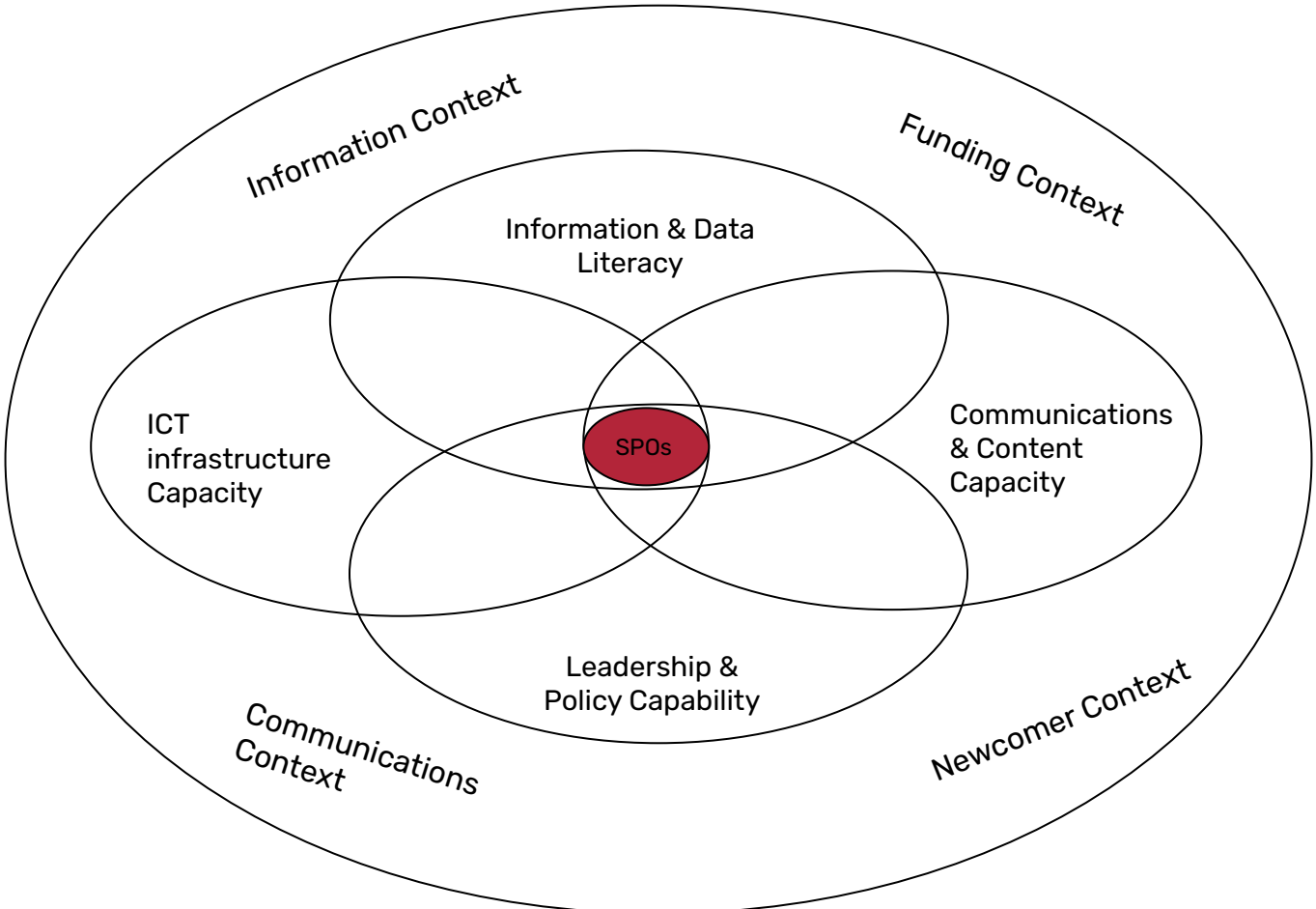


Sector Context



An iceberg metaphor diagram. The tip of the iceberg, which is visible above the water line, is labeled 'Visible uses of technology'. The much larger part of the iceberg, which is submerged below the water line, is divided into five dark blue circular sections. These sections are labeled: 'Digital Skills' (top left), 'Digital Settlement Agency' (top right), 'Community Change' (bottom left), and 'Settlement Worker Competencies' (bottom right). The fifth section, 'IRCC's Future Vision', is located in the upper right area of the image, partially overlapping the water line and the submerged part of the iceberg. The background is a blue gradient representing the sky and water.

Visible uses
of
technology

IRCC's
Future
Vision

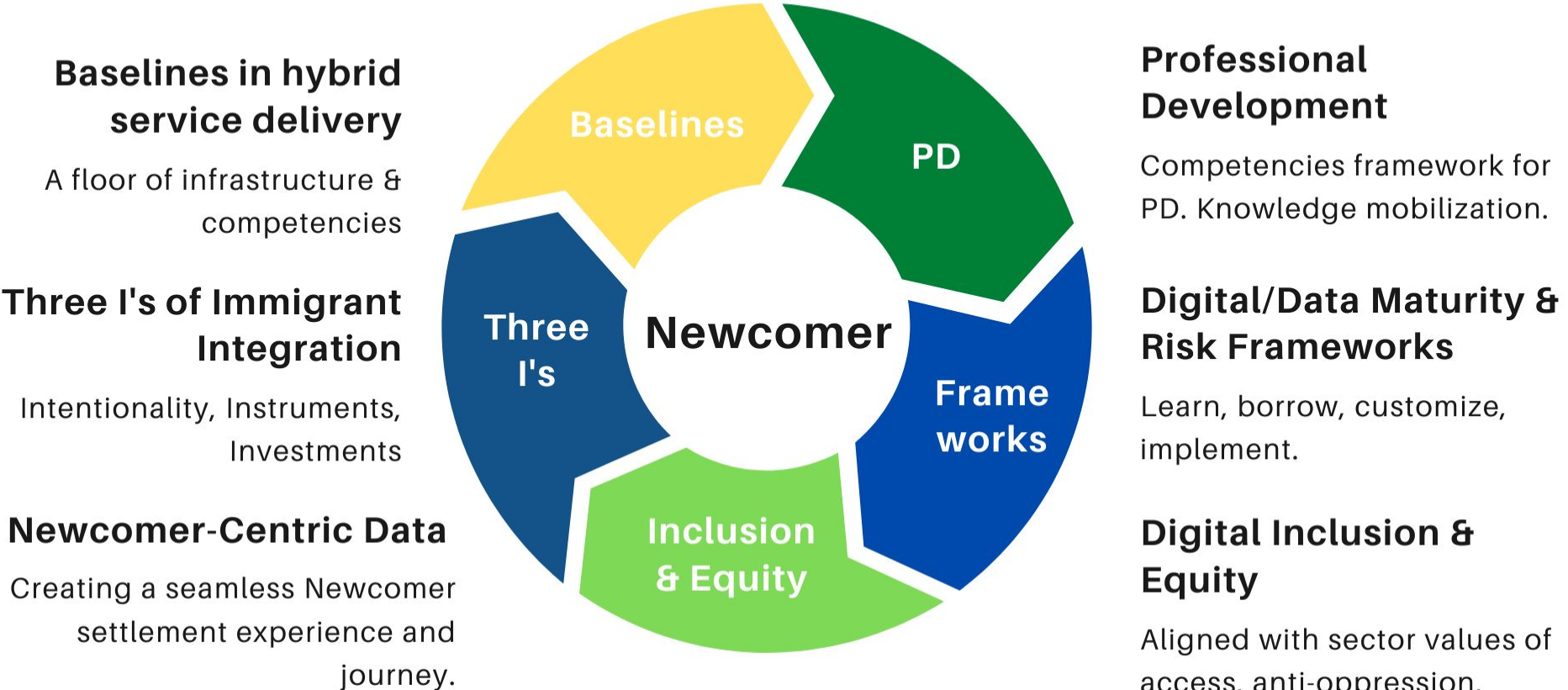
Digital Skills

Digital
Settlement
Agency

Community
Change

Settlement
Worker
Competencies

Digital Settlement Agency





12 Core Values of Settlement Work

- 1) Services are accessible to all who need them.
- 2) Services are offered in an inclusive manner, respectful of and sensitive to diversity.
- 3) Clients are empowered by services.
- 4) Services respond to needs as defined by users.
- 5) Services take account of the complex, multifaceted, interrelated dimensions of settlement and integration.
- 6) Services are delivered in a manner that fully respects the rights and dignity of the individual.

12 Core Values of Settlement Work

- 7) Services are delivered in a manner that is culturally sensitive.
- 8) Services promote the development of newcomer communities and newcomer participation in the wider community and develop communities that are welcoming of newcomers.
- 9) Services are delivered in a spirit of collaboration.
- 10) Service delivery is made accountable to the communities served.
- 11) Services are oriented towards promoting positive change in the lives of newcomers and in the capacity of society to offer equality of opportunity for all.
- 12) Services are based on reliable, up-to-date information.