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fka CHILDREN'S SERVICES INC
Incorporating Multicultural Resource Centre

# FKA Children's Services Bicultural Support Program

## Information for families

English

The Australian Government funds the Bicultural Support Program initiative
as a part of the Inclusion and Professional Support Program.

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FKA Children's Services is an organisation which is funded by the government to provide support for all child care services. This support is to assist child care staff to provide programs which meet children's cultural and language needs.

The child care service you are using is very keen to learn more about your culture and language and would like your permission so that they can contact FKA Children's Services to access support which will help them to provide a program which meets your child's needs. This support will include:

## Bilingual Worker

A person who speaks your first language will come to the child care service to support both you and your child by:

- Reassuring your child in their first language that you will be returning.
- Maintaining your child's first language and supporting development of English as a second language by always speaking to your child in their first language.
- If your child is distressed and crying the bilingual worker can help with settling your child into the new environment.
- Assisting staff to understand your cultural practices and values including food preferences, toileting and sleeping routines.
- Supporting your child to develop friendships with both staff and children.
- Interpreting for staff so they can explain the child care service policies and procedures to you and so you can communicate what you need.

## Children's Services Consultant

Children's Services Consultants will work with both the child care staff and the bilingual workers to provide support for them in developing programs which are culturally appropriate by:

- Assisting staff and ISFs to understanding the cultural background of your child and family.
- Providing access to resources and information which is culturally appropriate.
- Working with staff to develop inclusive programs that support children and families from diverse backgrounds.
- Providing ongoing support to Bilingual Workers to ensure that they are supported in their role.