

Comitato Assistenza Agli Italiani
CO.AS.IT. (SA) Inc.

Working for Italian People in the Community

Strategic Plan

Revised Adelaide, July 2005

Mission

CO.AS.IT promotes a collaborative approach to providing quality, culturally and linguistically inclusive services that enable older Italian people to continue living as valued members of the community.

Guiding Principles

- ❖ Quality of service provision
- ❖ Individualised care
- ❖ Integrated and co-ordinated services
- ❖ Holistic approach, meeting a range of needs
- ❖ Commitment to diversity, and to cultural and linguistic inclusivity
- ❖ Provision of accessible, appropriate and affordable services
- ❖ Collaborative working relationships with other agencies
- ❖ Flexibility to adapt to changing need

Goals

In support of our Mission, CO.AS.IT has defined 7 Goals

- 1 Be a central point of information, advice and referral for the Italian community.
- 2 Support organisations that provide services to the Italian community to develop community-based services.
- 3 Develop partnerships with a range of providers to ensure that Italian older people and their carers have access to culturally appropriate services.
- 4 Identify and address current issues affecting service delivery to the Italian community.
- 5 Maximise effective volunteer involvement within Italian organisations.
- 6 Maximise existing resources and infrastructure.
- 7 Promote traditional, cultural and religious values.

Goal 1: Be a central point of information, advice and referral for the Italian community.

Objectives	Strategies
<p>Provide an initial point of contact for advice, information and referral.</p> <p>Inform others about COASIT and the needs of the Italian community.</p>	<ol style="list-style-type: none">1.1. Work with information services and networks and feed into their communication channels eg councils, GP's and other services to increase their knowledge of the needs of the Italian community and services available.1.2. Promote COASIT to the wider community through regular newsletters and other forums.1.3. Maintain the COASIT website with up to date information.1.4. Develop and maintain linkages to Italian radio and newspapers.

Goal 2: Support organisations that provide services to the Italian community to develop community-based services.

Objectives	Strategies
<p>Develop a supporting database for strategic planning.</p> <p>Develop an effective staffing infrastructure for services.</p> <p>Assist in the Development of services to meet current and future need, building on services in the Eastern and Western regions and establishing services in the Northern and Southern regions and rural areas.</p>	<p>2.1 Continuously update demographic data to provide a database for identifying current and projected need of the Italian community.</p> <p>2.2 Consult with the wider community to identify needs of the older Italian community.</p> <p>2.3 Support Italian organisations to seek HACC and other funding in response to identified need.</p> <p>2.4 Support Italian organisations and assist them to further develop their programs/services.</p> <p>2.5 Support rural regions with significant Italian populations. Work with identified partners to increase supports in these areas.</p>

Goal 3: Develop partnerships with a range of providers to ensure that Italian older people and their carers have access to culturally appropriate services.

Objectives	Strategies
<p>Identify and work with partners providing multicultural services.</p> <p>Identify and work with partners providing mainstream services.</p> <p>Identify and develop effective linkages to decision makers and funders.</p>	<p>3.1 Develop and strengthen existing partnerships with multicultural organisations providing services to the Italian community.</p> <p>3.2 Develop and strengthen existing partnerships with mainstream organisations providing services to the Italian community.</p> <p>3.3 Develop and strengthen existing partnerships with funding bodies.</p> <p>3.4 Provide information and advice on the needs of the Italian community to mainstream services.</p>

Goal 4: Identify and address current issues affecting service delivery to the Italian community.

Objectives	Strategies
<p>Ensure that processes to collaborate are established.</p> <p>Encourage involvement from other partners.</p> <p>Identify issues and trends affecting service delivery and address them.</p>	<p>4.1 Establish collaborative Working Parties on key issues as they arise, comprising all COASIT partners and co-opting external expertise where appropriate.</p> <p>4.1.1 Establish a collaborative working party to explore different avenues of addressing the shortage of bilingual staff in aged care.</p> <p>4.1.2 Establish a collaborative working party to identify and address the transport needs of older Italians.</p> <p>4.2 Facilitate a Quality Improvement Working Group for Italian welfare agency managers.</p> <p>4.3 Facilitate a Quality Improvement Working Group for Italian welfare workers.</p>

Goal 5: Maximise effective volunteer involvement within Italian organisations.

Objectives	Strategies
<p>Improve support and involvement of existing volunteers.</p> <p>Extend the existing volunteer network.</p>	<p>5.1 Provide support, advice and assistance to Italian organisations that involve volunteers in relation to recruitment, support, policy, supervision and training.</p> <p>5.2 Encourage and support collaboration in developing shared volunteer training opportunities.</p> <p>5.3 Assist in the development of pathways for younger volunteers, and in the process strengthen inter-generational links</p> <p>5.4 Promote positive images of volunteering in aged care to the wider community especially the Italian community.</p> <p>5.5 Continue to provide a system for recognition for volunteers supporting the Italian community.</p> <p>5.6 Network with the volunteer sector peak bodies and develop working partnerships with them.</p>

Goal 6: Maximise existing resources and infrastructure.

Objectives	Strategies
Make better use of existing resources and ensure that staff from the partner agencies can share expertise.	<ul style="list-style-type: none">6.1 Encourage and support Italian organisations to share resources and expertise.6.2 Encourage and support Italian organisations to share staff development opportunities.6.3 Explore ways of promoting collaboration between Italian clubs and encourage the sharing of resources.

Goal 7: Promote traditional, cultural and religious values.

Objectives	Strategies
Develop alliances with organisations providing Italian education and cultural programs.	<ul style="list-style-type: none">7.1 Establish and nurture working links to the Italian consulate, COMITES and other Italian government representatives.7.2 Establish a working relationship with the Italian Didactic Centre, FILEF and schools with Italian programs.7.3 Identify the organisations promoting traditional, cultural and religious values and build strategic alliances with them.