



INFORMATION FOR SERVICES

BICULTURAL SUPPORT WORKER

Q&A

Is there a cost involved?

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

- Services may not require the 40hr duration.
- Services may request an extension to existing Bicultural Support (i.e. the Service will need to re-apply).

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).
- A **request/referral does not automatically guarantee that a BSW will be placed.** Placement involves the availability of a BSW who speaks the child's language and/or the cultural background required in the requested ISA Region.
- **Whilst the allocation of placement of a BSW to Services is ongoing and as the need arises,** 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.

Service eligibility

Some of these include:

- Does the service have existing staff who speak the relevant language?
- 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 12months (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).

Time allocation

- Services are contacted within **2 business days** of request/referral.
- Requests/referrals are **actioned within 1 week** (i.e. this includes: allocation, response letter, resource package sent).
- BSWs are mainly allocated for **3-4hrs per service per week**, for between 5-10 weeks. There is scope for flexibility:
 - Services may request Bicultural Support for a solid 2weeks (equating to 40hrs), during the intensive, initial settling in period.
 - Vacation Care receives Bicultural Support over a shorter timeframe.

Responsibilities of the Service

- **Provide as much information** as possible through request (i.e. number of children involved, days of attendance, age group, why is support required, does the child have additional needs or are there any special circumstances - child in foster care or from a refugee background).
- **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.**



- **Let the Bicultural Support Program know if the child is away** on a designated BSW day (i.e. we can let the BSW know and tell them not to come in and/or if the BSW turns up, the service can consider using the BSW to assist in other areas of the Service in relation to bicultural support).
- **Let the Bicultural Support Program know if the BSW is away and you haven't heard from the BSW** - we are more than happy to contact the BSW and get back to you.

How can I get the best value from my support?

The role of the BSW is always “hands on” in the first instance and it involves the BSW working with all children in the allocated group/room to promote and assist the inclusion of children from CALD and Indigenous backgrounds, including language support.

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

- Basic form of translating and interpreting.
- Engaging in daily service routine as part of the team.
- Planning for the duration of time that he/she is with the Service.

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

- Relevant operational **Service Policies & Procedures** (e.g. Behaviour Guidance, OHS etc).
- A copy of any **reports/documents** in relation to children as applicable (and appropriate).
- A safe, friendly and supportive work environment with clear **communication strategies**.
- **A buddy** - A consistent permanent staff member to direct and work alongside the BSW (eg the Room Leader).

Bicultural Support cannot be used for:

- **Regular** interpreting and translating assistance for families or eligible Children's Services.

- **Supervision of a child or group of children** (e.g. to meet staff-to-child ratios or to provide staffing to relieve staff).
- Providing settlement and community support services to families and children.
- **Providing support that is available through existing programs** (e.g. clients of the Adult Migrant English Program (AMEP), using child care while they are attending English language tuition).

BSW entitlements

- As per Miscellaneous Workers – Kindergarten and Child Care Centres State Award.
- **Tea Break** – 10mins tea/coffee break on a 4hrs per day allocation and/or arrange to leave 10mins earlier on the allocated time (i.e. the BSW will need to let the Director/Coordinator know when they will take this break).
- BSWs are covered by the **Ethnic Child Care Family & Community Services Co-operative Ltd Insurance Policy** while working in the Service.
- Ethnic Child Care Family and Community Services Co-operative Ltd undertakes the Working with Children background checks for all BSWs with the NSW Commission for Children and Young People.
- BSWs will need to use or have access to the Service's equipment (i.e. photocopier or fax). It would be appreciated if the Service makes this available.

What happens if a Bicultural Support Worker is not available?

Where it is difficult to marry requests/ referrals with BSWs the service will be:

- **Contacted by phone** with resource support alternatives discussed (e.g. telephone support by another BSW from another region).
- Sent **interim resource support** (i.e. cultural information packages – key survival words, information about culture, child rearing practices etc).



Recruitment of Bicultural Support Workers

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 experience and/or qualification** in Children's Services (Australia or overseas)
- 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:

Email: bsp@eccfcsc.org

Website: www.eccfcsc.org

Phone: **02 9569 1288**