



Settlement
Council
of Australia



National Settlement Outcomes Standards



Introduction and Rationale

The National Settlement Services Outcomes Standards (NSSOS, or the Standards) were launched in 2015 by the Settlement Council of Australia (SCoA), following extensive consultation over several years.

The Standards were informed by best practice approaches to achieving positive settlement outcomes from across Australia, and an international literature review. They were developed in partnership with government and designed to work across all programs, agencies and levels of government, with the nine NSSOS standards aligning with the government's National Settlement Framework.

In 2020 SCoA revised the Standards following consultation with key stakeholders. The changes to the Standards include:

- ◆ Changing the name to the National Settlement Outcomes Standards (NSOS) - recognising that whilst settlement services take a lead role in supporting settlement, achieving positive settlement outcomes is a whole-of-community responsibility involving a wide range of organisations and stakeholders
- ◆ Adding a tenth standard - Finance - following feedback from the settlement sector that this is a critical issue that is not adequately addressed in the original nine standards
- ◆ Revising the wording of the standards and indicators to ensure they reflect the current settlement landscape and contemporary language

The rationale and benefits of the Standards include:

- ◆ Ensuring consistency, and that high quality settlement services are offered and maintained across Australia
- ◆ Encouraging and stimulating best practice while acknowledging, supporting and promoting the existing continuous improvement culture within the settlement sector
- ◆ Strengthening service delivery, client outcomes and impact
- ◆ Providing a reference point for organisations to use in periodic reflection and review of their service delivery, practices and client feedback
- ◆ Providing a foundation for capacity building and training for the sector
- ◆ Harnessing and applying the expertise of the sector to proactively develop and promote opportunities and innovative initiatives and solutions
- ◆ Identifying and interpreting trends, issues and opportunities both in Australia and internationally



The Standards

The National Settlement Outcomes Standards are:

- 1 ▶ Education and Training**
- 2 ▶ Employment**
- 3 ▶ Health and Wellbeing**
- 4 ▶ Housing**
- 5 ▶ Language Services**
- 6 ▶ Transport**
- 7 ▶ Civic Participation**
- 8 ▶ Family and Social Support**
- 9 ▶ Justice**
- 10 ▶ Finance**



Key Principles and Practices

The National Settlement Outcomes Standards are underpinned by **10 key principles and practices** that form the foundation for achieving the Standards. These key principles and practices articulate the ethos that should be used in pursuing the outcomes outlined in the standards.

SCoA is developing a number of tools and resources to ensure that the outcomes described in the Standards are achieved, and the underlying principles and practices are understood and applied. These tools aim to increase understanding and awareness of the Standards, and equip settlement service providers to offer the best possible support to newly arrived individuals, families and communities who are settling in Australia.

These resources are available on our website at www.scoa.org.au

The key principles and practices are:

Evidence based A strong evidence base underpins service delivery and policy, and services contribute to the ongoing development of this evidence base

Collaboration Strong and effective collaboration occurs across different programs, services, organisations, and sectors

Fostering Independence Services emphasise and encourage the development of independent capabilities through access to knowledge and skills development

Cultural Competence Services and systems demonstrate an ability to understand, communicate, and effectively support people across cultures

Intersectionality Services and systems recognise and seek to address the fact that people draw strength from and are disadvantaged by multiple aspects of their lived experiences including experiences of race, class, gender identity, sexual orientation, age, (dis)ability and religion

Strengths-Based Services value the capacity, skills, knowledge, connections and potential in individuals and communities

Person-Centred Person-centred approaches are used, informing both the systemic and practice levels

Engagement Service delivery and policy are underpinned by effective engagement with newly arrived individuals, families and communities

Continuous Development New programs and initiatives are continually being developed, and existing ones continually improved

Advocacy Services engage in both individual and systemic advocacy, as well as supporting newly arrived people to develop their skills, confidence and networks to engage in their own advocacy

STANDARD 1:

Education and Training

Newly arrived people can readily access and participate in high quality education and training pathways.

Indicators

1. Education and training providers have strategies in place for engaging with newly arrived individuals and communities, and offer flexible options for learning, such as part time, face to face and online
2. Education and training programs provide integrated and intensive English language support to facilitate learning, and to enhance everyday life in Australia
3. English language education supports people to be ready for the workplace
4. Education and training programs recognise pre-arrival competencies, and facilitate further training where required
5. Education and training programs provide a broad range of opportunities for work experience and on the job training
6. Women are supported to access education and training programs, such as by making childcare available and accessible, and promoting the value of women's education in culturally appropriate ways
7. Young people, their families or carers, receive targeted support to understand and navigate the education and training options available, and can build positive relationships with education and training providers
8. Schools and teachers are aware of and responsive to the education challenges faced by newly arrived young people that are distinct to those of their Australian born and non-migrant peers
9. Newly arrived people are supported to overcome practical barriers to participation, such as increasing digital literacy and safety, and enabling access to suitable IT equipment



STANDARD 2:

Employment

Newly arrived people achieve positive employment outcomes, supported by services which are responsive, diverse, sustainable and effective.



Indicators

1. Employment programs apply a strengths-based approach to supporting newly arrived people in order to overcome any barriers to employment, such as by valuing skills, experience and qualifications attained prior to arrival
2. Settlement service providers and employment service providers collaborate effectively, resulting in employment assistance which both meets the specific needs of newly arrived individuals, and meets the needs of employers
3. Service providers collaborate with employers and other key stakeholders in innovative ways to facilitate sustainable employment outcomes, such as developing partnerships between service providers and industry to enable newly arrived people to experience Australian workplaces through volunteering, internships, and work placements
4. Newly arrived people are provided with careers counselling and support, in order to understand Australian workplace requirements, and they are supported to understand and engage in their workplace rights and obligations
5. Barriers limiting women's participation in the workforce are suitably addressed – such as access to appropriate childcare, discrimination and unconscious bias
6. Newly arrived young people receive targeted support to address their specific employment-related needs, with additional attention given to young people with complex needs
7. Ongoing support is available to assist newly arrived people to sustain their employment once they have found a job
8. Entrepreneurship, social enterprise and social procurement are facilitated within newly arrived individuals and communities
9. Employers are engaged in effective workplace diversity programs

STANDARD 3:

Health and Wellbeing

Newly arrived people experience positive health and wellbeing, and are fully engaged in effective and responsive health and wellbeing programs and services, including primary prevention and early intervention programs.



Indicators

1. Newly arrived people have easy access to a wide range of responsive, affordable and quality health and wellbeing services, supports and interventions
2. Support and education is provided to assist newly arrived people to understand and navigate the Australian health and wellbeing systems, and their rights and responsibilities within these systems
3. Health and wellbeing issues that emerge prior to and during the settlement journey are assessed and responded to, in collaboration with specialist services
4. Responses to health and wellbeing issues are sensitive to the specific circumstances of newly arrived people - such as familiarity with health interventions, culture, language, age, background, religion, gender/gender identity, sexuality, disability, experiences of trauma, mental health, and cognitive capacity
5. Service providers offer a range of primary prevention and early intervention activities that address health and wellbeing issues specific to settlement, and they collaborate effectively to deliver these
6. Settlement service providers are aware of the impact torture and trauma can have on the mental health and wellbeing of newly arrived people, and are able to make appropriate referrals to specialist torture and trauma rehabilitation services when needed

STANDARD 4:**Housing**

Appropriate, affordable and long term housing is available and accessible for newly arrived people, within reasonable proximity to social and community supports and employment opportunities.

**Indicators**

- 1.** Issues such as housing size, affordability and accessibility are key components of planning and service delivery
- 2.** Service providers collaborate to advocate for increased availability of appropriate and affordable housing, particularly in locations that are identified as high need
- 3.** Settlement planning, and the lived experiences of newly arrived people, directly inform housing policies and practices
- 4.** Settlement service providers collaborate effectively with a wide range of other stakeholders to address housing barriers for newly arrived communities, including addressing discriminatory practices that exclude or reduce access to housing for newly arrived people, and encouraging widespread use of interpreters
- 5.** Service providers empower newly arrived people to understand and independently access the Australian housing market, including understanding tenancy rights and responsibilities, and government assistance schemes
- 6.** Newly arrived people are able to access suitable long term housing in locations that meet their needs
- 7.** Newly arrived people are supported to access emergency or crisis accommodation when needed

STANDARD 5:

Language Services

Translating and interpreting services, and a wide range of high quality translated and interpreted resources, are widely available and accessible for newly arrived people.

Indicators

1. Settlement service providers work alongside a broad range of external stakeholders involved in providing support to newly arrived people, to ensure language accessibility of their services
2. Newly arrived people are made aware of and are able to access their entitlement to language support when accessing relevant government and non-government services, including access to an accredited face-to-face interpreter or translation service when needed
3. Service providers utilise a broad range of language services and supports including the use of interpreters, translations, bilingual staff, audio or visual resources, and community language programs
4. Translated and interpreted materials are distributed through fora that are accessible and already being accessed by newly arrived individuals and communities
5. Newly arrived people are supported to overcome barriers to accessing suitable language services, supports and resources, such as help with digital literacy and access to IT equipment
6. Service providers adopt whole-of-organisation approaches to developing and implementing language policies and procedures
7. Service providers regularly review their language services to ensure they reflect the changing demographics and needs of newly arrived individuals and communities in their local area



STANDARD 6:**Transport**

Affordable and accessible transport options are readily available to newly arrived people, to facilitate their social and economic participation, and their wellbeing.

**Indicators**

- 1.** Newly arrived people are supported to access information, and to develop their skills and confidence in using public, private and community transport
- 2.** Service providers engage with newly arrived people to identify strategies which address common barriers to accessing public transport – such as costs, accessing information and navigating the public transport system
- 3.** Programs and initiatives respond to the specific transport needs of newly arrived individuals and communities, such as road safety and driver education programs, support with obtaining a driver's licence and transport concessions
- 4.** Service providers collaborate with a range of stakeholders including communities, government and business partners to identify and advocate for affordable and accessible transport options

STANDARD 7:

Civic Participation

Newly arrived people are fully engaged and participating in the Australian community, and exercising their individual and collective rights and responsibilities under the law.

Indicators

1. Service providers assist newly arrived people to develop their knowledge and understanding of Australia's social and political systems, and reinforce knowledge of their rights and responsibilities
2. Newly arrived people are provided with information, pathways and support to develop their understanding of Australian values and to become Australian citizens
3. Newly arrived people contribute and give back to Australian society, for example through volunteering
4. Newly arrived individuals and communities are supported to share their own stories and opinions, to ensure that their voices help to shape Australia's civic and political landscape
5. Settlement services provide leadership training and development opportunities so that newly arrived individuals can become leaders in Australian society
6. Key sites of civic participation such as media, politics, and philanthropy reflect the cultural diversity of Australian society.



STANDARD 8:

Family and Social Support

Newly arrived people are fully supported to establish and maintain safe, healthy, positive and meaningful family and social relationships throughout their settlement journey.



Indicators

1. Service providers assist newly arrived individuals, families and communities to preserve and enhance their relationships during the settlement journey
2. Newly arrived people are supported to preserve their own cultural identity and values (for example, through establishing cultural community associations and facilitating celebrations), whilst learning and integrating new Australian values and norms
3. Service providers actively develop and promote a wide range of community events and activities that encourage intercultural dialogue to support newly arrived individuals to build links outside of their own cultural community, create community harmony, and minimise racism
4. Settlement service providers offer newly arrived communities' exposure to broader cultural experiences and a sense of belonging in Australia, for example through links to local sports and recreation groups
5. Strategies are implemented to support the unique needs of each individual within the family unit - including children, young people, older people, women and men, people with a disability, and LGBTQIA+ people
6. Settlement service providers have a specific youth strategy, guided by the National Youth Settlement Framework, to ensure targeted, age appropriate services are available to newly arrived young people
7. Settlement service providers have a specific domestic and family violence strategy to ensure culturally competent services are available to support newly arrived individuals and families
8. Settlement service providers work with key stakeholders (such as child protection, family safety services, and parenting programs) to enhance the cultural sensitivity of support services
9. Newly arrived people are supported to work towards family reunification, including accessing quality migration services and support

STANDARD 9:

Justice

Newly arrived people have full access to the legal and justice systems, in order to ensure the realisation of their rights and responsibilities.

Indicators

1. Settlement service providers collaborate with relevant legal, government and community services to enable newly arrived people to access the legal and justice systems in culturally appropriate ways
2. Programs and initiatives are developed in response to specific justice and legal issues experienced by newly arrived people, such as programs that increase awareness of workplace rights and obligations.
3. Newly arrived people have access to timely and relevant legal information and advice in their own language, and service providers support the development and provision of translated legal information
4. Qualified interpreters are used in all situations where legal information is being discussed and where it is required or requested by a newly arrived person
5. Service providers collaborate effectively to promote and advocate for access to affordable legal advice and representation, as well as the right of appeal
6. Settlement service providers contribute to the education of legal and justice sector workers regarding issues such as the influence of culture, and discrimination in the legal and justice systems
7. Newly arrived people receive appropriate legal information, advice and support to challenge experiences of racism and discrimination
8. Newly arrived individuals and communities are supported to develop positive and trusting relationships with law enforcement agencies



STANDARD 10:**Finance**

Newly arrived people are able to confidently navigate the financial landscape, and make good decisions that enable their financial and material wellbeing.

**Indicators**

- 1.** Service providers assist newly arrived people to develop their financial literacy, and their knowledge and understanding of the Australian financial system, including organisations such as banks, money lenders, Centrelink, ATO, financial counsellors, Emergency Relief providers
- 2.** Newly arrived people are supported to develop their literacy, resilience and independence with regard to managing their finances
- 3.** Newly arrived people are supported to understand and address some of common problems and issues people face with managing their finances, such as understanding contracts, recognising and avoiding scams and high interest loans
- 4.** Newly arrived people are able to manage their money and save regularly, at least to the same standard as the broader Australian community
- 5.** Service providers collaborate with a broad range of financial institutions to develop information and advice that is clear, accessible, easy to understand, and available in a wide range of community languages and formats
- 6.** Settlement service providers offer education and support to the financial sector to increase their cultural competence, and to help them to develop their understanding and awareness of newly arrived people, and the issues and challenges they face
- 7.** Service providers, the financial sector and other key stakeholders advocate with and on behalf of newly arrived individuals and communities, and the issues that impact on their financial and material wellbeing



Settlement
Council
of Australia

Suite 3a, 32 Thesiger Court
Deakin ACT 2600

P (02) 6282 8515
M 0419 988 059
E info@scoa.org.au
W www.scoa.org.au

 [@SCOA_Aus](https://twitter.com/SCOA_Aus)
 [@SettlementCouncilofAustralia](https://www.facebook.com/SettlementCouncilofAustralia)
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