



INFORMATION FOR SERVICES

BICULTURAL SUPPORT CONSULTANT

Q&A

Is there a cost involved?

- **There is no cost involved.** BSCs are available free of charge. **It is time limited off-site support** provided to Australian Government approved Children's Services (i.e. Services that access the CCB).

How is support carried out?

- A referral made via Children's Services Central and/or your Inclusion Support Agency (ISA), following the development of a Service Support Plan (SSP).
- **Whilst the allocation of support to Services is in response to what Services request,** the Bicultural Support Program needs to ensure that they do not exceed the amount of hours the funding body (DEEWR), has allocated for Children's Services in NSW and that there is equity across the delivery of support to eligible service types.

Time allocation

- Services are contacted within **2 business days** of request/referral.
- **Requests/referrals** are actioned within **1 week**.
- BSCs will be allocated for support **depending on the request/referral**. There is scope for flexibility: Services can request an extension to existing Bicultural Support (i.e. the Service will need to re-apply).

Service eligibility

Some of these include:

- Has the Service contacted their **Inclusion Support Agency** and completed a **Service Support Plan** or are in the process of doing this?
- **Can the support requested be met by other means** (eg, other existing staff, parents, ISAs, local resources etc).
- **The number of times the Service has accessed the Bicultural Support Program** in the last 12 months (i.e. although there is a cap of 2 allocations per service, there is scope for flexibility and each application received is assessed individually particularly where support is identified through Service Support Plans with the input of Inclusion Support Facilitators).

Responsibilities of the Service

- **Provide as much information** as possible through request
- **Any issues arising** in relation to the Bicultural Support Program allocation (i.e. work performance related, industrial, personnel), should be directed to the **Bicultural Support Program , ASAP, by the Director/Coordinator of the Service.**

How can I get the best value for my support?

- The role of the offsite BSC is to provide specialist support for implementing culturally inclusive programs or curricula. Support is provided in consultation with the Service, ISA or IPSU.



The BSC can assist with and/or be involved in:

- Facilitating communication between eligible childcare services and families.
- Facilitating cultural awareness.
- Supporting curricula or programming.
- Supporting resources and linkages.

For effective service delivery we encourage Services to provide the BSC with:

- Relevant operational Service Policies & Procedures (e.g. Behaviour Guidance, OH&S etc) and/or background information.
- A copy of any reports/documents in relation to the Service as applicable (and appropriate). Note: The BSC will already have access to relevant information in your Service Support Plan.
- Clear communication processes for effective delivery of bicultural support.

Bicultural Support Consultants

- BSCs are covered by the **Ethnic Child Care Family and Community Services Co-operative Ltd Insurance Policy** while working with the Service.
- Ethnic Child Care Family & Community Services Co-operative Ltd undertakes the **Working with Children background Checks for all BSCs** with the NSW Commission for Children and Young People.

Recruitment of Bicultural Support Consultants

The Bicultural Support Program is interested in recruiting people who:

- speak a language other than English
- have a good command of the English language
- have an Indigenous background
- have Certificate III and relevant Children's Services qualifications
- enjoy working with children and staff.

Please let us know if you know of anyone that could be interested – **ph 9569 1288**.

There is intensive **orientation and induction training** as well as ongoing **professional development opportunities**.

CONTACT DETAILS FOR MORE INFORMATION:

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