

Strategic Framework

2020-2025

Our Purpose

The Settlement Council of Australia is the national peak body representing agencies that provide settlement services.

Our Goal

The Settlement Council of Australia promotes effective settlement outcomes for migrants and refugees settling in Australia and the Australian community.

Our Vision

An equitable, respectful and inclusive Australia where effective settlement outcomes lead to migrants and refugees fully participating in society.

Our Values

The Settlement Council of Australia works within a human rights framework, with a particular focus on:

- ◆ **Listening** - We listen to our members to understand their needs and be an independent voice of the settlement sector to a range of stakeholders.
- ◆ **Accountability** – We are accountable to our members and ensure we deliver on our promises.
- ◆ **Partnership** - We are committed to building partnerships with a range of stakeholders to share knowledge, innovation and promote quality outcomes.
- ◆ **Integrity** – We act with honesty and integrity at all times by adhering to the highest standards of moral and ethical values.
- ◆ **Respect** - We treat ourselves and members with mutual respect.

Strategic Objectives

The Settlement Council of Australia (SCoA) is the national peak body for settlement. We represent settlement agencies across Australia providing direct services to people of refugee and migrant background. Our aim is to be an influential representative body by providing strong leadership and building sector capacity.

Leadership

SCoA provides strong leadership and promotes effective settlement outcomes by:

- ◆ Promoting a shared vision to the sector developed through consultation and collaboration
- ◆ Leading the agenda on settlement outcomes and processes with relevant stakeholders
- ◆ Effectively representing sector issues to a range of stakeholders and other sectors
- ◆ Demonstrating a strong value proposition for members through building a partnership of equals with our key stakeholders
- ◆ 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
- ◆ Building an evidence base that positively influences and advances the outcomes being experienced by migrants and refugees

Capacity Building

SCoA builds capacity in the settlement sector and broader Australian community by:

- ◆ Promoting best practice including through the National Settlement Services Outcomes Standards
- ◆ Showcasing and sharing evidence-based best practice in settlement
- ◆ Driving service delivery improvements by identifying and responding to gaps and barriers
- ◆ Encouraging and strengthening collaboration and partnerships

