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SSI's Impact Strategy



For equality
of life.



Acknowledgement of Country
SSI acknowledges the Aboriginal and Torres Strait Islander peoples as the First Australians and Traditional Custodians of the lands where we live, learn and work. We pay respect to Elders past and present and recognise their continuous connection to Country.

SSI's Impact Strategy is driven by our purpose – why we exist and how we contribute to and create positive change in the lives of those from diverse backgrounds and identities.

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About SSI

Settlement Services International (SSI) is a national not-for-profit organisation providing life-changing human and social services.

With community at the heart of everything we do, our purpose is to create a more inclusive society in which everyone can meaningfully contribute to social, cultural, civic and economic life.

SSI supports newcomers and other Australians to achieve their full potential. We work with all people who have experienced vulnerability, including refugees, people seeking asylum, people with disabilities and culturally and linguistically diverse (CALD) communities, to build capacity and enable them to overcome inequality.

SSI draws on its expertise and experience to advocate for the people and communities it serves. Through the work we do, we empower people to change their lives. Through our advocacy and representation, we influence ideas and policy.

50⁺

programs and initiatives are provided by SSI

49,000⁺

people access SSI services

18,000⁺

people access initiatives, including workshops, information sessions and consultations

SSI's 2021-22 Integrated Report.

Our vision and values

SSI's vision is to achieve a society that values the diversity of its people and actively provides support to ensure meaningful social and economic participation and to assist individuals and families to reach their potential.

Respect

We accept people for who they are and treat everyone fairly and empathetically.

Accountability

We take responsibility for our actions, act with integrity and honour our commitments.

Inclusion

We foster belonging and value the diversity of people's lived experiences, identity, knowledge, and talents.

Why have an Impact Strategy?

The 2023-2026 Impact Strategy signifies our commitment to creating, measuring, and achieving meaningful impact. It lays the foundations that will enable us to improve the quality of the experience and outcomes for our communities and demonstrate the social impact of SSI and our partners' services.

As one of the largest registered charities in Australia, impact is at the heart of everything we do. To continue to improve the impact for individuals and families, and communities, we need to strengthen our approach to measuring impact.

We believe impact should be embedded within our strategy and guide our business planning processes, define how we measure success, and drive decision making over the coming three years. This will enable us to:

- **create greater impact for the individuals and families we support.**
- **better demonstrate the value we create for funders and partners.**
- **build resilience to overcome potential challenges from the environments in which we operate.**

Our impact in FY22

supporting individuals and families

Safety & stability

800+ people seeking asylum in NSW and Queensland provided with emergency relief support.

97% of Humanitarian Settlement Program clients in Armidale report their rights being adequately protected and **98%** reported being treated fairly when assessing services and supports.

Social inclusion

20,000+ people from refugee backgrounds accessed settlement services.

17,000+ participants with a disability were supported by Local Area Coordinator teams in NSW.

18,000+ people attended projects and events showcasing multicultural arts and artists.

Learning & Growth

3,000+ parents and children from refugee backgrounds supported to navigate the education system through community hubs.

37 scholarships were awarded to students from refugee and asylum seeker backgrounds.

Economic participation

11,000+ people accessed employment services and **1,800+** found work by the time they left the program.

13 businesses were established through the Ignite® Small Business Starts-Ups program.

Health & wellbeing

900+ people accessed our mental health support services.

1000+ families participated in health awareness activities.

98% of parents participating in the Health Impact Project in Queensland reported positive changes in their children's wellbeing.



Our Theory of Change



Social need

Whilst attitudes towards equality in Australia have improved, many individuals and families continue to experience exclusion and face barriers to achieving and contributing to social, civic and economic outcomes in Australia.

Our work

We provide services and support to people from diverse backgrounds and identities to empower them to achieve their full potential.

Through our capacity building, advocacy, and thought leadership, we work with communities, our partners, funders, and policymakers to reduce barriers and improve the services and systems that support the people and communities we serve.

Our outcomes

Our work creates increased access to services and supports for individuals and families, and improved capacity of communities and services to respond to the needs of people from diverse backgrounds and identities.

These all contribute to improved outcomes for the people and communities we serve, by focusing on improving safety and stability, social inclusion, learning and growth opportunities, economic participation and health and wellbeing.

Our impact

Together, these outcomes contribute to the long-term impact we are striving for:

An equitable, resilient, enriched, and inclusive Australia where everyone can fully participate in the economic, social, civic and diverse cultural life.

Our Impact Strategy at a glance

Our outcome domains

- Safety and stability
- Learning and growth
- Social inclusion
- Economic participation
- Health and wellbeing
- Society and systems capacity

Our organisational priorities

- | | | | |
|---|--|--|---------------------------------------|
| Systems, processes and governance to support improved client outcomes | Our people, culture and capability are impact driven | Sector leadership, advocacy & policy contributions to influence change | Strengthened financial sustainability |
|---|--|--|---------------------------------------|



Impact
An equitable, resilient, enriched and inclusive Australia where our clients fully participate in the economic, social, civic and diverse cultural life.

Our outcome priorities

- **Safety and stability**
 - 1 A sense of safety and dignity
 - 2 Safe and supportive family relationships for children and young people
 - 3 Stable caregiver relationships for children and young people
 - **Learning and growth**
 - 4 Increased knowledge and skills
 - 5 Increased participation in education and training
 - **Social inclusion**
 - 6 Increased access to services and supports
 - 7 Increased sense of belonging
 - 8 Increased connection to culture and identity
 - **Economic participation**
 - 9 Better navigation and access to employment support
 - 10 Increased access to employment and self-employment opportunities
 - 11 Increased experience of good quality, secure employment
- **Health and wellbeing**
 - 12 Increased access to health and wellbeing services
 - **Society and systems capacity**
 - 13 Improved community and sector capacity to support people from diverse backgrounds and identities
 - 14 Improved visibility of inequality experienced by people from diverse backgrounds and identities
 - 15 Improved collaboration across sectors and government on policy and funding reforms



Measuring, reporting, learning and improving

Organisations who can most optimally measure, demonstrate, and communicate their outcomes will not only provide more positive life changes for their clients but will also be best placed to survive and thrive in this new competitive environment.

As our capacity to embed impact measurement and reporting improves, we will be able to strengthen our understanding of the change we contribute to and adjust our strategies to amplify our impact going forward.

The SSI board members and I are proud to lead an organisation that has embarked on this vital initiative of building an impact legacy for SSI and the individuals and families we support. We look forward to sharing our results and learnings along this worthwhile journey.

Violet Roumeliotis
SSI CEO



We support local and global frameworks

SSI's priority outcomes were developed to support our intended long-term impact and contribute towards local and global frameworks, including:

- United Nations Sustainability Development Goals (UN SDGs)
- Australia's national wellbeing framework – Measuring What Matters
- NSW Human Services Outcomes Framework

Reconciliation Action Plan

SSI believes it has a role to play in a more unified, equal and respectful nation. We have a deep commitment to knowing and understanding more about Aboriginal and Torres Strait Islander peoples' wide-ranging cultures, beliefs, and kinship systems. Led by the Reconciliation Action Plan (RAP) working group, SSI continues its commitment to implementing a RAP to develop and strengthen relationships, engage staff and stakeholders in reconciliation, and pilot innovative strategies to ensure effective outcomes.

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We're SSI.

We stand for a world in which everyone
has access to equal opportunity.

We are driven by equality, empathy,
and celebration of every individual.

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