



7<sup>th</sup> June, 2005

## COMMUNITY SERVICES COMMITTEE MEETING

NOTICE IS HEREBY GIVEN THAT A COMMUNITY SERVICES COMMITTEE MEETING OF THE COUNCIL OF THE CITY OF RANDWICK WILL BE HELD IN THE COUNCIL CHAMBER, TOWN HALL, 90 AVOCA STREET, RANDWICK, ON TUESDAY, 14<sup>TH</sup> JUNE, 2005 AT 5:30 P.M.

Committee Members: His Worship, the Mayor, Cr M. Matson, Bastic, Kenny, Nash, Procopiadis, Tracey (Chairperson) & Woodsmith (Deputy Chairperson)

Quorum: Four (4) members.

**NOTE:** AT THE EXTRAORDINARY MEETING HELD ON 28<sup>TH</sup> SEPTEMBER, 2004, THE COUNCIL RESOLVED THAT THE COMMUNITY SERVICES COMMITTEE BE CONSTITUTED AS A COMMITTEE WITH FULL DELEGATION TO DETERMINE MATTERS ON THE AGENDA.

**1 Apologies**

**2 Minutes**

CONFIRMATION OF THE MINUTES OF THE COMMUNITY SERVICES COMMITTEE MEETING HELD ON TUESDAY, 12<sup>TH</sup> APRIL, 2005.

**3 Declaration of Pecuniary & Non-Pecuniary Interests**

**4 Addresses to Committee by the Public**

**5 Mayoral Minutes**

**6 Community Services**

6.1 DIRECTOR, CITY PLANNING REPORT 35/2005 - OVERSEAS STUDENT PROGRAM. 2

**7 Library**

7.1 DIRECTOR, CITY SERVICES' REPORT 51/2005 - ACCESS AND COMMUNITY INFORMATION LIBRARIAN - ENGLISH CONVERSATION CLASSES. 4

**8 General Business**

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GENERAL MANAGER

**Director, City Planning Report 35/2005**

<b>SUBJECT:</b>	Overseas Student Program
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<b>DATE:</b>	1 June, 2005	<b>FILE NO:</b>	F2004/06290
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**REPORT BY:** DIRECTOR, CITY PLANNING

**INTRODUCTION:**

At the 8 March 2005 Community Services Committee meeting, Council resolved that a further report be presented to Council at the conclusion of the Overseas Students Pilot Program.

The purpose of this report is to provide an update on the progress of the Overseas Student Program to date, for the information of Council.

**ISSUES:**

Since March 2005, a number of meetings have taken place between Cr Hughes, as well as other representatives of the Multicultural Advisory Committee, Community Development Officers and Randwick Boys High School in order to progress plans for the Welcome Overseas Student Program.

The Principal of Randwick Boys High School has indicated a strong willingness to support the project and gave approval for it to be implemented within the school. It was agreed that the pilot project would involve twenty overseas students from Randwick Boys High School.

The Australian Red Cross has also been identified as another potential partner for the development of the pilot program. The organisation currently has a well established volunteers program and has experience working with overseas students. Following discussions, the Australian Red Cross have expressed an interest in being involved in this project through a partnership arrangement.

The establishment of the Overseas Student Program will take longer than originally envisaged, due to the logistics and resources required with implementing such a program. This includes advertising and engaging the services of a sufficient number of volunteers, undertaking police record checks, programming and organising training and induction for volunteers.

It is proposed that a structured program be formulated in conjunction with the Australian Red Cross in order to provide the volunteers with necessary support and a time line for the program to be operational.

Subject to the successful recruitment of volunteers it is anticipated that the program will commence early December 2005 and be fully operational by March 2006 to accommodate school commitments and holidays, including the allowance of time needed for training and program implementation.

**FINANCIAL IMPACT STATEMENT:**

Council previously committed \$3,500 from the Contingency Fund and this is considered adequate funding to initially establish the program. The costs will include training to be provided to volunteers by the Red Cross and sundry expenses incurred by volunteers working with the overseas students.

Additional funds may be required at a later stage in order to meet staffing costs required to organise and facilitate the program and provide necessary support to the required volunteers. A further report will be provided to Council once the additional costs are known.

**CONCLUSION:**

The Overseas Student Program has been well received by both Randwick Boys High School and the Australian Red Cross, as it meets the identified needs of overseas students residing in Randwick City.

**RECOMMENDATION:**

It is recommended that:

1. Council note the progress report on the Overseas Student Pilot Program
2. Council support a partnership arrangement with the Australian Red Cross for the implementation of the Overseas Student Pilot Program
3. A further report be provided to Council in March 2006 following the implementation of the program.

**ATTACHMENT/S:**

Nil

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SIMA TRUUVERT  
DIRECTOR, CITY PLANNING

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JAMES SAIVANIDIS  
COMMUNITY DEVELOPMENT  
OFFICER YOUTH SERVICES

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COLIN ROSENFELD  
COMMUNITY DEVELOPMENT  
OFFICER MULTICULTURAL &  
SPECIAL PROJECTS

**Director, City Services' Report 51/2005**

<b>SUBJECT:</b>	ACCESS AND COMMUNITY INFORMATION LIBRARIAN ENGLISH CONVERSATION CLASSES
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<b>DATE:</b>	1 June, 2005	<b>FILE NO:</b>	F2004/08383
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**REPORT BY:** DIRECTOR, CITY SERVICES

**INTRODUCTION:**

Randwick City Library & Information Service has organised English Conversation classes for people from Culturally and Linguistically Diverse (CALD) backgrounds. The classes commenced in January 2005 at the Bowen and Randwick Branch libraries. The classes are conducted by accredited volunteers trained by Adult Migrant English Services (AMES).

**ISSUES:****Background**

As a result of numerous enquiries from library customers regarding the availability of services to help improve their English language skills, Randwick City Library & Information Service (RCLIS) considered establishing a programme of free English Conversation classes for people from CALD backgrounds. Similar classes have been successfully running in a number of other public libraries in Sydney. The on-going liaison with these libraries has provided staff with the necessary background knowledge and identified issues which needed to be addressed prior to commencing the classes.

**The Volunteers**

The first stage of the project involved recruiting volunteer tutors from the local community who were keen to help other members of the community to improve their language skills. Local residents who expressed their interest in becoming volunteer tutors ranged from the young people willing to improve their future employment prospects by gaining the valuable practical experience in teaching English, to the retired members of the community seeking to share and utilise their knowledge and skills for the benefit of the community in their spare time. All volunteers were interviewed and selected volunteers were required to complete a six week course presented by AMES. 16 volunteer tutors successfully completed the six week course with AMES.

## **The Students**

The second stage of the project involved student assessment and enrolment in the course. This stage has proved to be a very complex process which included advertising the classes, enrolling students and assessing their English proficiency and finally forming the groups. Overall 117 students enrolled in the course. They were allocated into 14 groups in accordance with their level of English proficiency.

January 2005 saw the start of the English conversation classes at the Bowen Library and Randwick Branch Library.

## **Aims of the Classes**

- Help adults improve their English conversation skills in a friendly and non threatening environment
- Provide an opportunity for adults to meet new people and share their life experiences
- Encourage adults to use library services and facilities

## **Staffing, budget and resources**

The project is co-ordinated by the Access and Community Information Librarian and Library Assistant and involves:

- Recruiting volunteers
- Enrolling students
- Providing auditorium and other facilities and resources such as stationery, photocopying equipment, furniture, etc
- Setting up timetables for the classes
- Providing teaching material such as textbooks, display language material, including posters, theme cards and charts, etc
- Providing all-round support to students and tutors

## **Promotion**

English Conversation classes were advertised and promoted by way of advertising the initiative in the local newspapers and multicultural network contacts. Advertising posters were also translated in a number of languages (Chinese, Spanish, Russian, Indonesian and Greek) and distributed in various agencies, community groups as well as in all three library locations.

## **Evaluation**

Regular meetings are held with the tutors. This allows the Access & Community Information Librarian to obtain on-going feedback and constructive suggestions. Students and tutors are also required to complete evaluation forms at the end of each term. The outcomes of the meetings and evaluation forms help to finetune the process and plan for the subsequent terms.

**FINANCIAL IMPACT STATEMENT:**

Initially the funding was requested through CDSE grant funding in 2004. Unfortunately, the application was not successful and due to the anticipated popularity of the program, it was decided to proceed using the Library & Information Services budget for 2004/5.

- Recruiting & Interviewing tutors - Client Services Salaries [\$4,000.00]
- Interviewing students for suitability - Client Services Salaries [\$2,000.00]
- Ongoing management per month - Client Services Salaries[\$800.00 per month]
- Translation & production of posters - Marketing & Promotions [\$400.00]
- Advertising in local newspaper - Free
- Tutor training resources - Library Stationery [\$1,000.00]
- Tutor stationery resources - Library Stationery [\$200.00]
- Photocopying of class notes - Library Stationery [\$500.00 per term]

**CONCLUSION:**

English Conversation Classes have proven to be an important addition to the core library services provided by Randwick City Library & Information Service to CALD communities. The Library will continue to commit resources and facilities to develop and implement programmes for people from Culturally and Linguistically Diverse backgrounds.

**RECOMMENDATION:**

That Council support the ongoing programme of English Conversation classes for members of the Randwick community who are from Culturally and Linguistically Diverse backgrounds.

**ATTACHMENT/S:**

Nil

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 JORDE FRANGOPLES  
 DIRECTOR, CITY SERVICES

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 VALERIA GRYADUNOVA  
 ACCESS AND COMMUNITY  
 INFORMATION LIBRARIAN