

Understanding the Australian Settlement Eco-system to Support EAL Students

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Diverse student cohort

- Newly arrived, long-term residents or citizens
- Migrants or Refugees
- All ages
- All genders
- Wide range of educational and professional backgrounds
- Individuals with limited networks, small and large family groups
- Carers and people with additional needs
- Connected to diaspora communities
- Connected to services and/or have an assigned case manager or a community supporter group

Key challenges

- Navigating a complex service landscape
- Accessing services
- Understanding rights and eligibility
- Developing self-advocacy skills

Why is it important to understand the settlement eco-system?

For teachers to

- Better understand the settlement journey
- Better understand services that assist with pathways beyond EAL
- Seek out useful collaborations i.e. incursions, excursions etc.
- Create relevant resources and teach EAL communication and literacy skills do purposeful pre-teaching prior to incursions and excursions
- Understand referral pathways and assist with warm referrals
- Build self-advocacy and community participation skills

Benefits for EAL Students

When teachers know this information, they can better support students to

- make informed choices
- know their rights
- have the skills to access and navigate services
- plan and take steps towards future pathways

Having settlement needs met means a student can be more fully present during EAL classes giving them the best opportunity to improve their skills, gain confidence and independence.

The Eco-System

Key Settlement Services (Funded by the Department of Home Affairs)

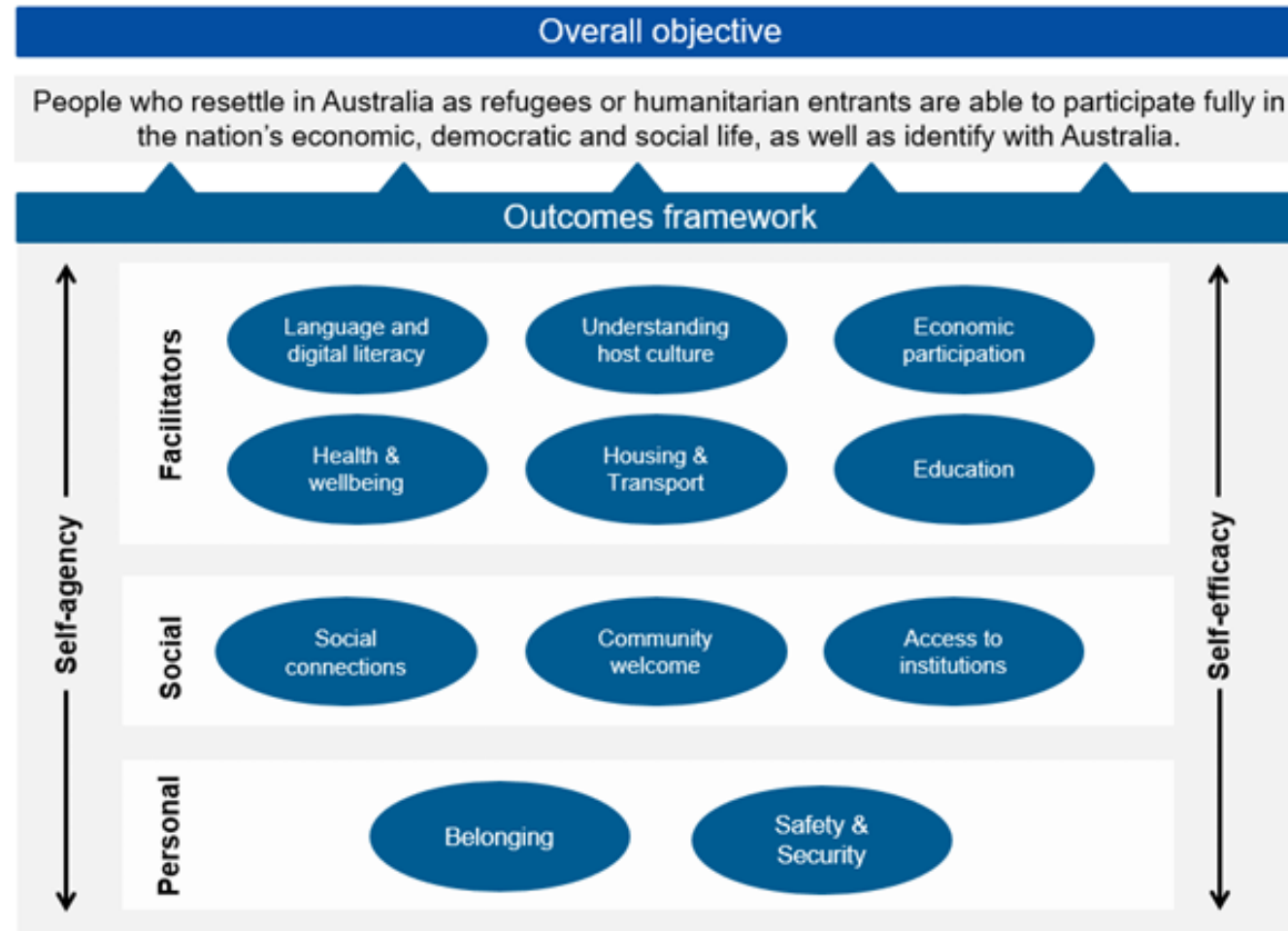
- [Humanitarian Settlement Program \(HSP\)](#) Support humanitarian clients from arrival. Most clients exit the program between 6-18 months
 - [Specialised and Intensive Services](#)
- [Adult Migrant English Program \(AMEP\)](#) Visit your closest AMEP provider to check eligibility
- **Settlement Engagement and Transition Support (SETS)** [Overview](#) – Refugee and humanitarian, family and partner Visa holders who arrived less than 5 years ago
- **Youth Transition Support programs (YTS)** [Overview](#) help young humanitarian entrants and eligible migrants aged 15 to 25 to take part in work and education, strengthen vocational skills and build social connections and confidence through sporting programs.

Employment Support EPRI Providers - [Employment pathways for refugees](#)

All Key Settlement Services aim to work within the [Refugee and Humanitarian Entrant Settlement and Integration Outcomes Framework](#).

The Framework comprises of 11 domains outlining a structured approach to good settlement and integration outcomes. Each domain reflects an area critical to successful settlement and integration and focuses on building self-agency and self-efficacy in participants.

Visualisation of the Integration Outcomes Framework



Other Services in the Eco-System

- **Government Services** - Services Australia – Centrelink, Medicare, ATO, Workforce Australia
- **Housing Services** - Public and community housing, Housing support services
- **Financial Support Services**- Financial counselling, Emergency relief programs, Utility support services
- **Health and Wellbeing** – Health Services, Mental Health, Family Violence Services
- **Family, Youth and Children's Services**- MCH, Kindergarten Outreach, Childcare Providers and Youth Services
- **Education and Training**- Libraries, Learn Locals, Neighborhood houses, Community Hubs, TAFES, Skills and Jobs Centres, Universities, RTOs, Learning Support Programs, Apprenticeship and Traineeship Support, Social Entreprises
- **Employment and Industry**- Employment providers, Employers and Industry networks
- **Community and Cultural Connections**- Community Organisations and Cultural Associations
- **Justice and Safety** - Community Legal Centres, Police, Fire and Emergency Services
- **Community Leisure and Sports** - Sports Clubs, Local Pools and Leisure Centres
- **Seniors Services**- Home and Community Care, Seniors Clubs and Social Groups

Refugee or Migrant Specific Services

- Services Australia – [Multicultural Service Officers - Services Australia](#)
- Foundation House - [Foundation House: Supporting Refugees to Rebuild their Lives](#)
- Refugee Health - [Refugee Health Program | health.vic.gov.au](#)
- Refugee Legal- [Refugee Legal](#)
- In Touch - [Home – InTouch](#)
- CMY- [Learning Support Programs - Centre for Multicultural Youth](#)
- CEH - [Home - Centre for Culture, Equity & Health](#)
- ASRC- [Help Refugees and People Seeking Asylum in our Australian Communities](#)
- [Komak Afghan Support Service Program | Uniting Vic.Tas](#)
- [Support for refugees and migrants | Brotherhood of St. Laurence](#)

Many services whilst not specific to this cohort, offer interpreters and produce excellent resources adapted to multicultural cohorts, in easy English or translated versions.

Advocacy

Peak Bodies

- [Refugee Council of Australia: Supporting refugees people seeking asylum](#)
- [Home - Settlement Council of Australia](#)
- [Multicultural Youth Advocacy Network Australia \(MYAN\) | Championing the voices of young people from refugee and migrant backgrounds](#)
- [Federation of Ethnic Communities' Councils of Australia – FECCA](#)
- [Victorian Multicultural Commission | multiculturalcommission.vic.gov.au](#)

The approach

- Familiarise students with the Settlement services eco-system
- Use and encourage the use of meta language and key terminology so it becomes familiar to learners
- Digital literacy skills to support research
- Incorporate Services Sector related content into everyday/casual class conversations
- Encourage AMEP Learner self-advocacy and keep ‘the EAL learner in the driver’s seat’
- Encourage exploration of options and empower students to ask questions in order to make informed choices

Engagement

- Co-location
- Incursions
- Excursions - Expos and Forums
- Information Sessions
- Online Newsletters, Flyers and Posters
- Collaborative Projects
- Community Consultations
- Participation in Local Settlement and Multicultural Issues Networks.

Successful outcome

Better learning, settlement and participation outcomes for EAL students

Useful Links and Resources

[Settle in Australia](#)

[Information in your language](#)

[MyAus App](#)

[Resources, tools and directories for refugees in Australia](#)

[Australia Explained - The SBS Settlement Guide](#)

[CRISP-Settlement-Guidebook-1-July-2026.pdf](#)