Non-English Speaking Background Policy

Quality Area 6: Collaborative partnerships with families and communities.

Standard 6.1: Respectful supportive relationships with families are developed and maintained.
Standard 6.2: Families are supported in their parenting role and their values and beliefs about child rearing are respected.
Standard 6.3: The service collaborates with other organisations and service providers to enhance children’s learning and wellbeing.

- If any family of a child enrolled at the Service is not fluent with the English language, policies and other Service information will be provided to that family in a language that is readily understood by the family
- Alternatively, the information may be provided to that family through an interpreter, or other person chosen by the family who is capable of explaining the information in a language that is understood by the family
- Support from interpreting services is available if communication is difficult between staff, children and families. Translating and Interpreting Service (TIS National) 131881 Website: www.immi.gov.au/
- General information, resources and support can be obtained from the Department of Family and/or Community Services relative to your State.
- Families have opportunities to influence and shape the service, to review service policies and contribute to service decisions with language not being a barrier or hindrance in the process
- Information is available to families about community services and resources to support parenting and family wellbeing in their chosen language
- The expertise of families is recognised and they share in decision making about their child’s learning and wellbeing that are respectful to the family’s cultural background
- Families have opportunities and support to be involved in the program and in service activities presented in a way that is not limited to English speaking families

This policy was made with consideration to the National Quality Standard, KU Inclusion Support

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