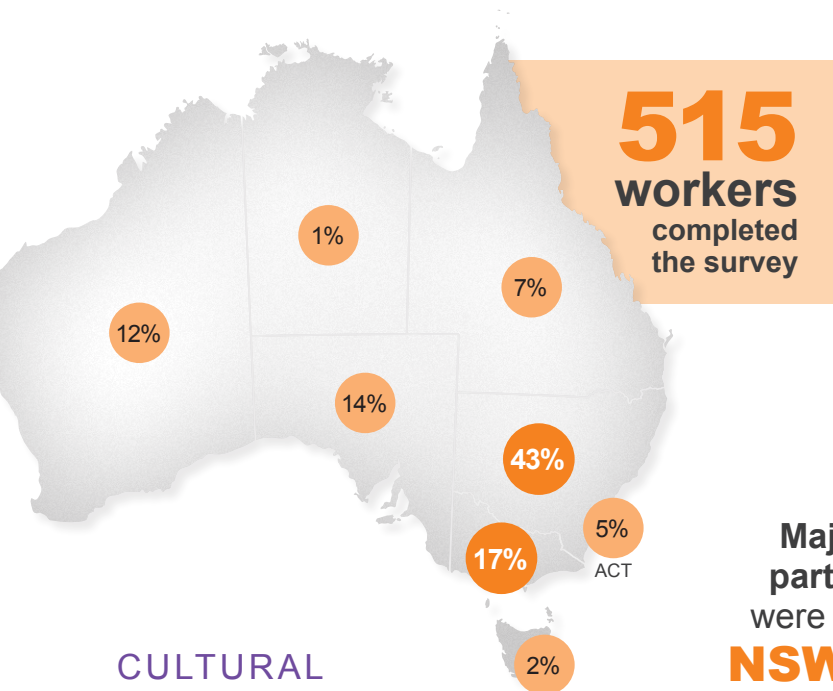


NATIONAL SETTLEMENT WORKFORCE PROFILE 2023-24

Workers Survey

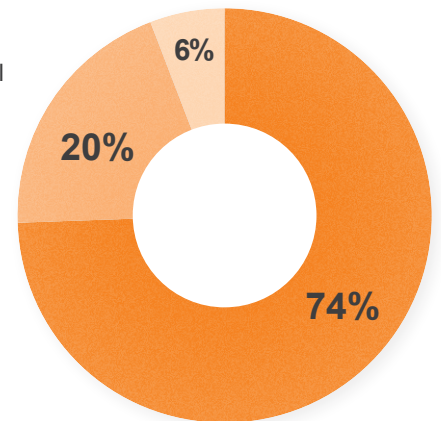
As part of Road to Belonging, the Settlement Council of Australia (SCOA) undertook a national survey of the settlement workforce, the first national survey mapping the workforce to this scale.

The 2023 National Settlement Workforce Survey addressed key demographics, roles, experiences, and backgrounds of employees, as well as organisational structures and existing training. This will form a rich basis for implementing well-considered training solutions and will have a tangible impact as it forms a foundation for designing training solutions as part of the Road to Belonging Strategy. This infographic summaries key settlement workforce profile findings.



LOCATION

- Metro
- Regional
- Remote



Majority of participants were located in **NSW & VIC**

CULTURAL AND LINGUISTIC DIVERSITY



3 out of 4 workers:

- ✓ used a language **other than English for work (75%)**
- ✓ were born **outside of Australia (76%)**
- ✓ spoke a language **other than English at home (75%)**

36% on a regular basis

2 in 3

settlement workers were **women (70%)**

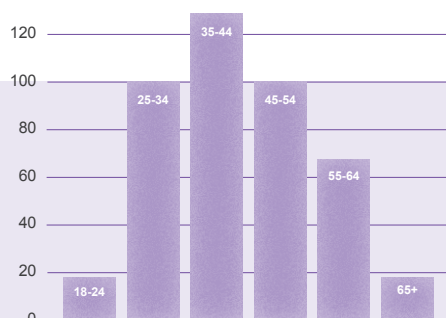
Most common were:

Arabic Dari

Farsi

Nepali

Urdu



30%

were aged between

35-44 years

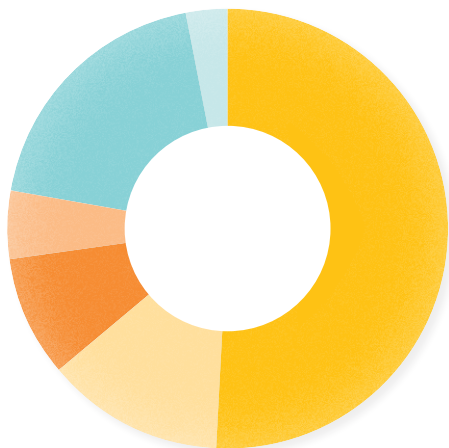


Settlement Council of Australia



Settlement Council of Australia

LIVED EXPERIENCE



78% reported having lived experience of migration themselves or have a family member who has

- I have lived experience of migration to Australia
- I have a family member who has lived experience of migration to Australia
- I have lived experience of forced displacement
- I have a family member who has lived experience of forced displacement
- I do not identify as having lived experience
- Prefer not to say

PROFESSIONAL PROFILE

Most common occupations were:



case manager (18%)



case worker (13%)



manager (12%)

68%

of workers had qualifications in **Community Services**

of those, most had a **Diploma (32%)** and/or a **Certificate IV (12%)**



83% of workers had qualifications in **health, social and behavioural sciences, TESOL or teaching**

EMPLOYMENT STATUS



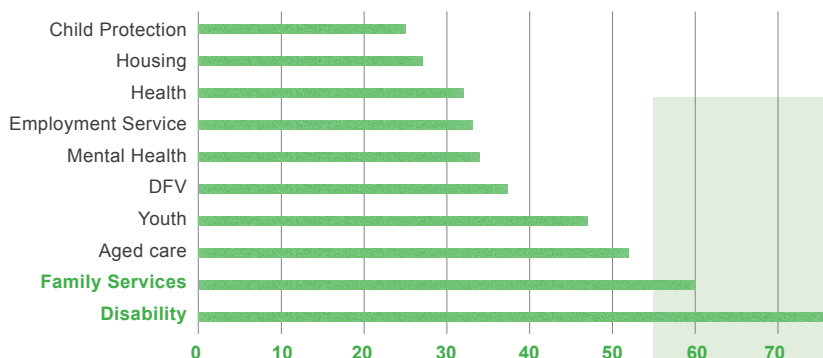
Average years working in the settlement sector (anywhere in Australia) was **7.3 years**

35%

had been in the settlement sector for **10+ years**

48%

were new to the settlement sector (first role in the sector)



Disability (33%) & family services (26%) were the most common sectors of prior employment