

CALD Outreach Worker Initiative

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Acknowledgement of Country

CALD Outreach Project Initiative Background

The CALD Outreach initiative responds to the 2020 Victorian Parliamentary *Inquiry into early childhood engagement of culturally and linguistically diverse communities*

Recommendation 10: That the Victorian Government support local councils to coordinate and fund service navigation positions that can directly assist culturally diverse families to navigate the early childhood service system

Recommendation 11: That the Victorian Government fund effective outreach activities by local councils and service providers to ensure culturally diverse communities can access a range of early childhood services, including playgroups, health services and literacy-based programs.



Culturally and Linguistically Diverse (CALD) Early Years Outreach and Engagement Challenges and Barriers



Early Childhood and Maternal and Child Health working in partnership

Parliamentary Inquiry Recommendations

RECOMMENDATION 7:

That the Victorian Government, in conjunction with local councils, the Municipal Association of Victoria and service providers, work together in growth areas with high levels of cultural diversity to ensure that appropriate planning and collaboration strategies are in place to meet the demand for early childhood services. This should include:

- service planning to ensure there is appropriate supply to meet demands
- clear referral pathways so that all service providers are equipped to assist culturally diverse families and children to access the services they need
- communication strategies for improved collaboration and coordination between service providers.



Early Childhood and Maternal and Child Health working in partnership

Parliamentary Inquiry Recommendations

RECOMMENDATION 9:

That the Victorian Government prioritise and expand funding for place-based and integrated models in early childhood service provision to improve engagement and access for culturally diverse families and their young children. These efforts should be community-driven to provide localised solutions in areas of need and must involve culturally diverse communities and their representative bodies, local councils, relevant service providers and the Municipal Association of Victoria.



Resources, Agencies and links to support CALD children and families

- **Foundation House** Early Years Program supports early childhood services to work with families from refugee backgrounds.
- **Foundation House** provides resources, professional learning and consultancy, as well as place-based collaborative projects, to promote the full inclusion of families from refugee backgrounds in early childhood services.
- [Early Years | Foundation House](#)
- [Best Start \(education.vic.gov.au\)](http://education.vic.gov.au)
- [SRF Access and Inclusion menu items](#)
- **Interpreting services** are free for DET-funded early childhood services through LanguageLoop (formerly VITS)
- [Use an interpreter \(education.vic.gov.au\)](http://education.vic.gov.au)
- **Translated information** is available in various languages including a number of in-language videos.
- [Three-Year-Old Kindergarten translations | Victorian Government \(www.vic.gov.au\)](http://www.vic.gov.au)
- **ESK** provides 15 hours per week of free or low cost kindergarten to three-year old refugee and asylum seeker children.
- ESK extension grants are also available to all refugee and asylum seeker children in Year-Before-School Kindergarten who are not eligible for the
- Kindergarten Fee Subsidy.
- [Early Start Kindergarten Information for professionals \(education.vic.gov.au\)](http://education.vic.gov.au)
- Brotherhood of St Laurence (BSL) provides bilingual outreach support to children and families from vulnerable CALD backgrounds living in public housing in the City of Melbourne, Moonee Valley City Council, City of Yarra and City of Maribyrnong to connect with ECEC and to support transition to school.

Case Studies

Working in Partnership with Maternal and Child Health

CALD Outreach Workers

Merri-bek City Council

Madeeha Kahlil

&

Whittlesea City Council

Aneke Harris





Merri-bek
City Council

Merri-bek City Council

Kindergarten Outreach Support Program

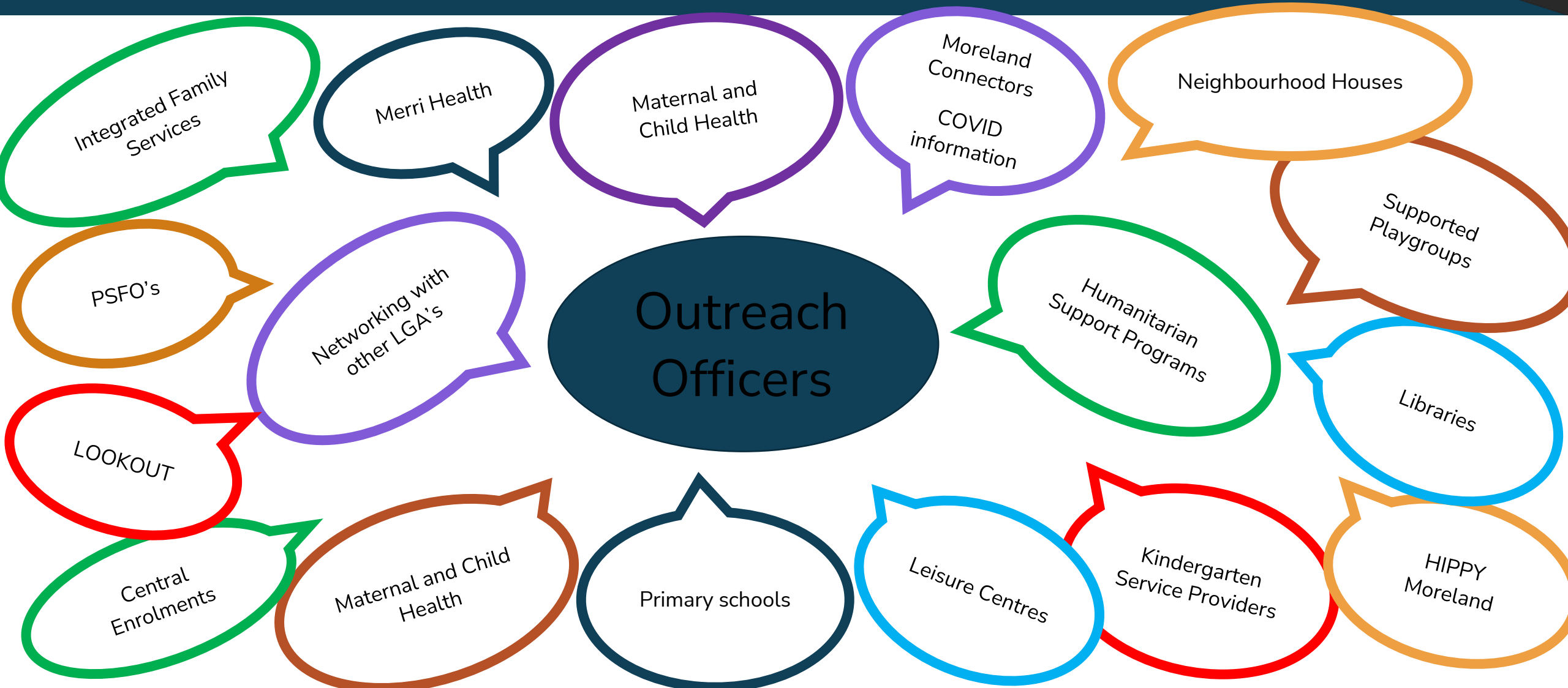
for Culturally and Linguistically Diverse Families and Children

November 2022

Project Key Stakeholders



Merri-bek
City Council



Referral form



Merri-bek
City Council

Kindergarten Outreach Program Merri-bek City Council – Referral Form



Privacy Statement

Council is committed to protecting the confidentiality of your records. The information recorded is collected and maintained in accordance with the Information Privacy Act 2002 and the Health Records Act 2001.

Referral Date: Click or tap to enter a date.

Child's Information:

First Name:	Surname:	DOB:
Country of birth:	Language spoken at home:	Gender:

Parent/ Guardian Information:

First Name:	Surname:
Phone Number:	Email Address:
Residential Address:	Language spoken at home: Interpreter Required: Yes <input type="checkbox"/> No <input type="checkbox"/>

Referring Agency/Service:
Reason for referral:
Services/supports child/family is already accessing e.g. Maternal & Child Health, Kindergarten/other childcare programs, Family Day Care, Paediatrician, Family Support Agency) (Please state contact name and number):

Is the Child	Yes <input type="checkbox"/>	No <input type="checkbox"/>
• Known to Child Protection, or	Yes <input type="checkbox"/>	No <input type="checkbox"/>
• Is Aboriginal and/or Torres Strait Islander background, or	Yes <input type="checkbox"/>	No <input type="checkbox"/>
• Is from a refugee or asylum seeker background.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Any Concession Cards:		
Visa/Residency status:		
Any additional details:		

Parent/Guardian consent:

I give permission for this referral form to be shared with Maternal Child Health Team, Immunisation Team and Children Services Team within the Merri-bek City Council if required.
Yes ☐ No ☐

I hereby authorise the Kindergarten Outreach Officer (KOO) to receive this information, to visit and support me and my child and contact the above professionals/agencies if additional reports/information is required. I understand that my child's enrolment will be reviewed in consultation with myself / ourselves and other relevant agency staff.

X

Parent/Guardian Signature

Case Study



Young family of 2 adults and 4 children under the age of 5.



Initial visit was planned along with EMCHN to build a trusting relationship with family



In collaboration with the family, best possible pathway was designed to enrol children, maximise their attendance and support them through the transitions into kindergarten and school.



An ongoing Parent Support Program (PSG) was put in place which was attended by all the professionals working with the family.



All 3 children are enrolled at kindergarten, support with school transition in underway.

CALD Outreach Program

November 2022





We recognise the rich Aboriginal heritage of this country and acknowledge the Wurundjeri Willum Clan and Taungurung People as the Traditional Owners of lands within the City of Whittlesea.

Acknowledgement

- CALD Outreach Program sits in the Children and Families department
- Already had strong connections with MCH, Playgroup, and EY services
- Program began during Covid
- Utilised this time to strengthen connections between stakeholders

Referral Form



CALD Outreach Referral Form

Phone: Aneke Harris 0409 515 764 or Uzma Akhlaq 0448 874 546

Please return completed form via email: keo@whittlesea.vic.gov.au

This form is to collect information and consent from families and carers that you believe may require support from the City of Whittlesea Early Years team with kindergarten applications and/or transition support for children starting kindergarten and/or school.

The family information collected in this form allows the City of Whittlesea Early Years team to initiate contact with the family or carer.

If the family or carer is unable to give written consent or if it is impractical for them to do so, you may use the verbal consent section. The referral form can be used to refer multiple children if the same family or carer is their legal guardian. Simply include each name in the *Child's name* field in the form below.

Referring Agency:	
Service / Agency	
Practitioner name	
Practitioner position	
Practitioner contact details	Phone: <input type="text"/> Email: <input type="text"/>
Support Requirements	
Is the family applying for 3 or 4 year old kindergarten?	<input type="checkbox"/> 3 year old To begin year <input type="text"/> <input type="checkbox"/> 4 year old To begin year <input type="text"/>
Briefly describe the family's need for support?	<div></div>

Details	
Child's name (for who are applying for Kindergarten only)	Child 1: Child 2: Child 3:
Child's D.O.B	Child 1: Child 2: Child 3:
Parent / Carer name	
Parent / Carer contact number	
Parent / Carer address	
Parent / Carer email address	
Do you require an interpreter?	<input type="checkbox"/> No <input type="checkbox"/> Yes Language required <input type="text"/>

Written consent
I agree to (insert service/agency name) _____ contacting and sharing the above information with The City of Whittlesea Early Years Team.
Parent / Carer signature: _____ Date: _____

Early Start Kindergarten (ESK)	
Please complete if child is eligible for ESK	ESK is available to children who are at least three years old by 30 April in the year they are enrolled to attend the program and are:
Please tick eligible criteria -	<input type="checkbox"/> Refugee and asylum seeker children
	<input type="checkbox"/> Aboriginal and/or Torres Strait Islander
	<input type="checkbox"/> Known to child protection/has been supported by Family services alliance (please see notes below for more information).

Please Note: If any member of the family has been involved with Child Protection, The Orange Door or Family Services Alliance in the past or present (for parenting support services), all children in that family are eligible for ESK. For further information please visit: [Early Start Kindergarten for professionals \(education.vic.gov.au\)](http://Early Start Kindergarten for professionals (education.vic.gov.au))

Verbal consent (this option should only be used where it is not practical to obtain written consent)
I have discussed the content of this consent form with the parent / Carer representative and they have agreed to (insert service/agency name) _____ contacting and sharing the above information with The City of Whittlesea Early Years Team.
Practitioner Signature _____ Date: _____

Office Signed: _____ Date: _____ By: _____

- Persian speaking single mother of 2 children.
- Referral from external food and clothing organisation
- Currently applying for Visa
- Medicare cards needs updating every 3 months
- Child showing significant separation anxiety
- Mother expressed own mental health concerns
- Not currently being supported by any agencies
- Kinder parents relationship requires strengthening

- Built trusting relationship with parent
- Built parent confidence to express concerns
- Supported mother to build confidence to engage with EMCH

- EMCH follow up opportunity for mother to talk
- Supported to apply for TOD and financial support
- Both identified child is school ready