



# NATIONAL SETTLEMENT SERVICES OUTCOMES STANDARDS

Settlement  
Council  
of Australia





# Overview of National Settlement Services Outcomes Standards

## INTRODUCTION AND RATIONALE

The proposed National Settlement Services Outcomes Standards are the culmination of the Settlement Council of Australia (SCOA) extensive work around fostering dialogue on national standards within the settlement sector for a number of years. This dialogue has included a national consultation process to inform the development of a discussion paper that was tabled at SCOA's National Conference in 2012. A further series of national consultations were undertaken in 2014 to explore the principles, content and prospective structure of proposed national settlement service outcomes standards.

In addition to the extensive consultation process, the National Settlement Services Outcomes Standards have been informed by best practice approaches being delivered in the work of settlement services across Australia and an international literature review. The National Settlement Services Outcomes Standards have been developed in partnership with Government and represent an approach designed to work across all programs, agencies and levels of Government. They are also a useful tool for discussion with mainstream and other services about the outcomes that settlement support aims to achieve.



### The rationale and benefits of the National Settlement Services Outcomes Standards include:

- > ensuring consistency, and the maintenance of a high quality settlement services is 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 tool/reference point for organisations to use in periodic reflection and review on service delivery, practices and client feedback.
- > providing an impetus / stimulus for capacity building within agencies and also within the wider settlement sector workforce by linking standards to training programs.

## THE CONTEXT AND DEFINITION OF NATIONAL SETTLEMENT SERVICES OUTCOMES STANDARDS

Settlement Services sector agencies have expressed a commitment to the development and implementation of National Settlement Services Outcomes Standards that support a consistent high quality of service delivery nationally.

In developing the Standards, SCOA recognised that settlement services sector agencies across Australian states and territories are required to comply with a breadth of legislation, policies, frameworks and standards relevant to funded programs and services. The Standards have not been developed with the intention of placing an additional compliance burden on settlement services agencies and those agencies that choose to adopt these have no reporting obligations. Rather, the Standards offer guidance around organisational capabilities that reflect best practice in settlement service provision and support the establishment of minimum standards of practice across various programs and locations for those that choose to adopt them. The standards will also strengthen those agencies already committed to ongoing improvement.

### DEFINING NATIONAL SETTLEMENT STANDARDS

Each agency that delivers settlement services retains responsibility for the different programs service and initiatives they provide. The Settlement Council of Australia has developed the Standards in response to sector feedback urging for a national best practice evidence base on the delivery and outcomes of settlement services.



The National Settlement Services Outcomes Standards seek to drive improvements in the outcomes of settlement service provision, such that clients who access these services experience a consistent level of support that enhances their potential for effective settlement.

### PURPOSE OF THE SETTLEMENT SERVICES STANDARDS

The overarching purpose of the National Settlement Services Outcomes Standards is to establish a consistent set of best practice benchmarks that reflect the work of settlement services outlining indicative client outcomes and impact indicators of best practice.

It is envisaged that the Standards will provide a focus to how settlement services can understand and measure the effectiveness and impact of practice on client outcomes. The Standards will also facilitate the building of a learning and knowledge base that contributes to continuous improvement within the Settlement sector.

### KEY PRINCIPLES

The following key principles underpin the proposed National Settlement Services Outcomes Standards and their development:

- > alignment with Settlement Services Principles
- > adoption of a human rights lens
- > integrated client centred approaches that encompass both systemic and practice levels

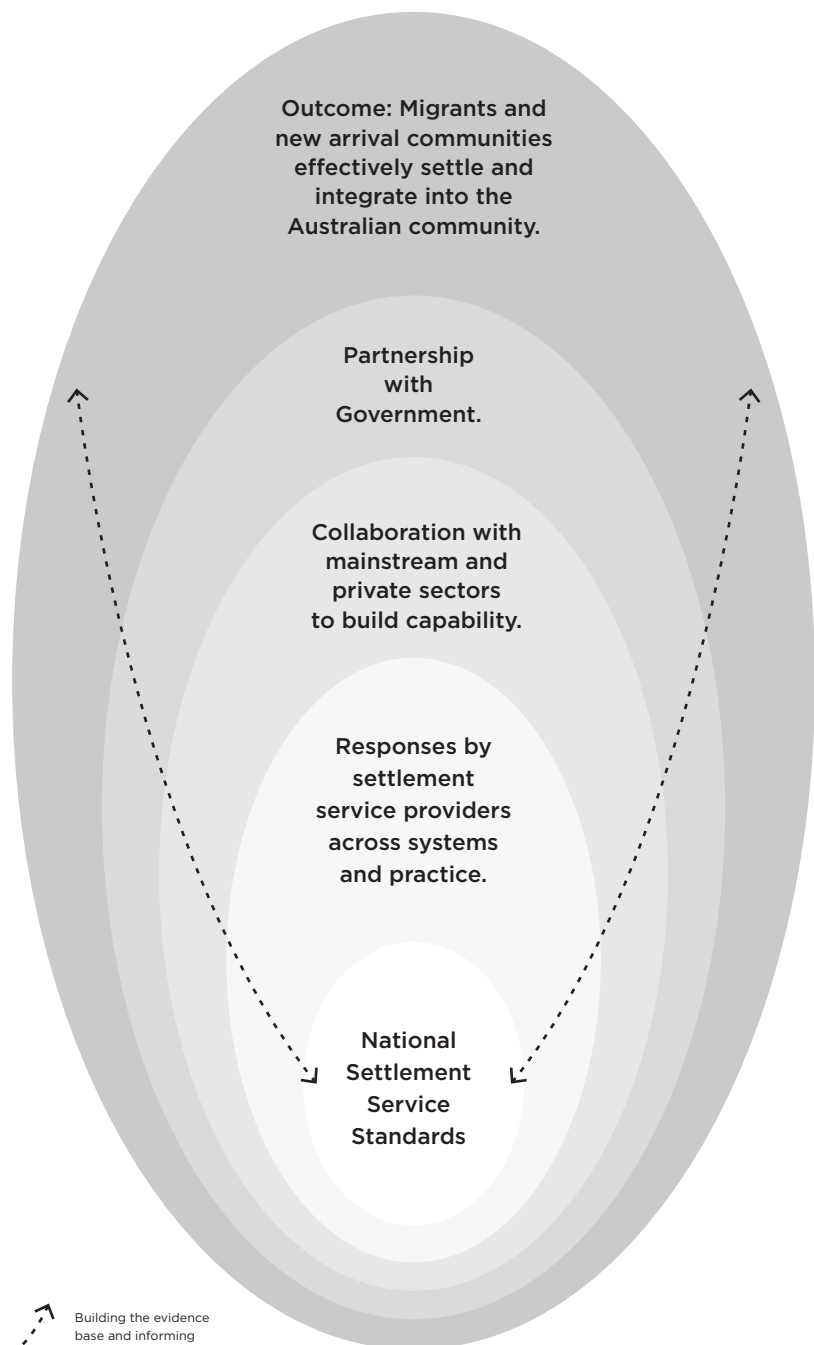
The National Settlement Service Standards reflect the nine priority areas set out in the National Settlement Framework and include:

- 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

# National Settlement Services Outcomes Standards

## IMPACT

The interrelatedness of successful settlement and the National Settlement Service Standards is depicted in the following diagram:







The following outlines the standards and indicators for each priority area under the framework.



## **NATIONAL SETTLEMENT SERVICES STANDARD 1: EDUCATION AND TRAINING**

**Outcome Standard 1** - Education and training pathways are available and accessible to new arrival communities and have an evidence-base of sustainable outcomes. This outcome standard recognises that linkages with education and training pathways are a critical component of an integrated settlement services system.

THE INDICATORS OF THIS OUTCOME STANDARD ARE:

- English language education supports workplace readiness.
- Education and training programs recognise and support acknowledgement of pre-arrival competencies and facilitate further training where required.
- Education and training programs provide integrated opportunities for relevant work experiences, workplace certifications and on the job training
- Education and training programs are responsive to challenges faced by humanitarian entrants.
- Humanitarian entrants are provided with career counselling and support to understand Australian workplace requirements.
- Education and training programs provide integrated and intensive English language support to facilitate learning.



## NATIONAL SETTLEMENT SERVICES STANDARD 2: EMPLOYMENT

**Outcome Standard 2** – Settlement services, employers and employment services work collaboratively to ensure sustainable workforce participation. This outcome standard recognises that barriers to employment differ amongst the diverse client groups accessing settlement services. Accordingly, services must be responsive, diverse, sustainable and effective in ensuring meaningful employment outcomes.

THE INDICATORS OF THIS OUTCOME STANDARD ARE:

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- Employment programs are customised to address common barriers experienced by new arrival communities.
- Services promote innovation in engaging with employers to facilitate sustainable employment outcomes.
- Partnerships are developed with industry and create work experience opportunities within the Australian context.
- Employers are engaged in education programs that seek to increase awareness of workplace diversity and address discrimination risks.
- Shared dialogue with employment service providers that results in culturally responsive employment assistance and reflects a client centred approach.
- Entrepreneurship, social enterprise and social procurement are facilitated within new arrival communities.
- Women are supported to access childcare that facilitates participation in education and employment programs.



## NATIONAL SETTLEMENT SERVICES STANDARD 3: HEALTH AND WELLBEING

**Outcome Standard 3** – Settlement services clients are engaged through effective and responsive primary prevention and early intervention initiatives that encourage health and wellbeing. This outcome standard builds the capability of settlement service providers to embed health and wellbeing as an underpinning feature across service system level and practice delivery. The standard reflects recognition that settlement services clients have been exposed to factors that present high risk around health and wellbeing.

THE INDICATORS OF THIS OUTCOME STANDARD ARE:

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- New arrival communities have access to appropriate, affordable and quality health services and interventions.
- Support and education is provided to assist new arrival communities to navigate the Australian health systems and to understand their rights.
- Health and wellbeing risks that emerge leading up to and during the settlement process are assessed and responded to in collaboration with specialist services.
- Services include preventative measures aimed at promoting increased awareness about health and wellbeing during settlement and early responses to problems that arise.
- Responses to health and wellbeing issues are sensitive to the specific circumstances of clients such as familiarity with health interventions, culture, language, age, background, religion, experiences of trauma and cognitive capacity.
- Services are underpinned by an evidence base.

# 4



## NATIONAL SETTLEMENT SERVICES STANDARD 4: HOUSING

**Outcome Standard 4** – Appropriate, affordable and long term housing is available and accessible within reasonable proximity of social and community supports and employment opportunities. This outcome standard recognises that access to appropriate and affordable housing directly impacts outcomes of all other priority areas set out in the National Settlement Services Outcomes Standards. Furthermore, newly arrived communities are at high risk of homelessness and exploitation in the rental market.

THE INDICATORS OF THIS OUTCOME STANDARD ARE:

- Drive settlement sector advocacy to encourage increased availability of appropriate and affordable housing stock, particularly in locations identified as high need.
- Links are fostered with relevant stakeholders to ensure settlement planning informs housing policies and access to affordable housing.
- Key issues such as housing size, affordability, understanding tenancy rights and access to transport are key components of planning and service delivery.
- Services aim to develop relationships that contribute to removing housing barriers for new arrival communities, in particular discriminatory practices that exclude settlement clients from access to housing.
- Identify and implement housing support initiatives. For example, bond assistance, community housing programs etc.
- Services empower clients to build knowledge and competency in relation to accessing the Australian housing market including tenancy rights and responsibilities as well as government assistance schemes.
- Newly arrived communities are able to access long term housing in locations that suit their needs.

8

# 5



## NATIONAL SETTLEMENT SERVICES STANDARD 5: LANGUAGE SERVICES

**Outcome Standard 5** – Translating and interpreting services are available and accessible in various contexts. This outcome standard recognises that language services are an integral feature in ensuring settlement services clients are able to access the information and services they need to fully participate in the community and experience positive settlement outcomes.

THE INDICATORS OF THIS OUTCOME STANDARD ARE:

- Service providers adopt whole-of-organisation approaches to developing and implementing language policies and procedures.
- Services regularly review language services within continuous service response improvements.
- Services utilise a breadth of language services options including the use of interpreters, translations, bilingual staff and community language service programs.
- Clients are made aware of entitlement to language support in accessing government services and how to access this support.
- Services are engaged in dialogue with external stakeholders involved in settlement support to ensure language accessibility of services. For example, work with local government to ensure responsiveness of 'welcome kits' to emerging community language groups.





## NATIONAL SETTLEMENT SERVICES STANDARD 6: TRANSPORT

**Outcome Standard 6** – Affordable transport options are available to facilitate social and economic participation. This outcome standard recognises that mobility of newly arrived communities through transport can impact on their capacity for civil participation. Transport is a key tool to facilitate access to services and employment and can have an impact on health and wellbeing.

THE INDICATORS OF THIS OUTCOME STANDARD ARE:

- Services engage with clients to identify strategies to address common barriers to accessing public transport including costs, accessing information and navigating the public transport system.
- Newly arrived communities are supported to access information and develop competency in use of public and private transport options.
- Programs and initiatives are developed that respond to the specific transport needs of clients newly arrived communities. For example driver education programs or transport concessions.
- Services work with community, Government and business partners to identify or establish transport alternatives where gaps exist. For example, this may include developing options for accessing transport in regional areas where there is a lack of public transport options.



## NATIONAL SETTLEMENT SERVICES STANDARD 7: CIVIC PARTICIPATION

**Outcome Standard 7** – Newly arrived communities are able to effectively engage in the Australian community and exercise their individual and collective rights under the law. This outcome standard recognises the role that settlement service providers play in engaging and supporting migrant and new arrival communities to achieve a level of independence that facilitates effective civic participation. It encompasses efforts that promote cultural and national identity, encourage civic participation and foster contributions to the broader Australian society.

THE INDICATORS OF THIS OUTCOME STANDARD ARE:

- Newly arrived communities are linked to community based organisations and activities of their choice that promote integration and participation in the wider community.
- Settlement services include community engagement programs that support preservation of cultural practices as well as opportunities that provide exposure to broader cultural experiences and a sense of belonging within the Australian context.
- Service emphasise the development of independent capabilities through access to knowledge and skills development.
- Services contribute to an ongoing evidence base of effective settlement services by documenting system and practice responses that achieve sustainable civic participation.
- Newly arrived communities are provided with information and pathways to Australian Citizenship.
- Community orientation programs provide effective and timely information to newly arrived communities and reinforce knowledge of rights under the law as well as creating awareness about services and supports in their local community.
- Services actively promote and develop community cultural events that encourage cultural celebration and intercultural dialogue with a view to creating community harmony and minimising racism.

## 8



## NATIONAL SETTLEMENT SERVICES STANDARD 8: FAMILY AND SOCIAL SUPPORT

**Outcome Standard 8** – Newly arrived communities are supported to establish and maintain meaningful social and family relationships during settlement. This outcome standard recognises the unique issues and vulnerabilities families are exposed to within the settlement process and ensures the settlement sector contributes to minimising these vulnerabilities through efforts that offer support around the particular needs of children, youth, women and men.

THE INDICATORS OF THIS OUTCOME STANDARD ARE:

- Support is provided to assist families to preserve relationships during the various challenges associated with settlement and the adjustment to new social and community norms.
- Newly arrived communities are supported to preserve their cultural identity and values whilst integrating new Australian values and norms.
- Services provide access to spaces, activities and services that support cultural practice as well as opportunities that provide exposure to broader cultural experiences within the Australian context.
- Specific strategies are implemented to support families to not undervalue the specialised needs of children, youth, women and men.
- Services establish linkages that enable referral pathways to breadth range of family support services including education, child safety, health, legal and parenting programs.
- Families are supported to develop linkages within and outside of their own cultural community.

## 9



## NATIONAL SETTLEMENT SERVICES STANDARD 9: JUSTICE

**Outcome Standard 9** – Newly arrived communities have access to timely and relevant legal information and advice in their own language. This outcome standard recognises the challenges migrants and new arrivals face in understanding the intricacies of Australia's legal and justice systems and the role that the settlement sector plays in minimising barriers to access. It supports legal literacy as a key aspect of successful settlement that enables migrants and new arrivals to engage economically, socially and culturally in Australian society.

THE INDICATORS OF THIS OUTCOME STANDARD ARE:

- Programs and initiatives are developed in response to specific justice and legal issues experienced within new arrival communities. Linkages are established with relevant legal, Government and community services that enable access to legal and justice systems using a diversity lens.
- Services contribute to the education of legal and justice sector workers around the influence of culture and potential discrimination in legal and justice systems.
- Interpreters are used in all situations where legal information is being discussed and where required or requested by the client.
- Services support the development and provision of translated legal information.
- Services promote and advocate access to affordable legal advice and representation as well as the right of appeal.
- Newly arrived communities are supported to develop positive and trusting relationships with law enforcement agencies.





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