

Service Information

Bicultural Inclusion Support Services (BISS) is a time-limited support and is provided by off-site consultants. This support can be provided when a CALD, Indigenous, or humanitarian refugee child is enrolling at the child care service or soon after the child has started in child care.

Access to bicultural support is provided to eligible child care services free of charge. Services available within the Bicultural Inclusion Support Program and identified through the needs analysis conducted by a Diversity Consultant may include:

Facilitating communication between eligible child care services and families by:

- assisting child care workers to communicate with culturally diverse families and children (for example: interpreting meetings between parents and service staff, verbal translation of enrolment documents and providing child care workers with key words and phrases that can be used to communicate with the child).

Facilitating cultural awareness by:

- assisting child care services to better understand particular ethnic backgrounds, cultural experiences, and child rearing practices of the children and families;
- facilitating the exchange and sharing of information between staff and parents about the child and family life; and
- providing child care workers with an understanding of relevant cultural issues.

Support curriculum/programming by:

- supporting the implementation of culturally and linguistically appropriate practices and a culturally inclusive curriculum;
- supporting the child care service to maintain the child's bilingualism;
- supporting the implementation of programs which support the development of English as a Second Language; and
- supporting the implementation of programs, which support children and families who are newly arrived to Australia from humanitarian refugee backgrounds.

Support resource and linkages by:

- where available, providing child care workers with information about relevant community resources and services to support the inclusion of culturally diverse children and families;
- providing bicultural advice and support to Inclusion Support Agencies.