

Bilingual (Chinese-Mandarin) Community Safety Officer Trial

Tuesday, 14 June 2022

Council

Council Member
Councillor Hou

Public

Contact Officer:
Ilia Houridis, Director City
Shaping

MOTION ON NOTICE

Councillor Hou will move a motion and seek a seconder for the matter shown below to facilitate consideration by the Council:

'That Council:

1. Requests Administration commence a pilot by August 2022 to trial a bilingual (Chinese-Mandarin) community safety officer position to act as a central contact point for traders, particularly in and around Gouger and Grote Street, to deliver a range of community safety awareness-raising activities, including providing connections with relevant service providers.
2. The cost of this pilot will be funding from existing vacancy management budgets in 2022/23 with any ongoing funding to be sought in the first quarter budget review for 2022/23.
3. The outcomes of the trial, including findings and a recommendation for future options, is provided to Council at the conclusion of the trial period.'

ADMINISTRATION COMMENT

1. Community Safety Officers (CSOs) respond to a wide range of enquires and provide monitoring and inspection services to enhance community safety and ensure compliance with relevant by-laws and legislation.
2. City of Adelaide currently resources 3.6 FTE of CSOs.
3. The team responded to 3,000 customer enquiries last financial year, ranging from local nuisance issues, to buskers, to illegally dumped rubbish.
4. Currently CSOs are deployed across designated areas of the City, with two (1.8 FTE) dedicated to all requests east of King William Street/O'Connell Street, and two (1.8 FTE) dedicated to the west.
5. There are no bilingual (Chinese-Mandarin) CSOs currently employed however there are staff who are able to speak Chinese-Mandarin and can be occasionally available for translation support.
6. In response to a July 2019 resolution, Council trialled the provision of a Chinese-Mandarin translation service offered within the Customer Centre. Results of the trial were presented to Council on 11 February 2020 (Link 1 view [here](#)).
7. Should this motion be successful, an appropriate resource will be engaged who demonstrates the capability to meet the requirements of the CSO function while also being bilingual (Chinese-Mandarin).
8. We are proposing this to be a six-month trial from when the resource is engaged, noting the trial will increase our FTE complement for the period, and incur additional resource costs as outlined in the table below.
9. Given the responsive and often fluctuating nature of the CSO workload, it is anticipated that should demand not be constant in the locations specifically highlighted in the Motion, the resource will provide effective community benefit in other areas of the City.

Council – Agenda – Tuesday, 14 June 2022

10. In presenting feedback following the trial, we anticipate performance metrics will include aspects such as volume of requests, type of requests, requests relating to Council services, stakeholder feedback, and other anecdotal information gathered.

Should the motion be carried, the following implications of this motion should be considered. Note any costs provided are estimates only – no quotes or prices have been obtained:	
Public consultation	Not applicable
External consultant advice	Not applicable
Legal advice / litigation (eg contract breach)	Not applicable
Impacts on existing projects	Not applicable
Budget reallocation	An estimated \$50k will be required to fund a 6-month resource for the pilot. This figure is dependent on the nature of how the resource is engaged (e.g. temporary labour hire, direct recruitment, work placement, other).
Capital investment	Not applicable
Staff time in preparing the workshop / report requested in the motion	Existing resources will be required to recruit, induct and train a new resource for the pilot program, as well as prepare the trial report.
Other	This motion will increase the City of Adelaide total staff count by 1.0 FTE for the duration of the trial. Through the recruitment process we will seek an adequate level of Chinese-Mandarin from the applicants.
Staff time in receiving and preparing this administration comment	To prepare this administration comment in response to the motion on notice took approximately 5.5 hours.

- END OF REPORT -