

CALD Outreach Worker Role Quick Guide

CALD Outreach Workers help children and families from culturally and linguistically diverse (CALD) backgrounds **access, enrol in, attend, and transition** from kindergarten to school, **addressing barriers to participation** and working with early childhood services to **build inclusive practice**. This resource outlines the **role and scope of Outreach Workers' work, informing stakeholders and the sector**, with examples of how they contribute to a more inclusive service system.



Direct Family Support

- Assist families to **register and enrol** in kindergarten (e.g. complete enrolment forms, prepare documentation for enrolment).
- **Support transitions** between early learning programs and school (e.g. identify schools, prepare documentation for transition).
- Support families to **attend orientation sessions**.
- Address **attendance barriers** through collaboration with Preschool Field Officers (PSFO's), maternal and child health, and educators.



Build Families' Capacity

- **Promote Early Start Kinder (ESK)** for children from refugee and asylum seeker backgrounds.
- Promote understanding of early learning **benefits and participation** requirements (e.g. birth certificates, immunisation).
- **Facilitate referrals** to relevant services and supports.
- **Support families** to understand and navigate Kindergarten (including Best Start, Best Life reforms).



Service and Workforce Capability Building

- **Promote culturally safe and inclusive** practices and support services to access interpreters and translated resources.
- **Promote relevant programs** funded by the department to support culturally inclusive programs for kindergarten services.
- Support services in their **capacity building** to engage with CALD families.



Partnerships and Referral Pathways

- **Build partnerships** with councils central registration enrolment, maternal and child health, immunisation, playgroups, community organisations, and early childhood services to support enrolment of CALD children.
- Support **coordinated referral pathways** and local collaboration to address barriers to early childhood participation for CALD children.



Community Engagement

- Attend community events, playgroups, library visits, and service locations to **connect with families**.
- **Organise pop-up information sessions** to promote enrolment to Kindergarten during opening period.

Reference to Guidelines:

[Click here for more information on the 2025-2027 Guidelines](#)