



What are your language support needs?

Interpreter, Translator or Community Language Worker (Bilingual Worker)

The Victorian Multicultural Commission offers the following definitions of language services.

Translator

A translator only deals with written information and should also possess training in interpreting and a formal credential.

Interpreter

An interpreter is a qualified professional who enables communication between people who speak or sign a different language. Interpreters take a spoken or sign language and convert it accurately and objectively into another language to enable communication between two parties who do not share a common language. An interpreter should possess training in interpreting and a formal credential.

Language Aide

A language aide is an employee (such as an **fkaCS Bilingual Worker**) who uses a language other than English in the course of their work.

Language aides do not necessarily hold NAATI credentials and should not be expected to perform the role of an interpreter. They assist with low-risk and non-critical communication, i.e. providing directions, making appointments or obtaining basic information.

fkaCS Bilingual Workers work under the direction of *fkaCS Consultants* and the early childhood education and care service staff to provide home language to support children's identity, wellbeing and belonging in the early childhood service. Bilingual Workers typically:

- Talk to the child in the home language to create a bridge between the home and the new unfamiliar environment
- Support communication between the child and educator/s in order to progress the development of a relationship between them, providing the child an opportunity to exercise agency
- Support communication between the child and other children in the service to develop friendships

Bilingual workers must not interpret information that is legally binding or puts either the family or the organisation at risk.

Accessing an Interpreter

The Department of Education and Training has a contract with the Victorian Interpreting and Translation Service (VITS) to provide interpreting services to Department funded early childhood services. The free service is available for eligible providers to access via telephone, video and on-site.

Information on the service plus useful tips can be found at: <https://www.education.vic.gov.au/childhood/professionals/families/Pages/interpreter.aspx>

The Victorian Office of Multicultural Affairs and Citizenship (OMAC) has created a series of standards and guidelines for interpreting services: <https://www.multicultural.vic.gov.au/projects-and-initiatives/improving-language-services/standards-and-guidelines>

Accessing a Bilingual Worker

A Bilingual Worker is best used as part of cultural inclusion plan, which can help you identify the unintended barriers for multilingual and newly arrived children and families and support the identity, wellbeing and belonging of children in your service.

Contact *fkaCS* to discuss your options for bilingual and cultural inclusion support:

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