some job redesign, where the consumer was to complete additional filing for her colleagues and in return does not need to receive phone calls, which was a burden for this person due to her hearing loss. We used Employment Assistance Fund (EAF) to provide workplace modifications for the consumer to assist in breaking down the barriers that she was facing in her day to day work, by organising an iPad for her to access real time captioning during team meetings where staff present would discuss progress at work and task allocations. Also, we organised a TTY in the workplace to allow her better access to the telephone system as this equipment enabled her to adjust volume settings to her requirements, as well as access to the NRS. After she received these workplace modifications, she had better access and has improved in her performance.

The Deaf Society continues to support this consumer through negotiating with the organisation's IT department to enable access to the NRS through the internet (as this is a government department the security through the internet is quite high). Not only this, we will also continue to make contact with the consumer for up to six months to make sure she is settling into her improved working conditions.

For more information about JIJ assistance:

www.jobaccess.gov.au/ServiceProviders/Assisting_job_seekers/Helping_job_seekers_thrive_at_work/Helping_job_seekers_keep_their_job/Pages/Job_in_Jeopardy.aspx

Parent to Parent Support

The Parent to Parent Support Program started in early 2009 and filled a gap for hearing parents of deaf/hard of hearing children.

Families with deaf children often feel isolated with relatively few contacts with whom to compare and share their experiences and lack information about how to deal effectively with their child. Many professionals are in contact with parents but this is the first service in NSW that matches a parent with another parent mentor.

It provides families with much needed support at time of diagnosis or any time through their journey. The Deaf Society and PCDE (Parent Council for Deaf Education) jointly work together to train and match parents and to inform professionals about this service.

The following testimonial is from Fiona Fairlie – a trained mentor:

"My husband and I were lucky enough to participate in a training session for the Parent-to-Parent Support Program for deaf and hearing impaired children.

The Deaf Society should be commended for their initiative in providing such a valuable community support service for families in the early days of diagnosis. Often it is a time of great stress in receiving the news of a new born baby having a hearing loss and the Deaf Society has identified the need for support of these families from other parents, who have themselves experienced the highs and lows that the newly-diagnosed families are going through, first hand.

The training day was very thorough and professional. We were guided through many real-life scenarios and by the end of the day, I felt I was really prepared to help and listen to a mentee's issues.

I really enjoyed meeting all the other people in the training group, we had a lot of fun, but worked hard at the same time.

I am looking forward to helping other families in the same situation as mine. Having gone through so much, I hope, like the other mentors that I have a lot of experience to offer other families, and I am very pleased that the Deaf Society has acknowledged the value of that experience."

Being in touch with parents in a similar situation makes a big difference in parents' lives as it enables access and support from other parents with similar backgrounds. Some parents need support for a very short period and others use the full three months of the program. We have helped parents from multicultural backgrounds including those who speak Arabic, Cantonese and Mandarin.

There have been special cases of parents with children that have CHARGE Syndrome and Down Syndrome. We are proud to have mentors who can be of great help to another parent in these circumstances. We also have a trained mentor who has a child with unilateral hearing loss.

Our numbers have increased, we have made a lot of successful matches, and we have had excellent feedback. One mentee commented:

"The program affected me personally as it helped me to see into the future as opposed to dwelling on what was wrong with my child. I am continuing our friendship past the Mentoring Program – thanks for your help and support."

The number of parents being referred will continue to grow as the word is spread through other organisations. It is such an awesome feeling to be helping others and to know that what you are doing is worthwhile – I hope the program continues to grow so we can provide a much needed service for future parents.

Spotlight on Tamworth

The Deaf Society has been actively engaged in the Tamworth Deaf Community for many years.

In 2004, when Craig Bishop (Regional Services Co-ordinator) began operating out of Lismore in Northern NSW, he made regular trips to Tamworth to support the local community and assist with community development.

Through this time, as a result of all the hard work done by the local community, an organisation called DeafACTion was formed and operated as a local incorporated community group to serve the needs of the local community.

In 2008, the Tamworth office of the Deaf Society was opened in response to a growing demand for services in the New England area. Our community worker in that office is Julia Griffiths, a member of the local Deaf Community.

The Tamworth office was opened as a walk-in service only, operating out of the Tamworth Community Centre on Darling St on Mondays and continues to provide this service today.

This service is fully funded from the Deaf Society's head office in Sydney with no local funding from any source.

The Deaf Society from time to time hosts community BBQs or workshop events in the Tamworth area. The Deaf Community in Tamworth has also formed close links with the local branch of Disability Advocacy and this organisation has been an invaluable support over many years, going well beyond what is expected of them to support and assist the Deaf Community in New England — our thanks to them for their support.



Survey 2011



Survey for Consumers:

Requester Survey

Requester Survey

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Survey for Requesters:

www.surveygizmo.com/s3/524868/SLC-Consumers www.surveygizmo.com/s3/534992/SLC-Requesters

These surveys will close on Thursday 30 June 2011.

We appreciate your support in completing these surveys.

"On this day..."

Exactly 80 years ago, in June 1931, the Association of Deaf and Dumb Citizens celebrated its second anniversary with a "special Anniversary Issue of the Deaf Advocate". The Association was an independent organisation, separate from the Deaf Society, and the Deaf Advocate was its newsletter. On the "personal news" pages, it is recorded that "Mr. & Mrs. Nicholson recently paid a weekend visit to Patonga Beach in company with Miss Esme Cossor...". The issue also had more serious pages – including some very frank objections to the Deaf Societies in NSW and in Victoria – the 1930s were revolutionary times in the Deaf Community as well as in other parts of Australian society!



Interagency Meeting

The Deaf Society recently hosted the first interagency meeting with partner organisations. The last issue of the *Herald* outlined the Memorandums of Understanding which the Deaf Society signed with each state partner organisation – Deaf Australia (NSW), Australian Sign Language Interpreters Association (NSW), Parent Council for Deaf Education and the Ephpheta Centre. At this first interagency meeting we talked about our vision and the efforts each organisation is dedicating towards the Deaf Community and those associated with the community.



From left to right: Colin Allen, Sheena Walters, Mark Burfield (PCDE), Sharon Everson, Kate Kennedy (PCDE), Katrina Lancaster, Rachael Ellis (Deaf Australia NSW), Stephen Lawlor (Ephpheta Centre), Chevoy Sweeney (ASLIA NSW)

We also discussed the National Week of Deaf People events to be held in October. Deaf Australia (NSW) will announce these soon, but some possibilities are a Deaf Festival and Auslan at Parliament House.

More information will be announced in the next issue about the National Week of Deaf People.

Trip to Rouse Hill – NSW Seniors' Week, 21-25 March 2011

Nola Colefax OAM, Patron of Sydney Deaf Senior Group

A NSW Seniors Government grant of \$500 was granted to the Sydney Deaf Seniors Group, which was to be spent on hiring a coach and two interpreters for an educational trip. The two interpreters were Melinda and Tania. Our secretary Robyn Housten was responsible for co-ordinating the event.

On 23 March, 40 deaf people and the two interpreters boarded a coach from Strathfield station at 8.30am. We arrived at the Powerhouse Museum in Castle Hill. We were impressed with the magnificent displays and the equipment used in the performance at the opening of the Sydney 2000 Olympic Games in Homebush. After a delightful lunch at Rouse Hill restaurant, "The Mean Fiddler", the tour continued to Rouse Hill Estate and the Old School House farm.



NSW Deaf Herald - Evaluation Your feedback please!

The Deaf Society always trying to improve, and this is your chance to give feedback on the NSW Deaf Herald. We would appreciate it if you could take a few minutes to give your feedback. Please go to www.surveygizmo.com/s3/545199/NSW-Deaf-Herald-Evaluation. This survey will close on Friday, 29th July 2011

Employment Walk In Service trial starts at Parramatta!

A new Employment Walk In Service will start in Parramatta on Thursday 2nd June 2011 at 1pm and will continue every week on Thursdays between 1pm and 3pm. This will be a trial for three months to see how it goes and we will review it at the end to see if we need to change it.

What support can we give you at Employment Walk In? We can:

- Talk about problems at your workplace
- Assist with Employment Assistance Fund
- Give advice about workplace modifications
- Explain forms, letters or your employment contracts/awards
- Make future appointments with Employment Officers if you need more time
- Assist you to advocate to improve your workplace
- Refer you to other services
- If you are worried you may lose your job because you are deaf or hard of hearing, we can help!

DSNSW Centenary Committee

Before we know it, 2013 will have arrived! In 2013, the Deaf Society Centenary Committee will arrange a whole program of wonderful events and celebrations for the Deaf Society Centenary. This article has information about the establishment of the Deaf Society in 1913, the 2nd International Conference of the World Federation of the Deaf that will happen in October 2013, and the people who have kindly volunteered their time to pull the whole program together and make the celebrations memorable!

Did you know that the Deaf Society will be 100 years old in October 2013?

Yes, the Deaf Society will be 100 years old on Sunday, 20th October 2013 and will hold an event at Sydney Town Hall. A document from our archives called 'A Short History of the Adult Deaf of New South Wales', says this about the birth of the Deaf Society:

The Adult Deaf and Dumb Society of New South Wales came into existence on October 20th 1913 at a public meeting held in the Town Hall, Sydney and over which the Lord Mayor, Sir Arthur Cocks presided. The following resolution was moved by Mr P. Forbes and seconded Mr. F.S. Booth, the latter deaf and dumb, - "That this meeting of citizens, being strongly of the opinion that something should be done immediately to ameliorate the lot of the adult deaf mutes, proposes the formation of an association to be called "The Adult Deaf and Dumb Society of New South Wales", to take on the spiritual, intellectual, moral and social needs of the afflicted people.

The seased prof of pumb covery of your come into seather on October 30' 1913, musing last who do Journ Hall Bythring, and the foremanded by the first work provided. The pollowing resolutions cover overed by 19" to a confidence of the latter program of the standing of aligners, fring attempts of the openion that the correlating absult be directly to arrelational the bet of the adult that smaller the formation of an association to be called the about the forests the latter than the adult the formation of an association to be called the about the forests the latter than the adult the formation of an association to be called the about the forest the latter than the adult the forest than the adult that the adult the forest and collect association of affective people.

This is a huge milestone for the Deaf community of New South Wales. To celebrate the centenary, the Deaf Society will be holding a series of special events throughout the year. The Board of the Deaf Society has set up a Centenary Committee consisting of:



Breda Carty
DSNSW Board



Glenn Welldon

DSNSW Board

representative



Colin Allen
DSNSW staff



DA NSW representative



Tony Clews
Community
representative



Caroline Conlon

Community
representative

Is a WFD Conference the same as the WFD Congress held in Brisbane in 1999?

No, a World Federation of the Deaf Conference is a smaller event than the WFD Congress. It is held every four years, in between the Congresses. The conference is just two days long. The last International Conference was held in Helsinki, Finland in September/October 2005 and the theme of that conference was "Our Rights - Our Future". Our Conference Theme for 2013 is "Equality for Deaf People".

Why is DSNSW able to host a WFD Conference?

The Deaf Society is an associate member organisation of WFD, as over 51% of the Board members are deaf. The Deaf Society submitted a bid to the WFD Board for the Conference to be held in Sydney, and in hopes that it would become a part of the DSNSW Centenary year. The bid was successful, and the Conference will be held in October 2013 in conjunction with DSNSW celebrating its 100 years on the very same weekend.

Three sub-committees have been established to assist the Centenary committee.

History

The History Sub-committee will be working on historical documents relating to the Deaf Society. The members of the History Sub-committee are Susannah Macready, David Parker, Darlene Thornton and Dennis Johnston under the leadership of Breda Carty.

Conference

The Conference Sub-Committee, convened by Colin Allen, will be assisting with the organisation of the conference. The members of this group are Todd Wright, Katrina Lancaster and a representative from each of our partner organisations; ASLIA NSW (Chevoy Sweeney), DA NSW (Kate Matairavula), PCDE (Kate Kennedy) and Ephpheta Centre (Stephen Lawlor).



Events

Lastly, the Events Sub-committee will look after the events that will be happening throughout the year. The members of the Sub-committee will be invited shortly and the group will be lead by Caroline Conlon and Tony Clews.





Centenary Sub Committees introduction - first meeting

The Centenary Committee has drafted a year-long program to celebrate the Deaf Society Centenary through the state of NSW where the Deaf Society offices are based. We are also hoping to have a range of events where every deaf person, deafblind person, deaf senior citizen, deaf student and their family, parents and friends can celebrate.

We will celebrate the historic day of 20 October 1913 with a program of events between 16 and 20 October 2013. To start, there will be a Welcome Reception on Wednesday 16 October 2013, followed by the WFD International Conference on 17 and 18 October 2013. On Saturday 19 October 2013, the Events Sub-Committee is hoping to host an International Deaf Festival including International Deaf Film and Arts events. The most important day for everyone will be Sunday 20 October 2013 when we will celebrate the Deaf Society's 100th Birthday.









More information will be available on the website regularly, so watch this space! The link is www.deafsocietynsw.org.au/centenary







Message from a board member - Josh Sealy

Another edition of Silent Messenger comes with yet another new face. My name is Josh Sealy and I am a new addition, since late last year, to Deaf Australia NSW as a board member. This is the first organisation I have affiliated myself with in the Deaf Community, and it will not be the last. My time is mostly occupied with studying at Macquarie University as a second year undergraduate student, with my weapon of choice as a Bachelor of Arts degree majoring in either Cultural Studies and/or Philosophy. While I do favour being creative, dramatic and sporty, my aim nevertheless is supporting the preservation and promotion of deaf culture and community, and I look forward to working more with the Deaf Community in the near future.

ASLIA (NSW) and Deaf Australia (NSW) Awards Night

The night of the 26th of March was nothing but head to toe fabulous. ASLIA (NSW) and Deaf Australia (NSW) held their annual Awards night at the Mercure Hotel on George Street, in Sydney, to celebrate, award and give recognition to hard working people and organisations for their achievements in the Deaf Community. It was a great excuse for everyone to mingle, socialise and naturally, to show off their fashion senses with the dress theme being 'A Day at the Races'. It is no wonder that on this special occasion, many people of high renown turned up. It was also a sign of good faith that all the young and old gathered together as a community. The spirit was noticeably bright when audible and visible cheers were made during a quick fashion show that was held to choose who was the most fabulously dressed. According to the volume of the cheers which rang out, Michelle Maguire was the winner. Congratulations Michelle!

Onto the main event, the winners in different award categories for the year 2010 were:

Individual: Paraprofessional (Level 2)	Susannah Macready			
Individual: Interpreter Advocate	Julie Tait			
Individual: Professional (Level 3)	Della Bampton			
Individual: Deaf Relay Interpreter	Stephen Nicholson			
Organisation Award	Westpac Banking Corporation			
Interpreter of the Year 2010	Della Bampton			
Individual: Deaf Person	Lorraine D'Arcy			
Individual: Deaf Employee	Kate Matairavula			
Organisation: Fair Go	Nut'N'Fancy			

Congratulations to all the award winners. We would like to thank the sponsors: our Platinum Sponsor NOVA EMPLOYMENT, our Gold Sponsor THE WESTPAC GROUP and our Silver Sponsors SLC NSW and IBM for their support of this event. Last but not least, we would like to thank the organising committee of the Awards night for making this fabulous night possible: Rebecca Schultz, Vanessa Sweeney, Rachael Ellis, Katrina Lancaster and Susannah Macready.

You all have done a great job and we are looking forward to the next Awards night next year!

The Future of Deaf Australia (NSW)

Deaf Australia (NSW) has appointed Matrix On Board to assist us plan for the future. To do this we want to know what you think about Deaf Australia (NSW) and what you would like to see happen in the future. This survey is for everyone that lives in New South Wales. There are 4 parts to this survey and it should take you approximately 10 minutes to complete and can be found on this link: www.surveygizmo.com/s3/486775/Deaf-Australia-NSW-Community-Survey-2011. Deaf Australia (NSW) would like to thank the Deaf Society of NSW for their support in assisting us with the funding for this research to be done.

Are you interested to be involved with Deaf Australia (NSW)?

Deaf Australia (NSW) has a vacant position on their board. If you are interested in becoming a board member, please email deafaust.nsw@gmail.com

Disclaimer

Community News

If you wish to submit your news, please contact Colin Allen, Editor. Word limit: 200 words, and please include a good quality photo.

Deafraiser - Tony Clews

The Deaf Society and four state partner organisations, Ephpheta Centre, Deaf Australia (NSW), Parent Council for Deaf Education and ASLIA (NSW) are proud to announce that \$7,400 has been raised in support of deaf people and children affected by the Queensland floods, far exceeding our target of \$5,000. Partnership and community solidarity made this possible, and the success of the event reflects the generous spirit of the Deaf Community and our friends.

Many thanks also to our sponsors; Brooks, InterContinental Hotels Group, Bridge Climb Sydney, Mercure Sydney, The Travel Authority Group, Glenworth Adventures, Taronga Zoo, OzDesign, Imax Sydney and Kennards Burwood.















Bobbie Blackson (President of DSQ)

Thank you from Deaf Services Queensland

On behalf the deaf and hard of hearing community in Queensland, I would like to extend my deepest gratitude and appreciation for the efforts undertaken to ensure the lives of the community affected by floods can be rebuilt and recovered. In particular I would like to acknowledge the great work and efforts of Deaf Society, DA NSW, ASLIA NSW, Ephpheta Centre and PCDE.

The combined efforts of so many organisations not only within NSW but also across state borders shows the strong sense of community we have, and the shared values of dedication and commitment to meeting the community's needs.

Words cannot describe the sense of pride I feel in knowing that we can rely on our community to assist in times of need, and also the pride of knowing that I am part of this community. It is an indication of the potential of our community and the opportunity to collaborate more in the coming years.

Thank you again and we look forward to keeping you informed on the distribution of the funds.

Bobbie Blackson (President, Deaf Services Queensland)



Auslan at the Vatican - Nicole Clark

Recently I spoke as Chairperson of a committee to a National Council of Australian Catholic Bishops about the needs and rights of deaf people and how the Church can help meeting those needs. This committee was to advise Bishops throughout Australia on matters relating to deafness. The establishment of such a committee is an important step taken by the Catholic Church in seeking to recognise and meet the needs of deaf and hard of hearing people.

In November 2009 the Vatican (the head office of the Catholic Church) called an international conference in Rome about deafness. Experts on all aspects of deafness were invited to present to the Vatican Council. The presenters included doctors, teachers of the deaf, deaf priests and ordinary deaf people who spoke about Deaf Culture! I was invited to speak about interpreting and the role of the Church in recognising and using professional interpreters. I was accompanied by Kathy Wright as my interpreter – I was proud to make my presentation in Auslan which was the first time signed language has ever been used in a Vatican Conference! Ten Australian deaf people attended the conference.

An outcome of the conference was that 12 recommendations were made by the Church. One was that every country should set up a committee of experts on deafness to advise their Bishops. The Australian committee is made up of deaf and hearing people including Danni Wright. As Chair, I advised the Australian Bishops about matters with the greatest priority and I was able to highlight the big steps forward that have been made with the UNCRPD. A result is that the Bishops have agreed improve access for deaf people to national Catholic conferences and to support a group of 9 deaf people to attend an international event. We are confident that further positive changes will follow which will benefit all of the Deaf Community.



National Broadband Network Guide in Auslan

The internet has changed most people's lives in the past decade. You have probably seen media coverage about the Australian government building a new high-speed telecommunications network called the National Broadband Network or "NBN".



The NBN will give everyone a high-speed link between their home/work and their service provider (such as Telstra, Optus, iiNet and Primus).

Today this type of high-speed broadband is only enjoyed by a very small number of Australians. It is expected that the NBN will be fully completed by 2020.

The NBN is public utility infrastructure that will cover all premises. Think of it as similar to the electricity power grid. A hundred years ago, the first electricity network was built for one purpose: street lighting. Much later, it started being used for indoor lighting in homes. Later still, it started being used for new appliances like electric stoves, heaters and refrigerators.

In the same way, the NBN will first be used for high-speed access to the internet and for phone calls. But soon it will start being used for a range of other services which are separate from the internet. In the future you may get TV delivered over the NBN, or you might have video consultations with your doctor, or a range of other in-home services.

Importantly for deaf people, the NBN will provide the technology needed for better quality video chat over the internet – no delays or blurry pictures when people are signing. This will mean improved communication options for deaf people, greater communication access for deaf people in country areas, easier access to interpreters, opportunities for increased Auslan in education and distance education in Auslan.

In April, ACCAN (the Australian Communications Consumer Action Network) and the Internet Society of Australia launched a new guide and website, NBN: A Guide for Consumers, to provide answers to many questions you may have about the National Broadband Network.

ACCAN felt it was important to also make this information accessible for deaf people. The Deaf Society of NSW's Translation Service was contracted to produce an Auslan version of the guide. The nine videos explain what the NBN



is, what technology and equipment is involved, what the network will be used for, the change from the copper telephone cables we use today to the NBN cables and how they will be connected to your home.

You can see the Auslan version of the guide at:

http://accan.org.au/index.php?option=com content&view=article&id=262&Itemid=318

Or download the guide in English at:

http://accan.org.au/index.php?option=com_content&view=article&id=261&Itemid=317



Deaf Sports News

Editor: Tony Clews

If you want to send a story for the next issue, feel free to email me at tclews@deaf.nsw.edu.au

NSW Deaf Women's Poker Championship, 18 March 2011 at Burwood RSL

Deaf Poker Australia, together with Sydney Deaf Club, played host to the first ever NSW Deaf Women's Poker Championship at Club Burwood. This is the first ever poker tournament of its type catering to deaf/HI/HOH women poker players.

A total of 25 players took part in this exciting event with a vast majority of the players having their first taste of playing in a multi-tables self-dealt tournament.

At the quarter time break, play was so tight and competitive, not one player was knocked out. We did have one player going ALL IN at that point and survived by holding pocket Aces to go with a Full House on the board.

Eventually, at the half way mark, players started to get knocked out of the tournament and the final table consisted of the following people:

Jessica Thomson	Lise Clews		
Jordanna Smith	Hollie Jessop		
Sandra Sweeney	Christine Bible		
Alisha Wormald	Bridget Nunan		

The final heads up challenge was played out by Alisha who took on the might of a little more experienced Lise. Alisha was playing in her first ever poker tournament and beginner's luck proved a match for Lise's poker experience with the Deaf Home Poker Tournament. Alisha's final hand of 5 – 10 off suit with a straight on the turn crushed Lise's hand of high pair of aces and she took out the title of "2011 NSW Deaf Women's Poker Champion" and prize money. Lise also wins 2nd place consolation prize money!

Deaf Poker Australia would like to thank Emanuel, Mark and Grant for helping on the night. Also major thanks to the Sydney Deaf Club for their support and thanks to all the players and supporters that came to support this special event. For further information, please email dpa@deafpoker.com.au

Australian Deaf Games in Geelong Update:

A representative from Australian Deaf Games – Games Organising Committee is coming to Sydney and they will give a talk about the Games on 17 June at Club Burwood. It will be held on the same night as the Deaf Club's regular gathering. This is a great opportunity for you to ask questions about the Games. Keep your eyes on The Deaf Club website for more details www.thedeafclub.org.au.



Everyone planning to attend the Games must pay the Games Registration Fee and then the individual sports fee (if you are participating in a sport).

For more information about the Registration or the Games – www.austdeafgames.org.au

See you on 17 June at Club Burwood!

Deaf Netball NSW

Deaf Netball NSW has been out of action for a few years now and with the upcoming Australian Deaf Games we are getting it back on track. We recently held a very successful Deaf NSW Netball Gala Day on Sunday 1 May at Ann Clark Stadium, Lidcombe. Thank you to Netball NSW for their assistance with free use of the stadium and their assistance with umpires. Also a huge Thank You to all that came along for what was a great day!

As a result of the Gala Day we have put together a committee who will lead the way in getting NSW Netball ready for the upcoming 2012 Australian Deaf Games (ADG). Now we need YOU! If you are interested in playing Netball for NSW at the ADG or being a part of the committee/staff during the tournament, please email Kylie Pickup at secretary@ deafnetball.org.au. NSW will be holding a selection day SOON for all those interested in playing for NSW, so make sure you register your interest.









Deaf Sports in NSW

Please contact the individual groups for their event program.

Sports/Recreation Groups	Contact Person	Contact Details
Deaf Basketball Club	Sokong Kim	sokong@tpg.com.au
Deaf Cricket Club	Andrew Park	dcnsw@live.com
Deaf Darts Club	Wendy Lancaster	wez.lancaster@gmail.com
Deaf Football Australia	Brian Seymour	secretary@deaffootballaustralia.com.au
Deaf Lawn Bowls	Peter Hannan	pjenny1@optusnet.com.au
Deaf Poker Group	Sokong Kim	dpa@deafpoker.com.au
Deaf Rugby	Simon Mahony	southerncrossdeafrugby@hotmail.com
Deaf Table Tennis	Trevor Boyle	tboyle.mgirke@bigpond.com
Deaf Tennis	John Lui	jlui@deaftennisaustralia.org
Deaf Ten Pin Bowling Club	Bruce Shaw	shadan@netspace.net.au
Deaf Volleyball	David Larkin	David.Larkin@aecom.com



Subscribe online:

Do you want to receive NSW Deaf Herald and other information from the Deaf Society by email? Subscribe at www.deafsocietynsw.org.au/subscribe

All courses are taught in Auslan only.

Contact: Tony Clews - sms: 0421 066 663 tclews@deaf.nsw.edu.au



Signcraft course

6 weeks (Wednesdays)
Starting on 20 July 2011

Course fee: **\$25**Time: **6.30 to 8.30pm**

Each week you will learn new skill such as structuring a presentation, sign modulation, eye contact, gesturing and many more.



Information Session - Census

Thursday, 28 July 2011

Andrew Rogers Training Room

Time: 7pm

information about how to put correct information on the form. We want the Government to know how many of us are using sign language.

Events

Deaf Community Groups:

Deaf Seniors Group

15 June - Sydney Bingo and Cards

28 June - Gosford Carpet Bowls and Cards

6 July - Sydney Hoy Cents

20 July - Sydney White Christmas in July

27 July - Newcastle Carpet Bowls and Cards

5 August - Sydney Carpet Bowls and Cards

17 August - Sydney Guessing Competition

24 August - Wollongong To be advised

7 September - Sydney Bingo Cards and Father's Day Raffle

Sydney Deaf Seniors Group

meets on the 1st and 3rd Wednesday of each month at Burwood RSL, Shaftesbury Rd, Burwood. Hours: 9am to 2.30pm. Contact: Alison Trott Fax (02) 9642 1931 SMS: 0431 938 404

Gosford meets at Leagues Club, Dane Ave, Gosford.

Newcastle meets on every Wednesday at Hamilton North Bowling Club, Boreas Rd, Hamilton. Hours: 10am to 2pm.

South Coast Wednesday 31 August, for more info Contact: Lyndall Keppie Fax (02) 4443 3140 SMS: 0402 206 977

Deaf Women's Guild of Sydney

The Guild meets on the first Saturday of each month at The Barn, 45 Belmore Street, Burwood at noon. Each month they have a different activity program.

Usher Group

Usher's Group Meeting

Friday, 24 June
10am to 12pm
Deaf Society, Level 4,
69 Phillip St, Parramatta
Contact:
Lizzi Price
lprice@deafsociety.com

Sydney Region

SMS: 0411 737 268

The Deaf Club, Sydney

17 June - Countdown to World Federation of the Deaf Congress - Parramatta RSL

1 July - *Deaf Got Talent Part II* - Club Burwood

More information on the Deaf Club, Sydney www.thedeafclub.org.au

Northern NSW Region

Lismore Games Day

Second Wednesday of the month

10am to 12pm.
Deaf Society office Lismore,
22 Conway St, Lismore
Contact:

Melissa Mahony mmahony@deafsociety.com SMS: 0422 013 451

Lismore Office Morning Tea

Mondays: 27 June, 25 July, 29 August 10am to 12pm Deaf Society office Lismore, 22 Conway St, Lismore Contact:

Melissa Mahony mmahony@deafsociety.com SMS: 0422 013 451

Deaf Chat

Friday, 10 June
10am to 2pm
Lismore RSL Club, Keen St,
Lismore
Contact:

Kathryn Rathborne SMS: 0427 535 856

Coffs Coast Region

Coffs Harbour Morning Tea

Every Wednesday
10am to 2pm
Boambee Community
Centre, Bruce King Drive,
Boambee
Contact:
Terri Richardson

trichardson@deafsociety.com SMS: 0401 230 911

Social days

Third Sunday of the month between 11am and 3pm Various locations

Contact:

Terri Richardson trichardson@deafsociety.com SMS: 0401 230 911

New England Region Social days

Third Sunday of each month Market on Peel Street 9am to 12noon Meet at Post Office, Tamworth

Contact:

Julia Griffiths jgriffiths@deafsociety.com SMS: 0406 672 500

Saturday, 16 July, 10.30am Banalasta Winery Picnic Green Valley Road, Bendemmer Contact: Julie Grimwood

Contact: Julie Grimwood SMS: 0429 203 769 or Anne-Maree Marshall SMS: 0409 655 263 isingnsign2u@hotmail.com

Sunday, 14 August

12noon at Fleabes' Cafe
The Atrium, Kable Ave,
Tamworth
Contact: Julie Grimwood
SMS: 0429 203 769 or
Anne-Maree Marshall
SMS: 0409 655 263
isingnsign2u@hotmail.com

Thursday, 22 September 12noon at Weswal Art Gallery Cafe, 192 Brisbane Street, Tamworth Contact: Julie Grimwood SMS: 0429 203 769 or Anne-Maree Marshall SMS: 0409 655 263 isingnsign2u@hotmail.com

Deaf Outback Camp October Long Weekend
Near Gloucester
30 Septemeber - 3 October
The campsite will be limited
to 120 people and the
deposit is required to be
paid before 1st August.
For more info,
Contact: Julie Grimwood
SMS: 0429 203 769 or
Anne-Maree Marshall
SMS: 0409 655 263
isingnsign2u@hotmail.com

Hunter and Central Coast Region

Newcastle Deaf Society Night

Fourth Saturday of every 6pm at the Bistro for dinner or 7.30pm at the bar Wests Leagues Club, Hobart Lyndall Keppie Rd, Lambton

Tweed Head/ Gold **Coast Region**

Tweed Deaf Social Night

Fourth Friday of each month from 7pm Twin Town Services Club, 1st floor, family and friends lounge, Wharf St, Tweed Heads.

Contact:

David London deafclub@goldcoastinc.net SMS: 0408 762 414

South Coast Region

Tuesday Coffee Mornings

Every Tuesday from 9am Michel's Patisserie, Warilla Grove Shopping Centre, Shellharbour Rd, Warilla Contact:

Sara Willyan-Payne swillyanpayne@deafsociety.com SMS: 0406 940 899

Wing & Pears Coffee Shop

First Friday of every month. 10am to 12pm Wing & Pears Coffee Shop, Corner of Junction & Berry Streets, Nowra Contact: SMS: 0402 206 977 Fax: 02 4443 3140

Auslan Practice Groups

Glebe

Every second Saturday morning 10am to 12pm **Broadway Shopping Centre Food Court** Contact: via Facebook (www.

facebook.com). Search for the group "Sydney Auslan Practice Groups".

Liverpool

One of the oldest groups in Sydney - they have been meeting for over 16 years. Every Friday, 10am-12pm. **Liverpool Library** Contact: coordinator Carmel Martin c.martin@liverpool.nsw.gov.au Ph: 9821 9450

Penrith

Second and Fourth Thursday of each month from 6:30pm Peachtree Hotel, Peachtree Rd, Penrith. Contact: Meagan mrudd@parra.catholic.edu.au SMS: 0410 691 381 or Erin

Newcastle

Every first Saturday of the month from 11am McDonald's at Green Hills Contact: Anne Ward

etaylor86@hotmail.com

SMS: 0421 216 122

SMS: 0427 123 013

Third Saturday of the month 10.30am

Aroma's Cafe at Glendale **Shopping Centre** Contact:

Pam Wells

SMS: 0411 855 950

Central Coast

Second Saturday of the month "MyCafe" Imperial Centre, Gosford (opp. Woolworths)

Coffs Harbour

Every Wednesday 10am to 12pm **Boambee Community** Centre, Bruce King Drive, Boambee Contact: **Coffs Coast Deaf Community** SMS: 0439 604 637

Orange

First Sunday of the month from 2pm Beekeeper Inn, 2319 Mitchell Highway, Vittoria Contact: Paul Nordheim pnordheim@deafsociety.com SMS: 0409 745 288

South Coast

Every Tuesday - 9.30am-11am Michel's Patisserie, Warilla Grove Shopping Centre, Shellharbour Rd, Warilla Contact: Sara Willyan-Payne swillyanpayne@deafsociety.com SMS: 0406 940 899

Tamworth (NEW!)

Please contact Julia Griffiths for more information Contact: Julia Griffiths jgriffiths@deafsociety.com richard.james.waters@gmail.com SMS: 0406 672 500



Plenty more information is available on the Deaf Society's Facebook page. You are welcome to join if you wish to receive regular information about our events both in metro and regional areas. We have regular events planned for the next few months which all are revealed in the Events pages (pages 14 to 15).

www.facebook.com/group.php?gid=10573391430&v=app_2373072738#!/deafsociety?sk=wall

Submission deadline:

If you wish to submit any articles or information for publication, you are encouraged to email us at herald@deafsociety.com. The deadline for contributions to the September edition of the Herald is 1st August 2011.

Please remember that the editors of the Herald may need to change your article because of space or to make the style consistent with the rest of the Herald. No promotional, commercial or personal advertisements are accepted unless the editor believes they are of direct value to the Deaf Community.

Answer:

3	9	1	7	8	6	5	2	4
4	8	6	5	2	3	7	1	9
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5	1	4	6	3	9	2	7	8
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2	6	3	8	7	1	9	4	5
9	4	7	3	6	8	1	5	2
1	5	2	4	9	7	6	8	3
6	3	8	1	5	2	4	9	7



Deaf Society Walk In Services

Parramatta

Mondays & Wednesdays – 9am to 12pm

Fridays – 1pm to 4pm Level 4, 69 Phillip St, Parramatta

Contact: Jenny Rozsa / jrozsa@deafsociety.com

Central Coast

Appointment only

Contact: Justine Lorenz /

Niagara Park Community Centre, Washington Ave, Niagara Park

jlorenz@deafsociety.com / 0410 909 286

Newcastle

Mondays & Tuesdays – 9.00am to 3.00pm Level 3, 108-110 Hunter St, Newcastle

Contact: Justine Lorenz /

jlorenz@deafsociety.com / 0410 909 286

Coffs Harbour

Wednesdays – 9am to 2pm Boambee Community Centre, Bruce King Drive, Boambee Contact: Terri Richardson /

trichardson@deafsociety.com / 0401 230 911

Port Macquarie

First Tuesday – (Feb, May, Aug & Nov)
Port City Bowling Club, 4 Owen St,

Port Macquarie

Contact: Terri Richardson /

trichardson@deafsociety.com / 0401 230 911

Lismore

Wednesdays & Thursdays – 9.30am to 1pm 22 Conway St, Lismore Contact: Melissa Mahony /

mmahony@deafsociety.com / 0422 013 451

Tweed Heads

Third Thursday of each month – 10am to 12.30pm Food Mall, Tweed City Shopping Centre, Minjungbal Drive, South Tweed Heads Contact: Craig Bishop /

cbishop@deafsociety.com / SMS: 0423 488 619

Tamworth

Mondays – 9am to 1pm (Mondays – 1.30pm to 4pm Appointment Only) Tamworth Community Centre, Darling St

Contact: Julia Griffiths /

jgriffiths@deafsociety.com / 0406 672 500

Albion Park Rail

Mondays – 9am to 11am (after 11am, appointment only) Cnr Ash Ave & Tongarra Rd, Albion Park Rail Contact: Sara Willyan-Payne / swillyan-payne@ deafsociety.com / 0406 940 899

Nowr

First Tuesday – (March, June, Sept & Dec) Nowra Community Centre, 134 Kinghorne Rd, Nowra

Contact: Sara Willyan-Payne / swillyanpayne@deafsociety.com / 0406 940 899

Orange

Third Friday of the month – 3pm to 5pm Orange City Bowling Club, 61 Warrendine St, Orange

Contact: Paul Nordheim /

pnordheim@deafsociety.com / 0409 745 288

Keep up to date with events - visit:

- www.deafsocietynsw.org.au/events/deaf_society_events.html
- www.deafsocietynsw.org.au/events/deaf_community_newsboard.html

Emergency Contact Details:

106 TEXT EMERGENCY CALL

Emergency Call 106

The 106 emergency relay service enables people who are deaf or have a hearing or speech impairment to contact emergency services through their TTY (also known as a teletypewriter or textphone) or modem. It is a dedicated text-based emergency relay-service with direct access to fire, police and ambulance services. It is available 24 hours a day, everyday.

How it works:

- Dial 106. This is a toll-free number. You will be asked if you want police (type **PPP**), fire (type **FFF**) or ambulance (type **AAA**).
- The relay officer will stay on line to relay your conversation with the emergency service. Confirm your location.
- Do not hang up. Wait for a reply from the emergency service.
- If you wish to use speak and read (voice carry over) or type and listen (hearing carry over) let the relay officer know to set up the correct mode.
- This service is not available via speak and listen (speech to speech relay). These callers can dial 1800 555 727 and then ask for Triple Zero (000) or dial '000' directly.
- This service cannot be accessed by text message (SMS) on a mobile phone.

NRMA MOTORING + SERVICES

NRMA Roadside Assistance

24 hours a day, country and metro areas - deaf / hard of hearing text to 0437 13 11 11.

How it works: Call NRMA TEXT SMS 0437 13 11 11

- 1. Just say your name (say, Mr John Smith)
- 2. Your car rego number (say, nsw abc123)
- 3. Where you are? (say, 260 Victoria Rd, Ryde)

NRMA will text you back more info.

Contact the Deaf Society of NSW: