

## Bicultural Support Guidelines

(taken from the Professional Support Coordinator Guidelines 2009-2012 Version July 2009)

### What is Bicultural Support?

Bicultural support provides additional resources to eligible childcare services to assist with the inclusion of children from culturally and linguistically diverse backgrounds (CALD), refugee children, and Indigenous children.

### What does the Bicultural Support Program provide?

A worker engaged by the Bicultural Support Program, can offer time-limited support from either off-site consultants or an on-site casual bilingual or bicultural worker. This support can be provided when a CALD, Indigenous, or refugee child is enrolled at the child care service. Access to bicultural support is provided to eligible child care services free of charge.

### Types of bicultural support?

Bicultural support may include:

- facilitating communication between eligible child care services and families by:
  - ⇒ assisting child care workers in communicating with culturally diverse families and children (for example, interpreting meetings between parents and service staff, providing verbal translation of enrolment documents as well as child care workers with key words and phrases that can be used to communicate with the child)
- facilitating cultural awareness by:
  - ⇒ assisting child care services in better understanding particular ethnic backgrounds, cultural experiences, and child rearing practices of the children and families
  - ⇒ enabling the exchange and sharing of information between staff and parents about the child and family life
  - ⇒ providing child care workers with an understanding of relevant cultural issues
- Supporting curricula or programming by:
  - ⇒ assisting with the implementation of culturally and linguistically appropriate practices and a culturally inclusive curriculum

- ⇒ supporting the child care service to maintain the child's bilingualism
  - ⇒ supporting the implementation of programs that support the development of English as a Second Language
  - ⇒ supporting the implementation of programs that assist newly arrived children and families from n refugee backgrounds
- Supporting resource and linkages by:
    - ⇒ providing child care workers with information, where available, about relevant community resources and services to support the inclusion of culturally diverse children and families
    - ⇒ providing bicultural advice and support to ISAs
    - ⇒ working with the IPSUs to support the needs of Indigenous children in CCB funded child care services ensuring Bicultural Support meets program requirements.

### **Bicultural support does not include:**

- ⇒ regular interpreting and translating assistance for families or eligible child care services
- ⇒ supervision of a child or group of children (for example, to meet staff-to-child ratios or to provide staffing to relieve child care workers)
- ⇒ providing settlement and community support services to families and children
- ⇒ providing support that is available through existing programs, for example, clients of the Adult Migrant English Program (AMEP) using child care while they are attending English language tuition. The cost of AMEP related child care is the responsibility of the AMEP service provider.

### **How does it operate?**

The role of the offsite consultants is to provide specialist support for implementing inclusive programs or curricula. This role should be developed in consultation with the ISA or IPSU to avoid duplication.

The two step model for Bicultural Support includes:

- supporting services to be inclusive through skilling and capacity building of ISAs, including building ISAs awareness of specific support services available
- ensuring a consistent approach to ISA service delivery.

The placement of onsite bilingual and bicultural workers will be used to provide specific language and cultural assistance to eligible child care services.

## Requests for bicultural support

Child care services can make a request for Bicultural Support through the ISA or the IPSU. The request must be accompanied by a Service Support Plan (SSP), which is developed by ISAs and the child care service to identify a range of inclusion support needs such as bicultural support.

However, as Bicultural Support should be responsive, and to avoid delay, the child care service may contact PSCTas with a request for Bicultural Support prior to the completion of a SSP.

Where a request for a Bicultural Support worker is approved, PSCTas must ensure that the child care service and the region's ISA are notified in writing of the period and purpose of the placement.

The request for bicultural support should include the written or verbal consent of the relevant parent, carer, or child care worker.