



Settlement  
Council  
of Australia

## Settlement Sector Quality Framework

The settlement sector in Australia is committed to the provision of high quality services aimed at assisting newly arrived individuals, families and communities to settle well in Australia. The sector is supported by the Settlement Council of Australia (SCoA) to achieve this. SCoA's vision is for an equitable, respectful and inclusive Australia where effective settlement outcomes provide newly arrived people with every opportunity to fully participate in society.

The Settlement Sector Quality Framework supports settlement agencies across Australia in their pursuit of high quality services by providing a clear description of the intended outcomes of effective settlement support, as described in the National Settlement Outcomes Standards. The Framework also includes 10 Key Settlement Sector Principles and Practices, which form the foundation for achieving these Standards. Together, the 10 Standards and the 10 Key Principles and Practices define the core business of quality settlement service delivery.



# National Settlement Outcomes Standards

The National Settlement Outcomes Standards (NSOS) were originally launched by SCoA in 2015 following extensive consultation, and were revised in 2020. Each Standard addresses a key issue which needs to be navigated by newly arrived people during their settlement journey. The 10 Standards are outlined below:

**1. Education and Training** - Newly arrived people can readily access and participate in high quality education and training pathways.

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

**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.

**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.

**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.

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

**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.

**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.

**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.

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

## Key Settlement Sector Principles and Practices

SCoA has identified 10 key principles and practices that form the foundation for achieving high quality settlement service delivery, and for achieving the outcomes described in the National Settlement Outcomes Standards.

These principles and practices are outlined below ▼



## **1 ► Evidence Based**

Evidence-based practice helps practitioners and agencies to identify, select, and implement the best possible programs and interventions for the people they work with. When professional practices are based on the best available evidence, practitioners use this evidence as the basis for designing their own interventions. A strong evidence base underpins settlement service delivery, and settlement services contribute to the ongoing development of this evidence base.

## **2 ► Collaboration**

Collaboration involves individuals and organisations working together to achieve a common purpose or benefit. Collaboration relies on openness, knowledge sharing, and accountability by those involved. To achieve the best possible settlement outcomes, strong and effective collaboration must occur across different programs, services, professions, organisations, and sectors.

## **3 ► Fostering Independence**

Fostering independence is about supporting people to make choices, learn from them, experience failure and success, and develop the resilience they need to tackle life's challenges and obstacles. Settlement services emphasise and encourage the development of independent capabilities in newly arrived individuals, families and communities through access to knowledge, support, resources and skills development.

## **4 ► Cultural Competence**

Cultural competence is the ability to understand, communicate, and effectively interact with people across cultures. Cultural competence encompasses being aware of one's own world view, and gaining knowledge and understanding of different cultures and practices. Settlement services support newly arrived people by valuing their cultures, and by promoting and supporting the development of culturally competent practices in themselves and others.

## **5 ► Intersectionality**

Intersectionality recognises that people both draw strength from, and are disadvantaged by, multiple aspects of their lived experiences. The barriers faced by newly arrived people differ, according to other aspects of each person's identity. This includes experiences of race, class, gender identity, sexual orientation, age, (dis)ability and religion. Settlement services recognise that intersectionality exists, and take these inter-connecting issues into account when working to promote social and political equity.

## **6 ► Strengths Based**

A strengths-based approach values and emphasises the capacity, skills, knowledge, connections and potential in individuals, families and communities. Practitioners and organisations that work in this way do so in collaboration, by helping people to do things for themselves. As a result, people become co-producers of the services and supports they wish to use. Settlement services draw upon existing strengths to help build stronger, more sustainable individuals, families and communities.

## **7 ► Person Centred**

Person-centred practice puts the person at the centre of everything we do. It recognises that every person is unique and complex. It respects the knowledge and preferences they bring regarding themselves, their needs and aspirations. Settlement services use integrated person-centred approaches, and these inform both the practices and the systems of the organisation.

## **8 ► Engagement**

Engagement is the process through which people are active and involved in the services, programs and activities that support them. Engagement is both a process and an outcome. Settlement services must engage effectively with newly arrived individuals, families and communities, and this engagement must directly inform their work.

## **9 ► Continuous Development**

Continuous development is an ongoing effort to improve products, services and processes. Continuous development involves people working together through an ongoing process of "plan; do; review; and act". Settlement services must continually develop new programs and initiatives, as well as evaluating, building on and improving existing ones.

## **10 ► Advocacy**

Advocacy is influencing decisions within political, economic and social institutions. Advocacy ensures that people are able to have their voices heard on issues that are important to them, and to defend and safeguard their rights. Settlement services engage in both individual and systemic advocacy, as well as supporting newly arrived people to develop their skills, confidence and networks to advocate on their own behalf.

# Resources

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

These are available on our website at [www.scoa.org.au](http://www.scoa.org.au)

## Note:

SCoA acknowledges the work of the Multicultural Youth Advocacy Network (MYAN Australia) in developing the National Youth Settlement Framework (NYSF), which focuses on the effective settlement of young people aged 12 to 25. Settlement agencies that work with young people as well as other newly arrived people, are encouraged to use both the Settlement Sector Quality Framework and the NYSF to inform their work.

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