

Guidelines to Receive a Support letter from CO.AS.IT.(SA)

To receive a support letter from CO.AS.IT.(SA) eg to accompany a funding submission, the applicant must be able to demonstrate the following:

- That the applicant has a track record of working with the Italian community including both Italian organisations and individuals. If the applicant has no relevant work history then the applicant should demonstrate how it is proposing to work with the Italian community
- That the applicant has a sound appreciation of Italian culture and awareness of the relevance of cultural issues including regional differences, language (both written and oral), customs, food etc. to the delivery of services and programs for consumers from an Italian background
- That the applicant is committed to the recruitment and retention of bilingual and bicultural staff and that where appropriate and possible, clients are assisted to access other Italian services eg PISA for meals services.
- That the applicant has a program advisory structure that adds cultural value to the program. The advisory body may include representatives from other relevant Italian welfare/aged care/health/regional Italian organisations for example
- That culturally appropriate mechanisms exist to protect and promote consumer rights especially with respect to complaints and the provision of consumer information etc.
- That the request for a *support letter* is put in writing, detailing the funding source/round, aims of the proposed project/program as well as include information about how the applicant plans to meet the requirements of the funding body(s)
- That the request for a *support letter* is made at least 10 days before the closing date for applications to the Manager for consideration.

For more information on these Guidelines please call the CO.AS.IT.(SA) Manager on 8165 3755 or email admin@coasitsa.org.au.