



Australian Government

Department of Immigration
and Multicultural Affairs

NATIONAL FRAMEWORK FOR SETTLEMENT PLANNING

Contents

Background	1
Migration and Settlement	1
<i>Successful Settlement</i>	1
<i>DIMA-funded Settlement Services</i>	2
Review of Settlement Services for Migrants and Humanitarian Entrants	2
Review Recommendations on Settlement Planning	3
Implementation of Planning Recommendations	5
National Settlement Planning Framework	6
Framework Aim	6
Settlement Planning Flowchart	7
Settlement Planning Cycle	8
<i>Needs Identification and Analysis</i>	8
<i>Needs Identification Process</i>	9
Planning Roles and Responsibilities	10
Communication and Consultation	12
Settlement Stakeholders	12
<i>Internal Stakeholders</i>	12
<i>External Stakeholders</i>	13
Information Products	13
Settlement Planning Cycle 2006	15
National Settlement Planning Committee	16
Further Information	18

© Commonwealth of Australia March 2006

Design & layout by Spice & Co. Design, Canberra

Printing by OSA Print and Copy Centre

This National Framework for Settlement Planning (the Framework) has been developed by the Department of Immigration and Multicultural Affairs (DIMA, the department) in line with recommendations of the May 2003 *Review of Settlement Services for Migrants and Humanitarian Entrants* and following consultation in late 2005 and early 2006 with key program areas within DIMA's National, State and Territory Offices and the Refugee Resettlement Advisory Council (RRAC).

Policies in relation to the department's programs change over time. For current information on the department's programs visit the department's website at www.immi.gov.au

Background

Migration and Settlement

At the time of the 2001 Census there were almost 19 million people in Australia.

Twenty-two per cent had been born overseas, and more than 18 per cent of those who were born in Australia had at least one parent born overseas.

More than 200 languages were spoken, including 62 Indigenous languages.

In 2004-05, 120,100 visas were granted under the Migration Program and 13,178 under the Humanitarian Program. People's reasons for migrating to Australia were diverse – reuniting with family, escaping persecution, or simply seeking a better life in a new country.

The success of Australia's Migration and Humanitarian Programs rests largely on the successful settlement of new arrivals, that is, how well new entrants are able to establish a new life and participate in Australian society. Successful settlement benefits not only individual migrants and their families, but also the nation as a whole. New arrivals bring valuable skills and experience to our society, help us to meet labour force shortages, contribute to regional development, and in the case of Australia's Humanitarian Program, assist us to meet our international obligations.

Successful Settlement

The success of the settlement experience relies on both the willingness of Australian society to welcome new arrivals, and the commitment of those arrivals to establishing a life in Australia. The capacity of new arrivals to settle successfully will also vary according to their pre-arrival backgrounds and experiences, and the level of welcome and support they receive on arrival. The differing capacities of migrants to settle into life in Australia can be described as levels of settlement need.

The settlement needs of new arrivals will determine the level of support they require on arrival to settle successfully. For many migrants, settlement needs are similar to the needs of the resident Australian population, including

accommodation, employment, health care and education. As a general rule, where a new arrival requires government assistance to meet these ‘mainstream’ needs, that assistance is most appropriately provided by mainstream government agencies.

DIMA-funded Settlement Services

DIMA provides a range of settlement services to help newly arrived migrants and humanitarian entrants settle in Australia. These services are not an alternative service network for new entrants – their main aim is to enable new entrants to become self-sufficient as soon as possible, thereby allowing them to participate fully in Australian society.

For this reason, settlement services have a specific and limited role and focus primarily on building self-reliance. This is achieved by developing English language skills and establishing and fostering connections with mainstream services in the early settlement period. Information is also provided on Australian social, cultural and legal practices and norms.

Eligibility to access different DIMA-funded settlement services varies according to visa class and length of residency in Australia. Further information about DIMA-funded settlement services is available on the department’s website (see page 17).

Review of Settlement Services for Migrants and Humanitarian Entrants

The Report of the Review of Settlement Services for Migrants and Humanitarian Entrants (the Review) was published in May 2003. The Review examined the role of both DIMA-funded settlement services and broader mainstream government and social support networks, with the overall objective of ensuring that services were responsive and effective in assisting new entrants to settle successfully and participate equitably in Australian society as soon as possible.

The Review reaffirmed the Australian Government’s commitment to two key principles in settlement service delivery:

- the importance of ensuring mainstream service delivery was responsive to the needs of new entrants; and
- the focus of settlement service delivery to those in most need of assistance to settle successfully.

The Review made 61 recommendations, endorsed by the Australian Government, outlining improvements to DIMA-funded settlement services and other Australian Government services.

Review Recommendations on Settlement Planning

Prior to the Review, settlement planning was undertaken through the overarching framework of the National Integrated Settlement Strategy (NISS). The NISS was established in 1991 to foster coordination and cooperation across levels of government in meeting migrant service needs and to address access and equity and service integration issues within the Commonwealth.

While the role envisaged for the NISS remained valid, the Review found that in practise, there was no shared national understanding of NISS objectives, its stated national priorities were of limited practical assistance, and that settlement planning processes varied widely across different jurisdictions.

Recommendation 24 of the Review proposed that DIMA should develop and implement “a more proactive, thorough, consistent, transparent, consultative and regional needs-based planning process for its own services and to inform the planning of mainstream agencies”.

A number of other recommendations were also made to direct the development of the new planning framework:

- that settlement planning should focus more strategically on services of particular relevance in achieving early settlement outcomes for Target Group clients (Recommendation 20);
- that a process should be established for identifying and articulating clear, outcomes-focussed priorities for action that are consistent with Migration Program and Humanitarian Program policies and with broader national social policies (Recommendation 21);
- that objectives should be articulated and pursued through the most appropriate and effective mechanisms available, including regional committees and networks (Recommendation 22);
- that planning processes should support the direction of humanitarian entrants to regional locations offering appropriate employment opportunities and access to specialist and mainstream services (Recommendation 25);
- that planning processes should enable DIMA to:
 - assess client needs on a geographic and demographic basis (and make this analysis publicly available); and
 - advertise and assess Settlement Grants Program (formerly Community Settlement Services Scheme, or CSSS) grants on the basis of this analysis; (Recommendation 26); and
- that DIMA should develop a communication and consultation strategy for settlement planning, incorporating regionally-based communication mechanisms as well as feedback on issues progressed at State, Territory, Commonwealth and national levels (Recommendation 27).

Implementation of Planning Recommendations

To date, implementation of Review recommendations on settlement planning has focussed on Recommendation 26, development of a needs-based planning process to inform the advertisement and assessment of the Settlement Grants Program. In early 2005, the department's State and Territory Offices undertook extensive consultations with state/territory and local governments, settlement service providers and migrant communities across the country to identify the priority settlement needs of Target Group arrivals.

This information, as well as demographic data drawn from DIMA's Settlement Database, was used to develop a package of materials on settlement patterns and needs that was published on the DIMA website along with advertisements for Settlement Grants Program funding in October 2005. This information was provided to assist organisations to target their funding applications towards those communities and locations most in need of settlement assistance.

Further implementation of Review recommendations concerning settlement planning commenced in November 2005, with the establishment within DIMA's National Office of an internal National Settlement Planning Committee (see page 16), drafting of this Framework and initial development of a suite of information products to improve service planning by other settlement stakeholders (see page 14).

National Settlement Planning Framework

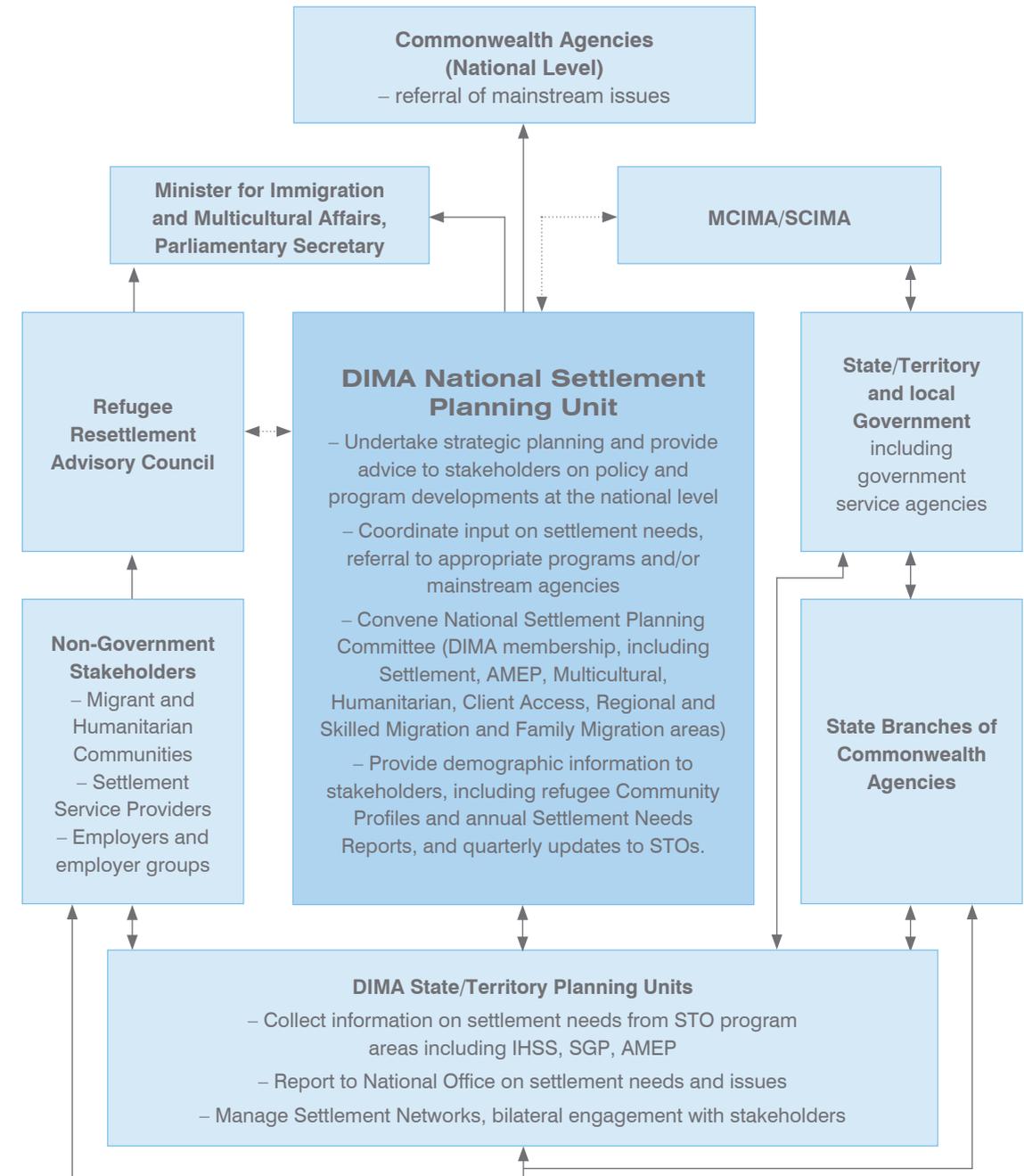
Framework Aim

The aim of the Framework is to provide a more strategic and coordinated approach to settlement planning at a national level, thus improving the ability of governments, service providers, community organisations and other settlement stakeholders to plan for the arrival and settlement of new entrants.

The Framework will enable:

- early and systematic identification of new and ongoing settlement needs and service delivery issues;
- improved communication and information flows between settlement stakeholders, including on new caseloads and the unmet settlement needs of new arrivals;
- clarification of the roles and responsibilities of different settlement stakeholders within DIMA; and
- development of clear referral and feedback pathways for issues identified.

Settlement Planning Flowchart



Settlement Planning Cycle

The Framework constitutes an ongoing cycle of:

- identification, reporting and analysis of ongoing, emerging and predicted settlement needs;
- identification of appropriate programs and/or agencies to address identified needs and subsequent referral; and
- provision of information on caseloads and service needs to key stakeholders.

These processes will be supported by the activities of Settlement Planning Units within the department's National and State/Territory Offices.

Key dates in the settlement planning cycle include publication and launching of annual Settlement Needs Reports for each state and territory in May/June of each year, and the advertisement of funding rounds for DIMA's Settlement Grants Program towards the end of the year. The settlement planning cycle for 2006 is described in further detail at page 15.

Needs Identification and Analysis

In 2005, DIMA State and Territory Offices conducted extensive consultations on settlement needs in preparation for the introduction of DIMA's Settlement Grants Program. Stakeholders consulted included state/territory and local governments, settlement service providers and migrant communities across the country.

Information gathered through these consultations has provided a sound baseline understanding of settlement needs and issues at the regional, state/territory and national levels. It is therefore not envisaged that such extensive consultations will need to be repeated on an annual basis. Instead, processes will be established to undertake ongoing identification and analysis of settlement needs, with a view to minimising the consultative burden on external stakeholders.

To maintain the currency of DIMA's information, further information about both ongoing and newly emerging settlement needs of new arrivals will be collected on an ongoing basis by DIMA Settlement Planning Units in National, State and Territory Offices.

Needs Identification Process

At the state/territory level, DIMA Offices will collect information about settlement needs, and the availability and effectiveness of services to meet those needs, through their ongoing liaison with *settlement networks*. Within each State and Territory Office, the Settlement Planning Unit will collate information gathered through these networks and report to the National Office Settlement Planning Unit on a monthly basis, highlighting issues that require a national response.

The term 'settlement networks' does not describe a formally convened group, but rather, serves as an umbrella term for the varied settlement stakeholders that DIMA State and Territory Offices liaise with on an ongoing basis.

Settlement networks vary across jurisdictions but generally include state/territory government and service agencies, local governments (particularly in areas receiving significant levels of migration), local branches of Commonwealth agencies, settlement service providers, relevant community organisations, migrant and refugee communities, employers and business groups and formal planning committees.

Mechanisms for State and Territory Office liaison with members of settlement networks also vary across jurisdictions, depending on the size and structure of the relevant DIMA Office's, state/territory government liaison and planning mechanisms, and requirements of other settlement stakeholders for engagement with DIMA.

Within DIMA's National Office, the Settlement Planning Unit will also seek and coordinate input to the needs identification and analysis process from other program areas within the National Office (through the National Settlement Planning Committee), National Offices of other Commonwealth agencies, the Refugee Resettlement Advisory Council (RRAC), and the Ministerial Council and Standing Committee for Immigration and Multicultural Affairs (MCIMA and SCIMA). Input will also be sought from peak migrant and ethnic organisations.

DIMA's National Office will collate and analyse information gathered through the above processes to gain a national overview of settlement needs. Verification of these needs will be sought on a state by state basis prior to publication of the annual Settlement Needs Reports. It is envisaged that the Annual Settlement Needs Reports will also inform the Settlement Grants Program (SGP).

Identified settlement needs which do not fall within DIMA funded programs will be referred to relevant Commonwealth/State agencies.

Feedback on responses to identified needs will be provided to State and Territory Offices through their Settlement Planning Units. Progress on needs being addressed at a national level will be provided through the quarterly Settlement Planning and Information Newsletter.

Planning Roles and Responsibilities

At the national level, the Settlement Planning and Information Section will:

- provide strategic advice to State and Territory Offices and Commonwealth and State/Territory Governments on settlement intakes, such as demographic data on arrival numbers and settlement patterns;
- bring together relevant program areas within DIMA's National Office to coordinate activities and share information about program priorities (through the National Settlement Planning Committee – see page 16 for more detail);
- conduct needs-based planning by coordinating and analysing input on settlement needs from State and Territory Offices, RRAC, relevant program areas within the department, and other government agencies;
- brief the Minister for Immigration and Multicultural Affairs (and Parliamentary Secretary), the Ministerial Council and Standing Committee for Immigration and Multicultural Affairs (MCIMA and SCIMA) and the Refugee Resettlement Advisory Council (RRAC);
- compile and disseminate data and profiles on new humanitarian caseloads for use by service providers and Commonwealth, State and Territory governments; and
- provide quarterly reports (through the Settlement Planning and Information Newsletter) to State and Territory Offices on settlement issues and initiatives, including progress on items being managed at the national level.

At the state and territory level, Settlement Planning Units will:

- maintain Settlement Networks with a view to monitoring the extent to which DIMA-funded settlement services (where appropriate) and mainstream agencies (Commonwealth and State/Territory) are meeting the needs of new arrivals;
- coordinate input from State and Territory Office program areas (including CSSS and SGP, IHSS, AMEP and Regional Outreach Officers) relating to unmet settlement needs, and provide monthly reports to the National Office Settlement Planning Unit;
- provide settlement data, information and feedback on resolution of settlement issues to service providers and other settlement stakeholders as required;
- report to National Office on regional settlement issues, including potential new sites for humanitarian settlement; and
- assist the National Office Settlement Planning Unit with verification and publication of needs.

Communication and Consultation

The success of the Framework relies on timely and effective communication between settlement stakeholders on a range of issues, including:

- settlement patterns of Target Group arrivals, both actual and projected;
- settlement needs being encountered by Target Group arrivals;
- programs and services available to address these needs; and
- referral mechanisms for issues that are not being effectively addressed.

Inwards communication, from external settlement stakeholders to DIMA, will inform DIMA about the level and type of settlement needs being experienced by new arrivals and the effectiveness of services available to address those needs.

Outwards communication, from DIMA to external stakeholders, will provide information on settlement patterns, expected settlement needs of new intakes, services available to meet those needs, and any relevant new policy and program developments.

Settlement Stakeholders

Internal Stakeholders

Overall responsibility for managing the Framework rests with DIMA's National Office Settlement Planning Unit, in consultation with State and Territory Office Planning Units.

Other key internal stakeholders include DIMA program areas responsible for the Integrated Humanitarian Settlement Strategy (IHSS), Settlement Grants Program (SGP), Adult Migrant English Program (AMEP), Settlement Policy, Multicultural Affairs, Client Access and Family, Skilled and Regional Migration.

External Stakeholders

- Mainstream Commonwealth agencies including the Departments of Health and Ageing (DoHA), Education, Science and Training (DEST), Family, Community Services and Indigenous Affairs (FaCSIA), Employment and Workplace Relations (DEWR), Medicare and Centrelink;
- State and Territory Governments, including state multicultural, health, housing, human services, education and employment portfolios, state/territory police, skills recognition authorities and skilled migration units;
- non-government service providers, including mainstream and specialist settlement service providers;
- established and newly-arrived migrant and humanitarian entrant communities and individuals, including peak bodies such as the Federation of Ethnic Communities Council of Australia (FECCA), and the Refugee Resettlement Advisory Council (RRAC);
- local governments, communities and individuals in areas that are receiving significant migrant and/or humanitarian entrant arrivals; and
- employers and employer groups, such as Chambers of Commerce and Industry, particularly in regional areas.

Information Products

To improve communication on settlement patterns and needs, DIMA's National Office will develop and disseminate a range of information products. These products will be provided to assist settlement stakeholders to plan for and provide services to new arrivals. Products will include:

- Settlement Needs Reports for each state and territory, to be produced on an annual basis. The reports will provide demographic settlement data, forecasts of likely arrivals and information on settlement needs at the regional and state/territory level. Settlement Needs Reports will be launched in May/June of each year through presentations to state and territory governments.

- Community Profiles of new and emerging humanitarian communities, to be produced on a needs basis. Community Profiles will provide information on current humanitarian intakes, including conditions in countries of birth or refugee camps, the possible backgrounds of arrivals, such as educational history and potential health concerns, and cultural/ethnic information, such as languages spoken or commonly practised religions.
- An internal Settlement Planning and Information Newsletter, which will provide updates to State and Territory Offices on settlement issues and initiatives arising at the national level. The newsletter will be produced on a quarterly basis.

In addition to these products, DIMA's National, State and Territory Offices can provide demographic data on new arrivals from the department's Settlement Database. The Settlement Database contains records of settler arrivals and permanent residence grants, including data on country of birth, age, sex, migration category, main language, English proficiency, location of residence and other variables, and is a valuable tool for government and community agencies providing services to migrants and refugee entrants.

Settlement Planning Cycle 2006

January	<p>Consultation with DIMA State and Territory Offices on draft National Framework for Settlement Planning;</p> <p>Drafting and distribution of Uzbekistani Community Profile</p> <p>Consultation with DIMA State and Territory Offices on draft Settlement Needs Reporting Tool</p>
February	<p>First monthly report on settlement needs from State and Territory Office Settlement Planning Units</p>
March	<p>Launch of National Framework for Settlement Planning</p> <p>Collation and analysis by National Office Settlement Planning Unit of information on settlement needs (based on input from State and Territory Offices and other program areas within National Office)</p> <p>Drafting of 2006 Settlement Needs Reports</p> <p>Drafting and distribution of Eritrean, Ethiopian and Burmese Community Profiles</p> <p>Second edition of Settlement Planning and Information Newsletter</p>
April	<p>Verification of settlement needs by State and Territory Offices</p> <p>Design and printing of 2006-07 Settlement Needs Reports</p> <p>Liaison by State and Territory Offices with state/territory governments on launch dates for 2006 Settlement Needs Reports</p>
May	<p>Launch of 2006 Settlement Needs Reports (presentations to state/territory governments by State Director or National Office Executive)</p>
June – August	<p>Ongoing reporting, collation and analysis of settlement needs by National, State and Territory Offices</p>
September	<p>Preparation by National Office of supplementary needs information for 2007-08 funding round of DIMA's Settlement Grants Program</p>

National Settlement Planning Committee

Terms of Reference

- Undertake a strategic and inclusive approach (cross-program) to settlement planning;
- Identify issues for planning consideration and assign ownership for addressing identified needs;
- Respond in a consultative and coordinated manner to settlement issues arising out of program decisions.

Membership:

Settlement Branch

- Settlement Planning and Information Section
- Settlement Policy and Coordination Section
- Settlement Grants Program Section
- Humanitarian Settlement Section

Multicultural Affairs Branch

- Policy and Coordination Section
- Living in Harmony Section
- Productive Diversity Section

Citizenship and Language Services Branch

- AMEP and Language Policy Section

Humanitarian Branch

- Humanitarian Program Policy and Management Section

Migration Branch

- Migration Program Section
- Family Migration Section
- Skilled Migration Section

Client Services Strategy Branch

- Services Delivery Policy and Coordination Section

Further Information

Department of Immigration and Multicultural Affairs – <http://www.immi.gov.au>

Adult Migrant English Program

Learning English with the Adult Migrant English Program (AMEP)

<http://www.immi.gov.au/amep/index.htm>

Fact Sheet 94: English Language Tuition for Adult Migrants

<http://www.immi.gov.au/facts/94amep.htm>

Australian Cultural Orientation (AUSCO) Program

Fact Sheet 67: the Australian Cultural Orientation Program

<http://www.immi.gov.au/facts/67ausco.htm>

Humanitarian Program

Refugee and Humanitarian Program

<http://www.immi.gov.au/refugee/index.htm>

Fact Sheet 60: Australia's Refugee and Humanitarian Program

<http://www.immi.gov.au/facts/60refugee.htm>

Integrated Humanitarian Settlement Strategy

Fact Sheet 66: Integrated Humanitarian Settlement Strategy

<http://www.immi.gov.au/facts/66ihss.htm>

Australia's Support for Humanitarian Entrants 2004-05

http://www.immi.gov.au/search_for/publications/humanitarian_support_2005/index.htm

Life in Australia Web Pages and Booklets

Life in Australia Web Pages

<http://www.immi.gov.au/settle/index.htm>

Beginning A Life in Australia Booklets

<http://www.immi.gov.au/settle/booklets/booklets.htm>

Multicultural Affairs

Multicultural Australia

<http://www.immi.gov.au/multicultural/index.htm>

Living in Harmony

<http://www.harmony.gov.au/>

Migration Program

Migrating to Australia

<http://www.immi.gov.au/migrate/index.htm>

Review of Settlement Services for Migrants and Humanitarian Entrants

Fact Sheet 96: Review of Settlement Services for Migrants and Humanitarian Entrants

http://www.immi.gov.au/facts/96review_of_settlement_services.htm

Settlement Grants Program

Community Grants – Information for Organisations

<http://www.immi.gov.au/grants/>

Currently Funded CSSS (Community Settlement Services Scheme) Projects

http://www.immi.gov.au/grants/funded/csss/csss_funded.htm

Migrant Resource Centres/Migrant Service Agencies (MRCs/MSAs)

http://www.immi.gov.au/grants/mrc_msa.htm

Translating and Interpreting Service

Translating and Interpreting Service

<http://www.immi.gov.au/tis/>

Fact Sheet 91: Translating and Interpreting Service

<http://www.immi.gov.au/facts/91tis.htm>

