

PRE-ENROLMENT

How to Identify a Family's Background

Effective communication with the family/carer is essential to the enrolment, care and inclusion of a child in your service. To assure good communication with families and carers from culturally and linguistically (CaLD) diverse backgrounds and to assess if support relating to information sharing is required, it is essential to identify the families/ carers:

- ⊙ country of origin
- ⊙ language spoken
- ⊙ language literacy

It's important to remember several points:

- ⊙ spoken and written languages may differ
- ⊙ some families may not be able to read or write in their own language
- ⊙ certain languages are only verbal and do not exist in a written form

Below are some suggestions to help you through this part of the inclusion process.

Checklist of Ideas

- ✓ Display a world map somewhere visible, like an entrance. Ask the family to point or place a pin on the country (and town if possible) where they are from.
- ✓ Display /show a list of scripts and languages for the family to find the one they are able to read. Write down the name of the language next to the script.
- ✓ Show any other examples of languages in your centre, e.g. bilingual books, writings from other CaLD families attending, bilingual notices, etc. to the family to assess whether they can read them.
- ✓ If you can find out the name of the country but not the language, tell BISS the country and BISS will send you some samples of the language(s) found in that country to show to the family. One country can have many languages.
- ✓ If that family cannot read or write a written language but can understand the question "What language do you speak?" write down how it *sounds* to you, tell BISS and we will do some investigative work for you.

- ✓ Try and identify if and what their second language might be. For example, a Sudanese person may speak the language Dinka at home, but also speak and read Arabic.

Related BISS materials:

Translated materials:

- ⊙ Bilingual Notices
- ⊙ Welcome Cards
- ⊙ Keyword Cards

Information:

- ⊙ Identifying the correct Language and Script
- ⊙ Assessing the need for an Interpreter

Self- help Resources:

(free on the net/ BISS has perused these websites/ no responsibility is taken for the content of these websites)

- ⊙ <http://multilingualbooks.com/fromcountry2lang.html> comprehensive language by country chart
- ⊙ http://www.healthtranslations.vic.gov.au/bhcv2/bhcht.nsf/PresentDetail?Open&s=Welcome_poster_in_12_languages free WELCOME poster in 12 languages
- ⊙ http://en.wikipedia.org/wiki/List_of_official_languages listing of official languages of countries
- ⊙ <http://www.mapsofworld.com/world-language-map.htm> maps of the world with language indication

Reference:

'Identifying Languages' The Western Australian Languages Services Policy 2008