



# Your local area

Tutor Resources for the AMEP

Community

Intermediate

## Tutor Resources for the AMEP

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Theme: Community

Topic: Your local area

Task	Language focus	Learning activities	Resources
1. Can develop a better understanding of their local community  Can demonstrate a capacity for independent learning	<b>Vocabulary</b> local tip, child care facilities, Boy Scouts, Girl Guides, photocopier, recycle, lend, collect, collection, to be allowed, burn off, council, government organisation, concession, lend, borrow, join, responsible  <b>Structure</b> What? Where? When? How?	Discuss the questions about their local area  Answer questions about local council services  Role play calling the council  Plan and call the local council  Answer questions about library services  Role play joining a library  Plan and visit the local library	Worksheet 1: Your local area Worksheet 2: The local council Worksheet 3: Calling the council Worksheet 4: The local Library Worksheet 5: A visit to the local library

**Theme:** Community

**Topic:** Your local community

## Local facilities and services

<b>Task 1:</b>	Can develop a better understanding of their local community Can demonstrate a capacity for independent learning
<b>Vocabulary:</b>	local tip, child care facilities, Boy Scouts, Girl Guides, photocopier, recycle, lend, collect, collection, to be allowed, burn off, council, government organisation, concession, lend, borrow, join, responsible
<b>Language structure:</b>	What? Where? When? How?

### Activity instructions

#### *Discuss the questions about their local area*

- Worksheet 1: Your local area  
Learner reads the questions.  
Discuss each question together and learner ticks yes, no or unsure to each.

At the end of the activity encourage learner to find the unknown answers on the Internet or by asking a neighbour. In worksheet 5 the learner will be asked to contact their local council in search of information.

#### *Answer questions about local council services*

- Worksheet 2: The local council
- A. Instruct learner to read the short text and questions to focus their listening.  
Direct the learner's attention to question 1.  
Read the script and learner answers question 1.

### Script

<b>Receptionist:</b>	Good morning, Heatherton Council.
<b>Abdul:</b>	Good morning, I wonder if you could help me. I've just moved to Kingston Avenue and I need to know when the garbage collection is.
<b>Receptionist:</b>	Right, just one moment please.
<b>Mark:</b>	Good morning, Waste Management Department. Mark Lu speaking. How can I help you?
<b>Abdul:</b>	Good morning, I've just moved to Kingston Avenue and I would like to know when the garbage collection is.
<b>Mark:</b>	OK, Kingston Avenue.... just hold on please. Right, your garbage is collected every Wednesday.
<b>Abdul:</b>	Wednesday, OK. And where does it go? I mean where do I put the bin?
<b>Mark:</b>	Out in the street, on the footpath with the front of the bin facing the street.
<b>Abdul:</b>	OK. Is there any recycling?
<b>Mark:</b>	Yes. There are special bins for that. You only put glass, paper and cans in these bins. The recycled bin gets collected every fortnight on Wednesdays.
<b>Abdul:</b>	OK. Thankyou. Now just one more thing. I'd like to find out more about child care in the area. Who should I speak to about this?
<b>Mark:</b>	I will put you through to Tania. She will be able to help you.
<b>Tania:</b>	Yes, can I help you?

<b>Abdul:</b>	Yes please. I've just moved into Kingston Avenue and I'd like to know if there are any child care facilities in the area for my children because my wife and I both work.
<b>Tania:</b>	You're both working. So you would need long day care. How old are your children?
<b>Abdul:</b>	They're two and five.
<b>Tania:</b>	OK. There's a day care centre in Tasman Parade just near the railway station. It's open from seven in the morning until six at night.
<b>Abdul:</b>	Do they charge anything?
<b>Tania:</b>	Oh yes, but it depends on your wage. And you could be entitled to fee relief, but you have to go through Centrelink for that.
<b>Abdul:</b>	Right, OK. Do you have the phone number for that child care centre?
<b>Tania:</b>	Yes... its 9575 2898. Also, if you come to the council, to the front desk, you can ask for an information sheet. This gives you all the day care centres and the phone numbers. This might help you.
<b>Abdul:</b>	OK thank you, and thanks a lot for your help. Good bye.
<b>Tania:</b>	You're welcome. Good bye.

Learner reads the other questions again.

Read the script again. If necessary read it for the third time.

#### *Role play calling the council*

- Worksheet 2: The local council
- B. Together read the script and the learner can correct their work.  
Read the script several times reversing roles. (Encourage learner to use expression in their voice as though they are really asking for or giving information.)

#### *Plan and call the local council*

- Worksheet 3: A call to the local council  
Explain to the learner that they will make a phone call to their local council to enquire about council facilities and or services.  
Read and discuss the activity together.
- A. Learner finds out the details of their local council.
- B. Help the learner plan their call.  
Direct the learner to worksheet 1 to decide what they would like to find out from the council.  
Learner writes the topic and three things they will ask about.  
Learner formulates the questions they will ask and the opening to the conversation.
- C. Ask learner to practise the conversation several times before making the call to their council.  
Learner can call during your session time or as homework. (If done as homework, advise learner that some councils may have automated message rather than a receptionist and they will need to listen carefully to select the correct prompts.)

### *Answer questions about library services*

□ Worksheet 4: The local library

A. Explain to the learner that they will hear a dialogue between Parisa and a librarian.

Learner writes some questions about joining a library which Parisa could ask.

B. Ask learner to read question 1 and the possible answers.

Read the script once and learner answers the question.

### **Script**

**Librarian:** Can I help you?

**Parisa:** Yes, I'm just wanting to find out some information about how I join the library. I've just moved into the area.

**Librarian:** OK. Well you'd need to firstly fill out this form, and then we need to see two forms of identification with your name and address on them.

**Parisa:** What would that be? What can I bring in, a licence or something?

**Librarian:** Well you can bring a driver's licence if you have one but it can be an electricity bill, a bank statement... anything official that has your name and address on it.

**Parisa:** Can I take the form home or do I have to fill it in here?

**Librarian:** No, you can take the form home, fill it in and then bring it back with the two forms of ID.

**Parisa:** Can my husband and daughter use the same card or do they have to get their own?

**Librarian:** Well, it's probably better that they get their own cards, but if you'd like them to use your card it's up to you really. It's just that you are responsible for the books borrowed on your card, so if there are any problems like lost books, you'd have to pay the fines.

**Parisa:** OK. And how many books can I borrow?

**Librarian:** You can borrow up to twenty books on your card, four CDs and three magazines.

**Parisa:** Does it cost anything to join?

**Librarian:** No, there's no charge for joining. But there are charges for not returning your books on time.

**Parisa:** So if I take this form now and bring it back this afternoon with my forms of ID, can I borrow some books today?

**Librarian:** Yes, you can borrow from today and your card will be ready next week. OK?

**Parisa:** Yes that's fine. Thanks very much for your help.

C. Learner reads the questions.

Read the script again and learner answers the questions.

If necessary read it for the third time.

### *Role play joining a library*

D. Together read the script and the learner can correct their work.

Read the script several times reversing roles. (Encourage learner to use expression in their voice as though they are really asking for or giving information.)

### *Plan and visit the local library*

- ❑ Worksheet 5: A visit to the local library

Explain to the learner that they will make a visit to their local library to ask for information and or enquire about joining the library.

Read and discuss the activity together.

- A. Learner writes the conversation opening.
- B. Learner writes the three topics they are interested in finding out about.
- C. Learner formulates the questions they will ask.  
Ask learner to practise the conversation several times before making the visit to their library.  
Learner can visit the library during your session time or as homework.
- D. Ask learner to write the information they receive from the library.
- E. Explain to the learner that they need to assess their communication skills. (If this activity is done as homework, make sure that it is discussed and reviewed at the next session.)

## Worksheet 1: Your local area

*How well do you know your local area?*  
Read the questions and tick Yes, No or Unsure.

Services for the collection of rubbish	Yes	No	Unsure
Is there a local tip for rubbish that won't fit in your bin?			
Are you allowed to burn off rubbish in your backyard?			
Does the council collect papers and glass for recycling?			

Facilities for sport and leisure	Yes	No	Unsure
Is there a park within walking distance of your home?			
Are there any swimming pools nearby?			
Is there a community centre where people can meet?			

Facilities for children	Yes	No	Unsure
Are there any child care centres?			
Are there clubs for young people, like sporting clubs, Boy Scouts or Girl Guides?			

Your local public library	Yes	No	Unsure
Do you know where it is?			
Do you know when it's open?			
Does it have a photocopier for public use?			
Does it lend books and CDs for learning English?			

Health Services	Yes	No	Unsure
Do you know where to get immunisations?			
Is there a Community Health Centre?			

Services for the elderly	Yes	No	Unsure
Is there Meals on Wheels for people who are too old or sick to cook for themselves?			
Is there a Senior Citizens centre where elderly people can meet?			
Is there home help for jobs like shopping and cleaning?			

## Worksheet 2: The local council

A. Listen to Abdul's conversation with the local council and answer the questions.



Abdul has moved into a new area and he needs to know a few things about the local area, including child care. He and his wife work and they have two children aged two and five.

1. Apart from child care what other topics does Abdul ask about?
  - a. The garbage
  - b. Recycling
  - c. Council rates
  - d. Swimming pools
2. Listen again and circle the things they talk about.

### **The garbage collection**

- a. When the rubbish is collected
- b. Where Abdul should put the bin
- c. If the council collects rubbish in plastic bags

### **Recycling**

- a. If there is any recycling
- b. When the recycling is collected
- c. If the council collects aluminium cans

### **Child care**

- a. If the council has any child care facilities
- b. What kind of care Abdul needs
- c. The age of Abdul's children
- d. How much it costs

3. Write down some of the information Abdul finds out.

### **The garbage collection**

- a. When is the garbage collected? \_\_\_\_\_
- b. Where should he put the bin? \_\_\_\_\_

**Recycling**

- a. When are the recycled items collected? \_\_\_\_\_
- b. What does it collect? \_\_\_\_\_

**Child care**

- a. Where is the child care? \_\_\_\_\_
- b. What are the hours? \_\_\_\_\_
- c. What is the cost? \_\_\_\_\_
- d. Which government organisation should he ask about a concession?  
\_\_\_\_\_
- e. What is the phone number of the child care centre?  
\_\_\_\_\_

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### B. Role play the dialogue.

- Receptionist:** Good morning, Heatherton Council.
- Abdul:** Good morning, I wonder if you could help me. I've just moved to Kingston Avenue and I need to know when the garbage collection is.
- Receptionist:** Right, just one moment please.
- Mark:** Good morning, Waste Management Department. Mark Lu speaking. How can I help you?
- Abdul:** Good morning, I've just moved to Kingston Avenue and I would like to know when the garbage collection is.
- Mark:** OK, Kingston Avenue.... just hold on please. Right, your garbage is collected every Wednesday.
- Abdul:** Wednesday, OK. And where does it go? I mean where do I put the bin?
- Mark:** Out in the street, on the footpath with the front of the bin facing the street.
- Abdul:** OK. Is there any recycling?
- Mark:** Yes. There are special bins for that. You only put glass, paper and cans in these bins. The recycled bin gets collected every fortnight on Wednesdays.
- Abdul:** OK. Thankyou. Now just one more thing. I'd like to find out more about child care in the area. Who should I speak to about this?
- Mark:** I will put you through to Tania. She will be able to help you.
- Tania:** Yes, can I help you?
- Abdul:** Yes please. I've just moved into Kingston Avenue and I'd like to know if there are any child care facilities in the area for my children because my wife and I both work.
- Tania:** You're both working. So you would need long day care. How old are your children?
- Abdul:** They're two and five.
- Tania:** OK. There's a day care centre in Tasman Parade just near the railway station. It's open from seven in the morning until six at night.
- Abdul:** Do they charge anything?
- Tania:** Oh yes, but it depends on your wage. And you could be entitled to fee relief, but you have to go through Centrelink for that.
- Abdul:** Right, OK. Do you have the phone number for that child care centre?
- Tania:** Yes... its 9575 2898. Also, if you come to the council, to the front desk, you can ask for an information sheet. This gives you all the day care centres and the phone numbers. This might help you.
- Abdul:** OK thank you, and thanks a lot for your help. Good bye.
- Tania:** You're welcome. Good bye.

## Worksheet 3: A call to the local council

### A. Find the information.

1. What's the name of your local council? (If you don't know ask a neighbour or someone in your local area.)

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2. What's the phone number of your council?

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### B. Plan your call. What will you ask about?

From worksheet 1, ask for information about one of the things you ticked as 'unsure'.

Write your topic below and three things/details you could ask about.

How will you open/start the conversation?

Topic: \_\_\_\_\_

Opening: \_\_\_\_\_

Ask about	Questions	Information you got from the council
1.		
2.		
3.		

### C. Role play ringing the council with your tutor before you call.

## **Worksheet 4: The local library**

Most local councils have a public library. Libraries offer a lot of different services and anyone can join.



- A. You will hear Parisa asking about joining her local library.  
What questions do you think she will ask about?  
Write some questions she could ask.

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### **Listening for main ideas**

- B. Listen to Parisa's conversation with the librarian.

1. What does Parisa ask about?
  - a. How to join
  - b. How many books she can borrow
  - c. The cost of joining
  - d. If others can use her card
  - e. Opening hours
  - f. How long she can keep the books
  - g. When she can borrow

***Listening for information***

C. Listen again and answer the questions.

2. To join the library Parisa must show two forms of identification. What can she use?

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3. Who is responsible for the books borrowed on her card? \_\_\_\_\_

4. How much does it cost to join? \_\_\_\_\_

5. How many books can she borrow? \_\_\_\_\_

How many CDs can she borrow? \_\_\_\_\_

How many magazines can she borrow? \_\_\_\_\_

6. Can her husband and daughter use the same card? YES      NO

7. Can she borrow some books today? YES      NO

**D. Role play the dialogue.**

- Librarian:** Can I help you?
- Parisa:** Yes, I'm just wanting to find out some information about how I join the library. I've just moved into the area.
- Librarian:** OK. Well you'd need to firstly fill out this form, and then we need to see two forms of identification with your name and address on them.
- Parisa:** What would that be? What can I bring in, a licence or something?
- Librarian:** Well you can bring a driver's licence if you have one but it can be an electricity bill, a bank statement... anything official that has your name and address on it.
- Parisa:** Can I take the form home or do I have to fill it in here?
- Librarian:** No, you can take the form home, fill it in and then bring it back with the two forms of ID.
- Parisa:** Can my husband and daughter use the same card or do they have to get their own?
- Librarian:** Well, it's probably better that they get their own cards, but if you'd like them to use your card it's up to you really. It's just that you are responsible for the books borrowed on your card, so if there are any problems like lost books, you'd have to pay the fines.
- Parisa:** OK. And how many books can I borrow?
- Librarian:** You can borrow up to twenty books on your card, four CDs and three magazines.
- Parisa:** Does it cost anything to join?
- Librarian:** No, there's no charge for joining. But there are charges for not returning your books on time.
- Parisa:** So if I take this form now and bring it back this afternoon with my forms of ID, can I borrow some books today?
- Librarian:** Yes, you can borrow from today and your card will be ready next week. OK?
- Parisa:** Yes that's fine. Thanks very much for your help.

## **Worksheet 5: A visit to the local library**

*Go to your local library and ask for some information about the library.*

*Plan what you will say:*

- A. Write your opening question to open the conversation politely.
- B. Write three things/topics you want to find out about. Here are some ideas:

how to join	books and CDs for learning English
how many books you can borrow	books in your own language
how long you can keep them	information on community activities
- C. Write the questions you will ask.
- D. Write your answers during or after your visit to the library.

### **A. Opening**

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### **B. Topics**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

### **C. Questions**

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_

### **D. Answers (information from the library)**

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_

**E. Assess your speaking. How was your visit to the library?**

**Meaning**

Did the librarian understand your questions?      YES      NO  
Did you get the information?      YES      NO

**Fluency**

Did you have any communication problems?      YES      NO  
If so, what happened?  
  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_