

GET INVOLVED – SUPPORT ICSA

WORKING MODEL

The Indian (Sub-Cont) Crisis & Support Agency (ICSA) is a *Volunteer Led Organisation (VLO)*.

ICSA is **not funded** by any source. A degree of self-funding is achieved with some, with revenue-based services and we receive small grants from time to time.

Core services are delivered by **professionals** in their own capacity at a *no cost or pro bono basis*.

It is fair to say the agency is run by **UNPAID** skilled workers.

We work with individuals, benevolent market sector, government agencies and the corporate sector for mutual advantage.

Our stakeholders help resource our program delivery and therefore meet our core objectives of *servicing the community*.

HOW TO GET INVOLVED

There are many ways to support our work and get involved:

- **FUNDING** - We look for funding that it fits our purpose. We welcome the opportunity to partner in projects to work collaboratively to support clients & community.
- **DONATIONS** – can be made in funds, goods, services or other resources such as use of premises and in-kind support.
- **SPONSORSHIP** – the benefits of sponsorship are working in partnership on areas of common interest and having a say in the direction. Organisations that sponsor charities are well regarded by customers.
- **CORPORATE PARTNERSHIP** – supporting a charity is not only about the money that is offered; we work with our corporate partners to help deliver a full program or service to achieve benevolence.
- **CLIENT SERVICES** – our core services are at no charge, and others need professional assistance. Our fee-based services are at very reasonable rates. These services offer cost benefits, allows us to remunerate our professionals and provides quality service to your client.
- **OUTREACH**: we are regularly contacted by agencies across Australia to address client issues or better understand the needs. We can offer outreach work or consultancy for brokerage which then supports our core case management.
- **CUSTOMER**– Professional development products are available for clients, community and frontline workers. Buying our training and capacity building services directly supports our core case work.
- **CONSULTANCY** Our consultancy products are developed through practice and gathering community intelligence. We can assist in your HR policies, marketing, CALD Audits, client, assessment reports, and CALD stakeholder management.

FACT SHEET

PROGRAM SPONSOR



ICSA is a **registered charity** with full DGR &PBI status, which means all donations of \$2 and above are *fully tax deductible*.

The Indian (Sub-Cont) Crisis & Support Agency (ICSA) working within cultural frameworks developed through sound practice.

ICSA received no formal **funding** from any source.

We are looking for program sponsors to support:

- Domestic Violence
- Men's Services
- Family Services
- Buddy Groups

DONATIONS

Our services are run primarily by volunteers and pro bono support.

We rely on donations to cover basic expenses and for practical assistance to clients.

Our costs are kept low and we run literally off the back of an oily rag, we need community support.

DONATE



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- **COLLABORATION** – We believe in working with other organisations, be it the community & welfare sector, education or private industry. We all work better when we work together.
- **PARTNERSHIP**– Our key stakeholders include universities, Councils, private business and take shape in accordance with how the two organisations can work effectively for impact.
- **CORPORATE SOCIAL RESPONSIBILITY**– We have many opportunities to implement and deliver on CSR.
- **SUPPORT LETTERS**– We ask our clients and stakeholders to provide us with letters of support which we can offer to potential funders and investors.
- **SPEAK TO YOUR LOCAL MEMBER:** We are proud of our work in maintaining professional services despite no funding. However we believe the Government has a role to play and should work with us and support our work with core funding.
- **POSITIVE FEEDBACK:** We welcome all forms of feedback; we receive a lot of positive feedback, and we want it to keep coming. We also use any (rare) negative comments and we seek to improve our services.
- **PROMOTE US: ON YOUR NETWORKS:** We ask you to promote our work on your networks and socials.

RESOURCES

ICSA can make use of **in-kind** support in various ways, talk to us about what you do and *how you would like to assist the community* through our service. Past contributions include:

- Training/Consulting Rooms
- Work/Group Space/ Hospitality
- Corporate Support, Administration
- Mental Health Workers eg Counsellors
- Legal & Migration advice
- Marketing & Communications
- Technology
- Graphic Design
- Performing Arts (Charity of Choice)

How to get started

- Determine your philanthropic or benevolent objectives
- Contact us via email on your objectives
- Set up a meeting to explore
- Talk to us about your CSR programs

COMMUNITY SUPPORT

ICSA is a key platform to develop professional services for CALD clients. We are looking for people who can advocate to improve service access and quality for our community.

SOCIAL JUSTICE

Passion for social justice is needed to communicate current and emerging needs of our community. If you have fire in your belly for social justice, we can work together. Email us.

CONSULTANCY



ICSA uses **community intelligence** to develop products and services with a wider application.

Our **consultancy** services are a culmination of *growing expertise* from our practice and knowledge.

Key Expertise:

- Cultural Consultancy
- Systems Improvement
- Client advocacy
- CALD Auditing
- CALD EAP
- Outreach

PROFESSIONAL DEVELOPMENT

ICSA has delivered training & Professional Development since 2015. We are *specialised in Cultural Mindfulness, CALD DFV*, and tailoring training to an organisation or group.

Using our consultancy & professional development; you will get a *great service*, AND **directly assist us** to run our *crisis & support programs*.

FURTHER INFORMATION & BOOKINGS

info@icsa.net.au

ONLINE TRAINING

Our full range of online training can be viewed at

www.icsatraining.org.au