



# EVALUATION BRIEF

March 2022

## MID-TERM EVALUATION OF “AUSTRALIA PROPOSING ORGANISATION FOR COMMUNITY SUPPORT PROGRAMMES ”

This evaluation brief presents a summary of the key findings, conclusions, and recommendations, as identified by the evaluator(s) for use by key stakeholders, including internally by IOM staff and externally by project partners. More details can be found in the full evaluation report.

<b>Evaluation type:</b>	Internal independent mid-term evaluation
<b>Evaluator(s):</b>	Jessica Avalon
<b>Field visit dates:</b>	NA—Remote
<b>Final report date:</b>	March 2022
<b>Commissioned by:</b>	IOM Australia
<b>Managed by:</b>	Dinesh Munasinha

**Evaluation purpose:** To support the IOM Australia programme team in assessing progress, to inform future implementation of the programme; and, to identify key recommendations and lessons learned. As a secondary purpose, some findings may be used to inform future IOM conversations with stakeholders regarding the broader structure of the Community Support Programme.

**Evaluation criteria:** Relevance, effectiveness, efficiency, cross cutting theme of gender.

**Evaluation methodology:** Document review, semi-structured key informant interviews with partners and stakeholders, and a debrief discussion with IOM staff including participative identification of recommendations and lessons learned.

**Evaluation Scope:** August 2018 to October 2022. The evaluation focused on resettled migrants and their ‘supporters’ in Australia.

## PROJECT SUMMARY

The Community Support Programme (CSP) is a resettlement sponsorship programme administered by the Australia Department of Home Affairs (HA). The programme enables Australian citizens and permanent residents to sponsor resettlement applications for humanitarian migrants through Approved Proposing Organisations (APO). IOM is a registered APO.

IOM’s role is two-fold: Identify suitable Supporters and Employers and recommend Applicants that Supporters and Employers put forth for the 202 Visa; and Ensure resettled migrants receive appropriate settlement services from their Supporters, Employers, Humanitarian Settlement Programme (HSP), and relevant agencies that HSP might recommend. To ensure these functions are properly provided, IOM provides assistance, in concert with other stakeholders, from the point of first contact with applicants and supporters, through to follow up surveys and support.

### Project information:

Geographical coverage:	Australia
Project type:	Immigration and Visas
Project code:	IV.0011
Gender marker:	0
Project period:	August 2018 to August 2023
Donor:	NA—funded by beneficiaries directly
Budget:	Nil

The results matrix result statement contained consistent vertical logic, in line with the objectives of the program, interests of beneficiaries, and actions taken under the project. No changes were needed.

Objective	The contribute towards orderly migration and sustainable integration of migrants resulting in positive contribution to the community			
Outcome	1. CSP resettled migrants are able to integrate in Australian Society			
Outputs	1.1 CSP Applicants and Supporters have access to information on available services	1.2 CSP Applicants and Supporters have access to visa application assistance	1.3 CSP Applicants have access to IOM travel services	1.4 CSP Applicants have access to post arrival assistance in Australia

## KEY CONCLUSIONS

**Relevance:** The evaluation found that IOM has provided a service that is accessible and relevant to a high number of people, so as to provide a process for orderly migration via the Australian Government's CSP mechanism.

**Effectiveness:** There are strong indications of successful integration among resettled migrants, and interviewees were satisfied with IOM's support for their integration via the CSP programme. This indicates strong effectiveness of programme activities.

Shortcomings in effective integration predominantly arose from five key *external* factors; interaction with formal Australian services and organisations; connection to relevant community groups; challenges with English language; concerns around family members' health and wellbeing; and difficulty finding appropriate work or securing recognition of qualifications. IOM is effectively supporting resettled migrants and supporters to overcome these challenges.

**Result Matrix:** The Result Matrix is structured and reported against appropriately in most cases. Indicators for Objective, Outcome 1, and Output 1.3 require revision. The team has a clear vision and understanding of the overall objective, and is not over-focused on specific indicator targets. This can be seen by the team's ability to manage periods of high workload where targets have been exceeded. It is also seen in the innovative additional initiatives such as the Orientation Guide and 18-month interviews.

**Efficiency:** IOM project staff demonstrated high awareness of the need for efficiency. Via both innovative approaches such as the Orientation Guide and Trivia, and diligence in ensuring cost effectiveness in partnership arrangements, IOM has achieved a high level of efficiency.

## CROSS-CUTTING ISSUE:

**Gender:** Whilst there is evidence of gender-sensitive approaches in the team's conduct, future team members may not be as adept in the absence of formal guidance.

## KEY RECOMMENDATIONS

**Recommendation 1:** The Orientation Guide should be revised to address key concerns and risks to migrants, particularly in the area of skill recognition, access to medical and support services, and provision of hotline numbers for vulnerable persons.

**Recommendation 2:** Maintaining and effectively organising a list of formal Australia services and community groups should be prioritised and sent to migrants and supporters shortly after arrival.

**Recommendation 3:** IOM should use the twelve-month and eighteen-month interviews to encourage resettled migrants to identify barriers, benefits, and options for specific English classes.

**Recommendation 4:** IOM should continue to provide general support and awareness of various support avenues (e.g., disability support, child learning difficulties support, counselling, community groups). This is particularly important regarding the breadth of support services available (sometimes at low or no cost), and with regard to in-person assistance that could be provided via family doctors or community groups.

**Recommendation 5:** IOM should strongly encourage applicants to consider and plan for the possibility that their career prospects and/or timelines may be different, and hard to predict, as a result of migration. This discussion should be had as early as the CSP team feels is possible, taking into account circumstances.

**Recommendation 6:** IOM Australia should review the indicators and/or targets associated with Output 1.3, Outcome 1, and the Objective.

**Recommendation 7:** The final evaluation should consider the efficiency of the Orientation Guide, both in terms of its utility to migrants, utility to the team in responding to enquiries, and the time it took to maintain. Keeping a brief log of time spent or positive/negative comments could be helpful for this.

**Recommendation 8:** The Programme Manager might consider ways to more formally build in gender sensitivity within case assessment and management.