



International Organization for Migration (IOM)
The UN Migration Agency

Terms of Reference

INTERNAL MID-TERM EVALUATION OF “Australia Proposing Organisation for Community Support Programmes”

Commissioned by: IOM Australia Country Office

Managed by: Dinesh Munasinha, IOM Canberra

Project Identification:	IV.0011 – Australia Proposing Organisation for Community Support Programmes
Project type:	IV
Sub-Project type:	Not applicable.
Executing agency:	IOM Australia
Management site:	IOM Canberra
Duration:	5 years, 1 August 2018 – 31 July 2023
Geographical coverage:	Australia
Beneficiaries:	Refugees, humanitarian entrants, and employers
Partner(s):	Department of Home Affairs (HA), Department of Social Services (DSS), Department of Human Services (DHS), Humanitarian Settlement Programme (HSP) service providers, community organizations
Estimated budget:	Budget: AUD 330,416 per year. Note that this is funded by individuals and community groups directly rather than any specific donor.

1. Evaluation context

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 who may be communities and businesses, families, or individuals in Australia, to sponsor resettlement applications for humanitarian entrants through Approved Proposing Organisations (APO).

As outlined in the Deed of Agreement signed between IOM and HA, the APOs screen and propose suitable humanitarian Applicants; coordinate humanitarian applicant visa applications under the Australian humanitarian programme (Global Special Humanitarian visa (subclass 202)); and, liaise with Employers and oversee delivery of settlement services to ensure the Entrant receives appropriate settlement support, including sourcing employment referrals within 12 months of arrival. Only APOs may propose Applicants under the CSP. Of the 13 APOs that HA has appointed to date, IOM is one of three that provide



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services on a national basis. IOM's role would be two-fold: i.) Identify suitable Supporters and Employers and recommend Applicants that Supporters and Employers put forth for the 202 Visa; and ii.) Ensure Entrants receive appropriate settlement services from their Supporters, Employers, Human Settlement Programme (HSP), and relevant agencies that HSP might recommend.

The project aims to contribute towards improved orderly migration and sustainable integration of migrants that will facilitate positive impacts for both migrants and the community. This will be achieved through increased access to information, visa, travel services, and post-arrival assistance to integrate in Australian society under the CSP programme.

2. Evaluation purpose

This *internal mid-term evaluation* is the first of two internal evaluations, each of which will be conducted by an IOM staff member who is not part of the programme implementation team. This mid-term evaluation is planned to occur at the end of Year 3, while the final evaluation will be done at the project completion stage.

The primary audience and users of the evaluation will be IOM Australia's Community Support Programme implementation team. It will inform the team about the programme and possibilities for improved implementation, focusing on opportunities that are within the scope of the current CSP parameters.

As a secondary purpose, some findings of the evaluation may be used to inform future IOM conversations with HA, or other stakeholders, regarding the functioning of the programme. Evaluation is not required under a specific donor or contractual arrangement, as the initiative is funded by individuals and community groups directly. The evaluation will limit its scope to implementation of the programme and will not focus on or make findings regarding criteria and parameters of the CSP terms, as these are set by the Department of Home Affairs by a Deed of Agreement which will be shared with the evaluator. The Department of Home Affairs will conduct their own evaluation of the CSP parameters; this process commenced in August 2020 and the report is now under consideration. In coordination with ROAP, IOM also lodged our views on the programme.

3. Evaluation Scope

This will be a formative evaluation which will evaluate available data between the project start date and the commencement of the evaluation. The evaluation will focus on migrants and their 'Supporters' that are residing in Australia. The evaluator and programme manager will discuss feasibility and ethics of engaging with prospective migrants. Evaluative enquiry will focus on output and outcome level analysis.



4. Evaluation Criteria

The evaluations will measure the outcomes against Effectiveness, Efficiency and Impact. It will also consider gender as a cross-cutting issue.

5. Evaluation questions

The evaluation criteria will be shaped by the following evaluation questions:

Evaluation Criteria	Evaluation Question
Effectiveness	<ul style="list-style-type: none">• To what extent have Entrants achieved a sustainable integration through the CSP programme?• If there are shortcomings, what factors have contributed to it? Are they internal or externally influenced?• What, if any, factors (type of Supporter, gender, employment status, and so forth) have determined comparatively more successful integration (as revealed in the monitoring of satisfaction of services) between CSP Entrants who have been settled in Australia?
Efficiency	<ul style="list-style-type: none">• Have the activities under the project been conducted after considering cost implications to the supporting organisation? Have the different alternatives and their respective cost implications been considered during the programme period?• Have different elements of the process been completed within the timelines stipulated for each activity?
Relevance	<ul style="list-style-type: none">• Has the project provided a process for eligible Applicants to orderly migrate through a channel which is acceptable to him / her?
Gender	<ul style="list-style-type: none">• To what extent has gender been considered in the implementation of the programme?

6. Evaluation methodology

The below methodology is proposed for the evaluator, but this will be reviewed and revised as relevant in accordance with further discussion between the programme team and the evaluator during the inception phase. A finalised methodology should be proposed by the evaluator as part of the Inception Report, including an Evaluation Matrix.



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Data Collection:

- Desk review of relevant project documents, project reports, publications and other materials identified by the programme team;
- Analysis of survey reports previously generated by the programme team
- Conduct key informant interviews with the project stakeholders (programme team, migrants, and supporters) to document both qualitative and quantitative information; and
- Conduct the survey of stakeholders, focusing on collecting descriptive and qualitative information.

Data analysis:

- The evaluator is expected to provide an analysis of the data featuring both qualitative and quantitative information, in both description and infographics.

7. Ethics, norms and standards

During the whole process of the evaluation, IOM Data Protection Principles, UNEG Norms and Standards for Evaluations, and relevant ethical guidelines will be fully followed. Discussion of how ethics have been managed is welcome.

8. Evaluation deliverables

Deliverables / Key Dates	Schedule of delivery (TBC with evaluator once identified)
1. Inception Report, including evaluation methodology, evaluation matrix, and workplan for data collection, analysis, and write-up	Friday 8 October
2. Draft Final Evaluation Report (maximum 10 pages), and initial draft management response matrix	Friday 5 November
3. Final Evaluation Report (maximum 10 pages), evaluation brief and partially completed management response matrix	Friday 26 November

Reports should follow IOM templates. Approval may be withheld, or further edits requested, if deliverables are not delivered according to the above-specified timeline, and/or do not meet Item 6: Ethics, norms and standards for evaluation.



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9. Specifications of roles

The **Evaluator** is responsible for carrying out data collection and analysis, timely delivery of quality deliverables as according to the timeline above, and ethical conduct at all stages of the evaluation process.

The **IOM Evaluation Manager** appointed for this evaluation is responsible for timely review of deliverables, and any necessary internal coordination to facilitate the evaluation. Deliverables should be reviewed within two weeks of receipt.

10. Evaluation workplan

The evaluation will be conducted in accordance with the deliverables table. All deliverables must be submitted no later than the date specified in the deliverables table. Primary data collection should occur between inception report and draft final report. A detailed workplan should be presented as part of the inception report.

11. Evaluation budget

No budget is available for this evaluation. No travel is required, however data collection may require work during Australian time zone waking hours.