

F3. Bicultural Support

F3.1 What is Bicultural Support?

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

F3.2 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.

Services available within the Bicultural Support Program will be determined by the needs analysis from each state/territory and may include:

- facilitating communication between eligible child care services and families by:
 - assisting educators in communicating with culturally diverse families and children (for example, interpreting meetings between parents and educators, providing verbal translation of enrolment documents as well as educators 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 educators and parents about the child and family life
 - providing educators 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 educators 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 ISA's
 - working with the IPSU's to support the needs of Indigenous children in CCB funded child care services ensuring Bicultural Support meets program requirements

Bicultural support can **not** be used for:

- 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 educators)
- 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.

F3.3 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 ISA's, including building ISA's 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.

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 ISA's and the child care service to identify a range of inclusion support needs such as bicultural support. The template for the SSP is at section F1 of the IPSP Guidelines.

However, as Bicultural Support should be responsive, and to avoid delay, the child care service may contact the Bicultural Support provider with a request for Bicultural Support prior to the completion of a SSP. For example, the development of a SSP could commence between the ISA and the child care service over the phone.

The decision to approve Bicultural Support can proceed prior to the Bicultural Support provider receiving the completed SSP.

Where a request for a Bicultural Support worker is approved, the Provider must ensure that the child care service and the region's ISA and 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 educator.