

## Case study | Hubs in action

# Delivering programs for families

Learn more about Community Hubs with these real-life examples. In this case study, Van Bui, coordinator of Holy Child Primary Hub, tells us how she delivered a conversational English class in her Hub.

## What was the challenge?

We had a group of mothers whose youngest child had started school. It meant they were no longer eligible to attend the Mother and Child English Language Program. The only other English class available was too advanced for them. They were keen to start a conversational English class. But we didn't have funding to employ a teacher and I couldn't find a volunteer teacher who felt confident to take the class.

## What worked? What didn't?

I spoke to the person who supports all of the Hub leaders in our area. She suggested I contact the council's Hume Gateway, which provides volunteers to community groups. We now have two volunteer teachers. One lady was a teacher in her home country of India. We've been running the class as a trial. I've been getting good feedback from the parents, who are bringing more of their friends along. The only problem is we haven't got enough space at the Hub for all the programs we are running.

**“Face to face communication is more effective than a newsletter to get people involved in activities.”**

## Your advice?

Having an open door policy for families to feel comfortable to speak to you is very important because school is a very formal place. For many families they only go inside a school to enrol their children and pay their fees.

View all case studies at  
[www.communityhubs.org.au/resources](http://www.communityhubs.org.au/resources)

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Community Hubs is a national program that links families and their preschool children to services and support, learning opportunities or the wider community. Community Hubs makes it easier for families to access the assistance they need by bringing local education, health, community and settlement information and services into a familiar and friendly place such as a school or community space.

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