



International Organization for Migration (IOM)
The UN Migration Agency

MID TERM EVALUATION REPORT

“Australia Proposing Organisation for
Community Support Programmes”

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1. Executive Summary

This report presents the results of the mid-term evaluation of the project “*Proposing Organisation for Community Support Programmes*”.

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.

The project’s objective is to contribute toward improved orderly migration and sustainable integration of migrants resulting in positive contribution to the community. The outcome is that CSP migrants are able to integrate in Australian Society.

This evaluation considers the project period from August 2018 (project commencement) until October 2021, and considers three OECD/DAC evaluation criteria (relevance, effectiveness, efficiency), plus the cross-cutting theme of gender. The evaluation is conducted for internal learning and accountability purposes, and is not contractually required. Much of the structure of the CSP programme is determined by the parameters set by the Australian Government, or by countries of origin/departure, who are not recipients of nor participants in the evaluation. Thus, the evaluation limited itself to considering elements of implementation which fell within IOM influence and discretion. These and other limitations are outlined in Section 5.4.

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. No alterations are advised. 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. Five recommendations were identified to improve support further:

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.

Result Matrix: The **Result Matrix** is structured and reported against appropriately in most cases. Only minor adaptations are needed. 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.

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

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.

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.

Whilst there is evidence of **gender-sensitive** approaches in the team's conduct, there is a risk that if, in future, the individuals on the team are less aware of gender-based considerations, there will not be formal procedural guidance to ensure that considerations such as trafficking or family violence are taken into account at application and settlement stages.

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

Further to this, three *Lessons Learned* can be identified:

Lesson 1: Beneficiaries understand that IOM has resource and knowledge limitations, however they sometimes still hold feelings of frustration where they believe better referral to other organisations could have occurred. Any new settlement programme should do a full assessment of the type of referrals and challenges that may arise, and the resources that could be used to address this. In this case, pre-departure and post-arrival orientation, supporters, and periodic check-ins provided some useful referral options, and the Orientation Guide and Trivia have further added options for facilitating self-referral.

Lesson 2: Difficulties in securing recognition of qualifications, and associated impacts on careers, can have a large effect on settlement. This seems to be a particular risk for those who have accompanied a family member who is the 'primary applicant' who has secured a humanitarian resettlement visa. Given the focus on securing a resettlement pathway, the reality of reduced or delayed career prospects is often not fully realised until months or years after arrival. Whilst there are limited options for addressing this issue, identifying the issue and prompting earlier thought about how to manage may be beneficial.

Lesson 3: IOM staff must consider the individual emotional, financial, and time resources available at different points of the settlement process, so as to identify what settlement activities are useful and attainable by that individual migrant. It is sometimes necessary to pause certain activities (such as English language classes) during times where stress is high and raise them again when there is sufficient 'space' in the person's life. The team has become increasingly adept in this area over the course of the programme.

2. Acronyms

APO	Approved Proposing Organisations
COVID-19	Coronavirus disease
CSP	Community Support Programme
GP	General Practitioner (Australian term for family/general doctor)
HA	Government of Australia Department of Home Affairs
HSP	Human Settlement Programme
OECD	Organisation for Economic Co-operation and Development
UNEG	United Nations Evaluation Group

3. Introduction

Project Identification:	IV.0011 – Proposing Organisation for Community Support Programmes
Executing agency:	IOM Australia
Management site:	IOM Australia
Duration:	60 Months – 01 August 2018 – 01 August 2023
Geographical coverage:	Australia
Beneficiaries:	Refugees, humanitarian migrants, and employers
Total budget:	NA – Self Payer Programme

4. Context and the purpose of the evaluation

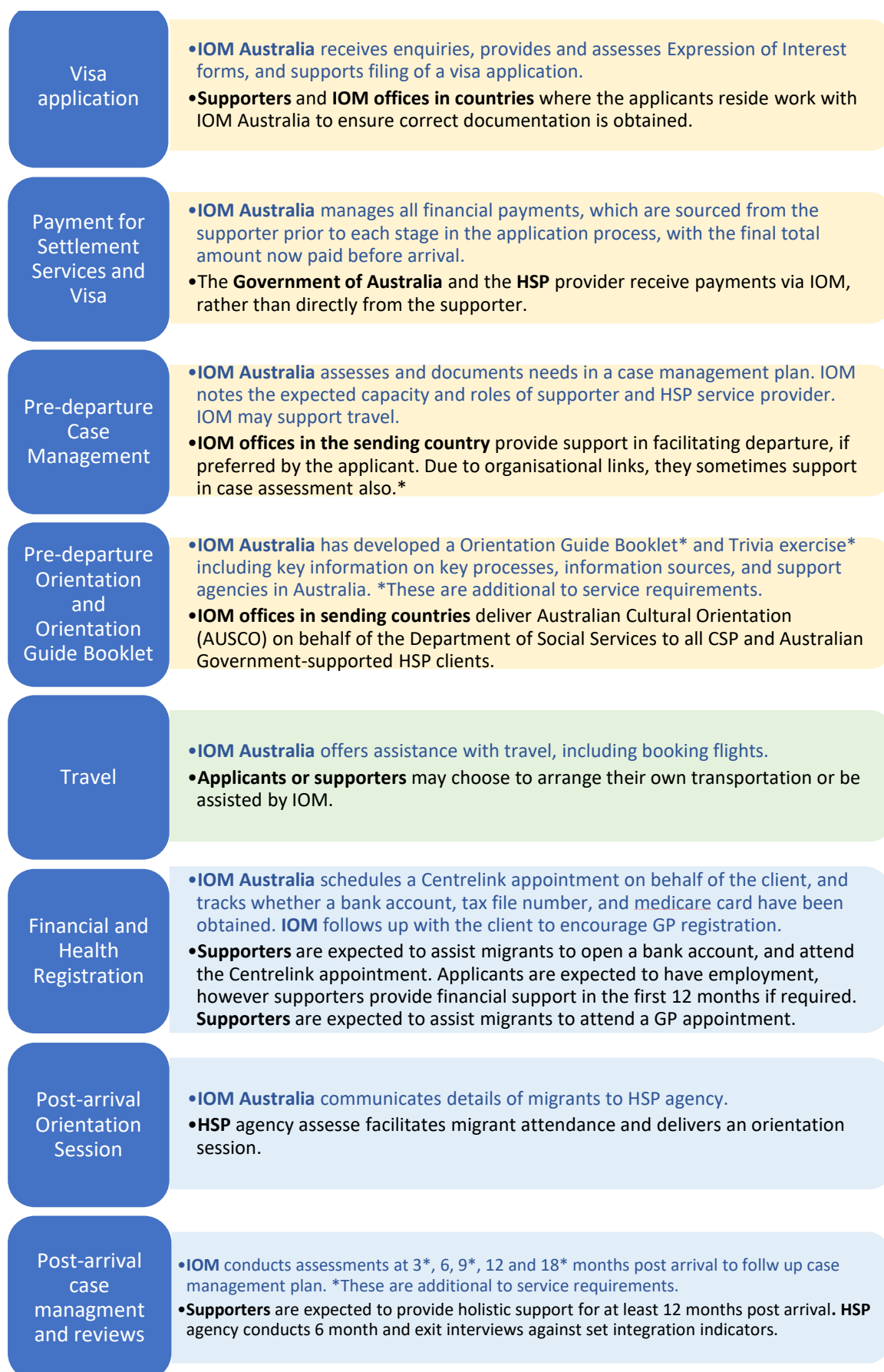
4.1 Context

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 migrants through Approved Proposing Organisations (APO). IOM is a registered 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 services on a national basis.

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. This process is visually depicted in the graphic below.

Figure 1: Visualisation of key CSP processes and stakeholder roles.



IOM has elected to maintain contact with applicants substantially beyond the 12-month completion of the APO role for the purposes of supporting ongoing integration, and to ensure that issues that may not be identified until later in the settlement process can be identified and mitigated or prevented.

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.

Table 1: Logical Framework

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

4.2 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 occurs at the end of Year 3, while the final evaluation will be done at the project completion stage.

The primary audience and users are IOM Australia’s Community Support Programme implementation team. It informs the team about the programme and possibilities for improved implementation, particularly regarding satisfactory resettlement as prioritized in evaluation questions. The evaluation commenced three years after the programme started. The time can be divided into two periods: The first eighteen months focused on establishing the programme, managing applications, and the initial arrivals of 31 people. The second period of eighteen months focused on settling arrivals, refining processes, and adapting to COVID limitations. Due to COVID-19 border restrictions, only one arrival occurred during this time.

The timing of the evaluation thus allows consideration of the full settlement process, and an opportunity to reflect and learn lessons prior to the next wave of arrivals.

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.

4.3 Evaluation Scope

This evaluation considers available data between the project start date (1 August 2018) and the commencement of the evaluation (October 2021). The evaluation focused on migrants and their ‘supporters’ that are residing in Australia. As such, it did not provide a comprehensive analysis of the visa application process, as persons who did not successfully progress to the point of arrival were not contacted or assessed. This issue is discussed further under ‘Section 9: Limitations’.

The evaluation scope is limited to the implementation of the programme and does 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. Nevertheless, the evaluation occurred at a time when the team was aware of the Australian Government reviewing the structure of the CSP programme, thus opening the possibility of providing more informed contributions to this process, should the opportunity arise.

4.4 Evaluation Criteria

The evaluation assessed three OECD Development Assistance Committee three main evaluative criteria and one cross-cutting theme, as outlined below. Other evaluation criteria were not assessed due to limited resource to conduct an evaluation of sufficient depth to adequately evaluate the criteria (particularly regarding impact), as well as some criteria being outside of IOM's remit to influence (for example, sustainability being largely driven by policy decisions by the Australian Government), and some criteria being premature to assess at this early stage of implementation (again, impact is difficult to assess after only a short period of operation).

Table 2: Evaluation Criteria and Questions

Evaluation Criteria	Evaluation Question
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?
Effectiveness	<ul style="list-style-type: none"> To what extent have entrants (resettled migrants) 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 resettled migrants who have been settled in Australia? Analysis: Achievements of Indicator Targets within Results Matrix
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?
Gender	<ul style="list-style-type: none"> To what extent has gender been considered in the implementation of the programme?

5. Evaluation Framework and Methodology

5.1 Data sources and collection

Based on the evaluation questions and proposed methodology in the Terms of Reference (ToR) (Annex 1), the evaluator developed the approach through initial review of project documents, outlined in an inception report via the evaluation matrix (Annex 2). The data collection relied predominantly on qualitative methods including:

- Document review
- Semi-structured key informant interviews (remote) with migrants and supporters, and an external service provider.
- Semi-structured key informant interviews (remote and in person) with IOM project staff
- A debrief and discussion with IOM staff including participatory identification of recommendations and lessons learned.

Quantitative data was collected and analysed predominantly to provide evidence of overall numbers of migrants assisted, and overall numbers interviewed as part of the evaluation. Due to the small number and diversity of migrants who have successfully entered Australia, quantitative data is not able to provide any meaningful insight in most areas (see *Limitations* for further discussion).

5.2 Data analysis

The data analysis relied mainly on qualitative analysis of documentation and information collected from key informant interviews. A qualitative analysis of gender mainstreaming was done by applying the guiding questions for incorporating cross-cutting themes into the project development, management and evaluation of the IOM Project Handbook.¹ Findings were triangulated through cross-analysis of data from differing sources outlined above. The approach follows relevant ethical guidelines of the United Nations Evaluation Group (UNEG) norms and standards, the IOM Evaluation Guidelines, and IOM Data Protection Principles.

5.3 Sampling

Purposeful sampling was used, prioritizing a diverse sample of stakeholders; primary and secondary applicants and supporters, and a range of nationalities and arrival group makeups (for example, single men and women, women headed family groups, siblings). *Annex 3* illustrates the list of stakeholders and informants with details of gender disaggregation.

5.4 Limitations and mitigation strategies

Limitations and challenges were identified during the inception and development of this evaluation. The evaluator in consultation with the project team, responded to these as described below.

Table 3. Limitations and mitigation strategy

Limitations identified	Mitigation strategy
The CSP programme parameters are predominantly defined by the Government of Australia. As such, key issues with the CSP programme are in many cases not able to be changed by IOM. For example, long wait times and strict requirements for visa approval are key concerns of beneficiaries, but cannot be changed by IOM.	The evaluation focused on the areas that can be impacted by IOM. Issues outside IOM influence were noted for IOM advocacy if they were particularly prominent.

Only those applicants who successfully settled in Australia were interviewed. These are the main project beneficiaries. The evaluator, with the project manager, decided not to interview (a) applicants who had not yet arrived due to still going through the application and travel processes, or (b) who had been unsuccessful. This decision was taken so as not to inflict further expectation, or further disappointment, as these potential harms which would not be balanced by the benefit arising from having these perspectives directly represented in the evaluation.

Project staff were interviewed regarding their thoughts on the appropriateness of decisions not to progress certain claims, and on their thoughts regarding success rate from initial contact through to arrival. The evaluation notes that findings in this area are tentative. The Final Evaluation will conduct further interviews, and at that stage those successful applicants currently being processed will in most cases have settled, and thus their voices will be heard at a time where this does not cause additional stress.

The internal nature of the evaluation has potential to impact perceived or actual independence (UNEG Principle of 'Integrity'), as well as the perceived or actual confidentiality of remarks (UNEG Principle of 'Respect').

The evaluator ensured compliance with UN Evaluation Group (UNEG) and Australian Evaluation Association (AEA) ethical guidelines, in line with training via IOM Internal Evaluator and Masters of Evaluation qualifications. The evaluator is not part of the team managing the CSP programme, which was made clear to all interviewees so as to underline one way in which confidentiality was assured. All primary interview data was stored in the evaluator's personal files rather than shared IOM systems. The programme team did not exert any undue influence on the evaluation. Interviewees were made aware of confidential misconduct reporting avenues to ensure further opportunities for reporting if evaluator independence remained a concern.

Limited participation of stakeholders due to other priorities (e.g., work, caring); survey fatigue of stakeholders already subject to a number of other data collection exercises.

Flexible interview times were organised to support the participation of key stakeholders. The IOM commissioning Country Office supported in identifying interviewees for whom interview will not be harmful. All but one of the identified interviewees were successfully interviewed.

Due to low numbers of resettled migrants and diversity of resettled migrants, quantitative analysis of survey data collected by IOM is of limited utility.

A predominantly qualitative, case-based approach was taken. Quantitative data was used to confirm qualitative indications, or highlighted where it revealed clear differences (e.g., in travel booking approaches pre- and post- the onset of COVID-19). For the final evaluation, quantitative data may be more plentiful and thus useful.

6. Findings

This section is organized according to the evaluation criteria and the questions established in the evaluation ToR. The findings to each question are presented, followed by a conclusion, so as to clarify the evaluative reasoning.

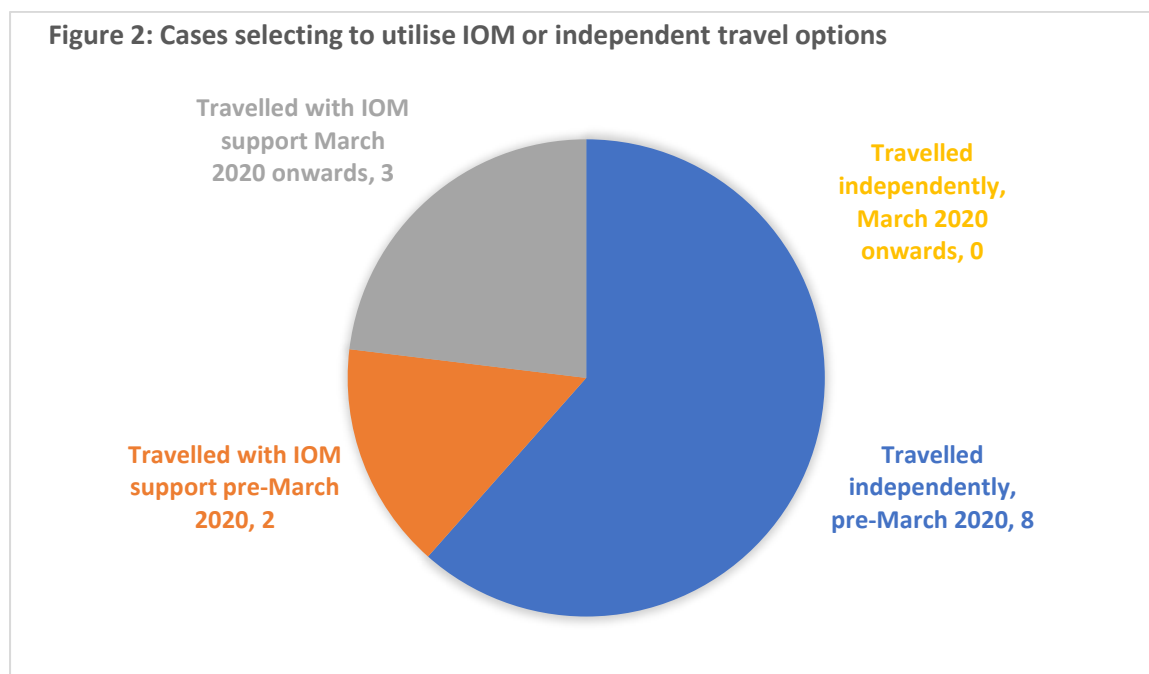
6.1 Relevance

Evaluation Question 1: Has the project provided a process for eligible Applicants to orderly migrate through a channel which is acceptable to him / her?

This section aims to consider the extent to which IOM actions responded to the needs and priorities of migrants and their supporters throughout the application, arrival, and settlement stages. In essence, it considers whether IOM is 'doing the right things'.¹

The number of formal EOIs lodged (with IOM guidance) has correlated strongly with enquiries received. IOM is able to receive enquiries and translate these into EOIs and visa applications, without being limited by internal capacity issues, as indicated by enquiry and EOI figures corresponding to external factors rather than internal capacity ceilings.

Interviews indicate that all successful CSP migrants were uniformly aware of travel services, but some chose to travel independently. Prior to COVID-19, two out of ten cases selected to travel with IOM support (see Figure 3, below). This is a result of IOM travel costs often being higher than those that can be found independently, as IOM must select more direct, flexible options, which may not always have favourable fares if IOM does not have a specific agreement with the airline. All three cases that arrived in March 2020 or later selected to travel with IOM support.



6.2 Effectiveness

¹ OECD DAC Network on Development Evaluation, *Evaluation Criteria*, available at [Evaluation Criteria - OECD](#).

This section describes the extent to which the project achieved its intended purpose.

Evaluation question 2: To what extent have resettled migrants achieved a sustainable integration through the CSP programme?

Based on interviews conducted 18-22 months after arrival by the project team, all resettled migrants had left the accommodation provided by their sponsor, and **91%** were in a rental property equivalent to or better than the situation with their sponsor. All reported that their community participation was better than at the previous assessment point, with **82%** reporting interaction beyond their ethnicity. Migrants and supporters frequently mentioned the challenges of establishing community during the first year after their arrival, but frequently also noted that they did eventually make connections, or secure employment or study pathways. This often involved departing from their prior job area or accepting less skilled jobs or innovating in income generation – such as via setting up small hospitality enterprises to manage COVID-19 job losses.

Evaluation question 3: If there are shortcomings in achieving sustainable integration through the CSP programme, what factors have contributed to it? Are they internal or externally influenced?

There are a low number of resettled migrants, and the very high diversity of resettled migrants within the scheme. Only thirteen ‘primary applicants’ have arrived. Primary applicants are the individuals whose migration case is primarily considered in the visa application process, with the term ‘secondary applicants’ used for all other family members included in the application. In total, thirty-two applicants have arrived. Each applicant has a substantially different family constellation, supporter profile, and educational and employment background. However, qualitative responses to interview and survey questions give some insights into factors influencing integration, as discussed below.

Cases to date have experienced challenges in five main areas – all of which are external.



1. interaction with formal Australian services and organisations;



2. connection to relevant community groups;



3. challenges with English and/or time to learn English;

4. concerns around family members’ health and wellbeing



5. difficulty finding appropriate work, or securing recognition of qualifications.



Interaction with formal Australian services and organisations is required for access to healthcare, education, driving qualifications, financial transactions, and housing. It is a critical area of life covered by pre- and post-arrival orientation sessions. Nevertheless, navigating these systems requires substantial English language competence, as well as an awareness of the various services available. Interviewees – both migrants and supporters – made

it clear that substantial time and assistance was required from supporters to assist resettled migrants with this area of life. This was recognised as part of the supporter role, and not within IOM’s capacity to assist with, however multiple interviewees noted that further awareness of the supports and services available should be built into orientation. In particular, they noted that they only became aware of migrant assistance-focused non-profit organisations and community groups many months after they arrived – sometimes more than one year after arrival.

One supporter noted that the amount of time spent supporting migrants was a key factor in deciding whether to support further applicants, and this supporter would prefer that the Australian government provide financial support to settlement agencies to ensure they have time to provide more comprehensive support. This is not within IOM’s control but is noted here as a key contextual factor affecting supporters and the CSP programme.

Connection to relevant community groups fosters social wellbeing and support, which is critical in



reducing pressures on the supporter and increasing independence. Supporters were noted to be the most important factor in the settlement process by both programme staff and most resettled migrants and supporters, and yet can therefore come under a great amount of pressure. Whilst most applicants eventually connected with local migrant support services, religious groups, or other community groups, a large proportion noted that their settlement process would have been smoother if they had made this connection earlier. IOM project staff have recognised the importance of these connections, and thus maintain an internal list of relevant community services according to type of service and location. This is used as a reference for guiding resettled migrants to useful services.

English language challenges are a barrier to most arrivals, particularly secondary applicants, who



often have lower English language proficiency. Surveys reveal that participation in English language classes is often stalled due to urgent settlement priorities such as registering for various government services, completing family caring commitments, or working. The cost and challenge of travelling to the classes can also be a major barrier at this early stage of settlement. Often, resettled migrants report English language proficiency improves due to daily work or community interactions. Interviews confirmed that after the first 6, 12, or 18 months (depending on the individual), there may be more capacity to engage in activities that support settlement; predominantly, examples given were of improved engagement in community group and volunteering activities, however presumably this could also be applied to English language classes.

Concerns around individual and family members’ health and wellbeing are prevalent. can have an



overwhelming effect on other settlement activities and integration. There was lower breadth of community engagement, and higher stress, among CSP cases that include immediate family members that have been critically unwell or unsafe. Less concern was raised around the interviewee’s own health concerns; health concerns were usually being met adequately and/or related to stress concerning others.

Regarding health concerns relating to migrants in Australia, IOM is already active in ensuring resettled migrants are connected to Medicare and their family doctor (also known as a General Practitioner, or ‘GP’). The cost or availability of health care (e.g., via “bulk billing” or the “National Disability Insurance Scheme”) can still be opaque, inconsistent, and unclear, thus requiring persistent enquiries from patients in order to access services.

There was also evidence of lack of integration, or continuing distress, connected to preoccupation and concerns for loved ones who had not been able to come to Australia. IOM does provide visa

assistance to those who are seeking to bring immediate family members to Australia, however this may be unviable or delayed due to factors outside IOM control. As such, associated stress can be ongoing.

Difficulty finding appropriate work, or securing recognition of qualifications was a substantial



concern for multiple interviewees. CSP resettled migrants are highly diverse, and due to the program's financial prerequisites, often aspire to or already hold professional qualifications. Of eleven cases, one case had started the process of skill recognition, and two had decided not to pursue this process further. Interviews revealed that securing recognition or appropriately skilled employment is of high value to many resettled migrants, and frustrations in this area can be very impactful. Some resettled migrants demonstrated a high degree of acceptance of employment which was substantially less than prior engagements or studies, and expressed appreciation of lower-skilled jobs providing the opportunity to focus on language and cultural skills. There were also examples of migrants innovating and adapting to circumstances subsequent to COVID-19 lockdowns, including via initiating small business enterprises to supplement income. Others, though, were unable to accept that qualifications were not recognised in Australia, and stated that the process was both opaque and meant high levels of cost and uncertainty regarding continuing with a planned career. In at least one case, a secondary applicant returned overseas (though not to the country of origin) in an attempt to finalise qualifications necessary to progress their career. This demonstrates that the issue can be a critical threat to satisfactory settlement.

Even in cases of substantial dissatisfaction with career opportunities, migrants and supporters recognised that skill recognition is outside IOM's sphere of influence. Whilst the overwhelming majority of migrants and applicants were primarily happy to be safe regardless of the career implications, there is space for IOM to assist migrants, particularly secondary migrants, to understand the challenges in this area prior to migration. This is particularly important for secondary applicants, and those who have (or are partway through) higher degrees, and it is unclear as to the extent this is provided by current orientation and application processes.

Evaluation question 4: 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 resettled migrants who have been settled in Australia?

As previously mentioned, quantitative analysis was not possible due to low total numbers and high diversity within the cohort. When asked what factor was most important in the settlement process, there was consensus among resettled migrants, supporters, and programme staff. All noted that the support and time provided by the supporter (including the supporter's family) is the most critical factor in the settlement process of resettled migrants during the first twelve months after arrival. Nevertheless, IOM did take action to improve settlement, and somewhat reduce overall dependence on supporters, through four key areas of the CSP Programme. These are listed below.



Pre-departure orientation is provided by IOM offices internationally. There was formerly a challenge with pre-arrival orientation being shaped according to the conditions of government-supported humanitarian visa resettled migrants, rather than Community Supported Placement humanitarian visa resettled migrants who receive less support after arrival due to tighter funding. To mitigate this issue, IOM Australia proactively contacts IOM offices who provide the training to inform them of the nature of the CSP programme and its limitations, and to note which pre-departure orientation

participants are CSP-supported and thus may need more individualised advice. IOM Australia reports that orientation providers in IOM offices (who deal with the bulk of CSP departures (e.g., Pakistan)) are now well versed in CSP conditions.



The **Orientation Guide** provides key information on a range of areas relevant to settlement, such as housing, medical care, and employment rights. It is now provided to migrants before their departure to Australia, though this is a new addition and thus warrants further assessment in later evaluations and interviews with more recent resettled migrants. Project staff identified that not all people read through and engage with the Guide, probably due to the combination of dry material and challenges with English language. To address this, the booklet features a number of attributes aimed at improving comprehension and engagement, including clear contents, simple English, and an attempt to ensure the guide is succinct. IOM also developed a set of ‘Trivia’ multiple choice questions with the aim of improving engagement.



Post-arrival orientation, and formal 6-month and 12-month check ins, are provided by the HSP organisations. These organisations also provide orientation for non-CSP humanitarian arrivals. Whilst no interviewees expressed a wish to dispense with orientation, some did note that the HSP services were not effective or sufficiently comprehensive to be of use. A range of organisations were used as the ‘Humanitarian Service Provider’ organisation in the early stage of the programme, and this complaint arose from applicants and supporters who had been connected with various HSP organisations. It thus appears that the HSP organisations do not provide extensive support due to the low-cost model opted for in the case of self-funded CSP cases – rather than this being an issue with a particular provider. One supporter expressed concern that whilst she would like to support other humanitarian applicants, the amount of time and money needed to do so was prohibitive.



IOM discussions with migrants and supporters occur in relation to application assessments and visa lodgement, at scheduled interviews to assess post-arrival settlement, and on an ad-hoc basis according to need. Whilst the initial focus of a conversation may be on obtaining data and information, the communication often opens the door for discussions about barriers to settlement – and often leads to IOM staff using their initiative to support migrants in finding solutions or additional support. Unfortunately, these conversations are primarily via phone due to staffing limitations. Migrants, supporters and IOM project staff all mentioned the importance of face-to-face discussions.

Analysis: Achievement of Targets within Results Matrix

Overall Finding: IOM is achieving or exceeding most indicator targets (see full Results Matrix and most recent figures in *Annex 4*). This is the case despite the impact of COVID-19 on travel and visa applications. There are three exceptions to this regarding the Objective indicator, Outcome 1 target, and Output 1.3 indicator. These are discussed below. The team has undertaken additional activities and achieved results beyond those specified in the Result Matrix, such as provision of the Orientation Guide and Trivia.

Findings and Conclusions, by Result Statement & Indicator

<p>Objective: To contribute towards improved orderly migration and sustainable integration of migrants resulting in positive contribution to the community.</p>	<p>% CSP Entrants financially independent at 12 months of arrival (disaggregated by location, sex and age)</p>
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It appears that data was not yet collected for this indicator at the time of the evaluation. Data regarding whether the resettled migrant accesses government social support funding could be used as a means of determining financial independence, however this would not account for instances where the resettled migrant is dependent on privately administered funds from friends, family or community groups. IOM does currently collect a wide range of data regarding integration at 12- and 18-month survey points, and this data relates to the overall objective.

<p>Outcome 1: CSP Entrants are able to integrate in Australian society.</p>	<p>% CSP Entrants reporting satisfactory access to the labour market % CSP Entrants reporting satisfactory access to health service % CSP Entrants reporting satisfactory access to education services % CSP Entrants reporting satisfactory access to accommodation</p>
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Under Outcome 1, we see that 57% of CSP resettled migrants reported satisfactory access to the labour market, against a target of 90%.² The challenges associated with recognition of skills and qualifications have been discussed further above, and are largely outside of IOM’s control. By contrast, other indicators under Outcome 1 related to satisfaction with access to health, education, and accommodation, and all sit at 100%.

<p>Output 1.1: CSP Applicants and Supporters have access to information on available services</p>	<p># Enquiries received from potential Supporters, Employers, and Applicants</p>
<p>Output 1.2: CSP Applicants and Supporters have access to visa application assistance</p>	<p># Visa applications submitted per year through IOM assistance</p>

IOM has received 420, 358, and 222 enquiries per year, against a target of 200 per year. This has been achieved despite not including those enquiries received via email and phone contact. This does reduce in September 2020 reporting period and March 2021 reporting period, before rising steeply in the September 2021 reporting period, reflecting impact of border closures and the Afghanistan change of government.

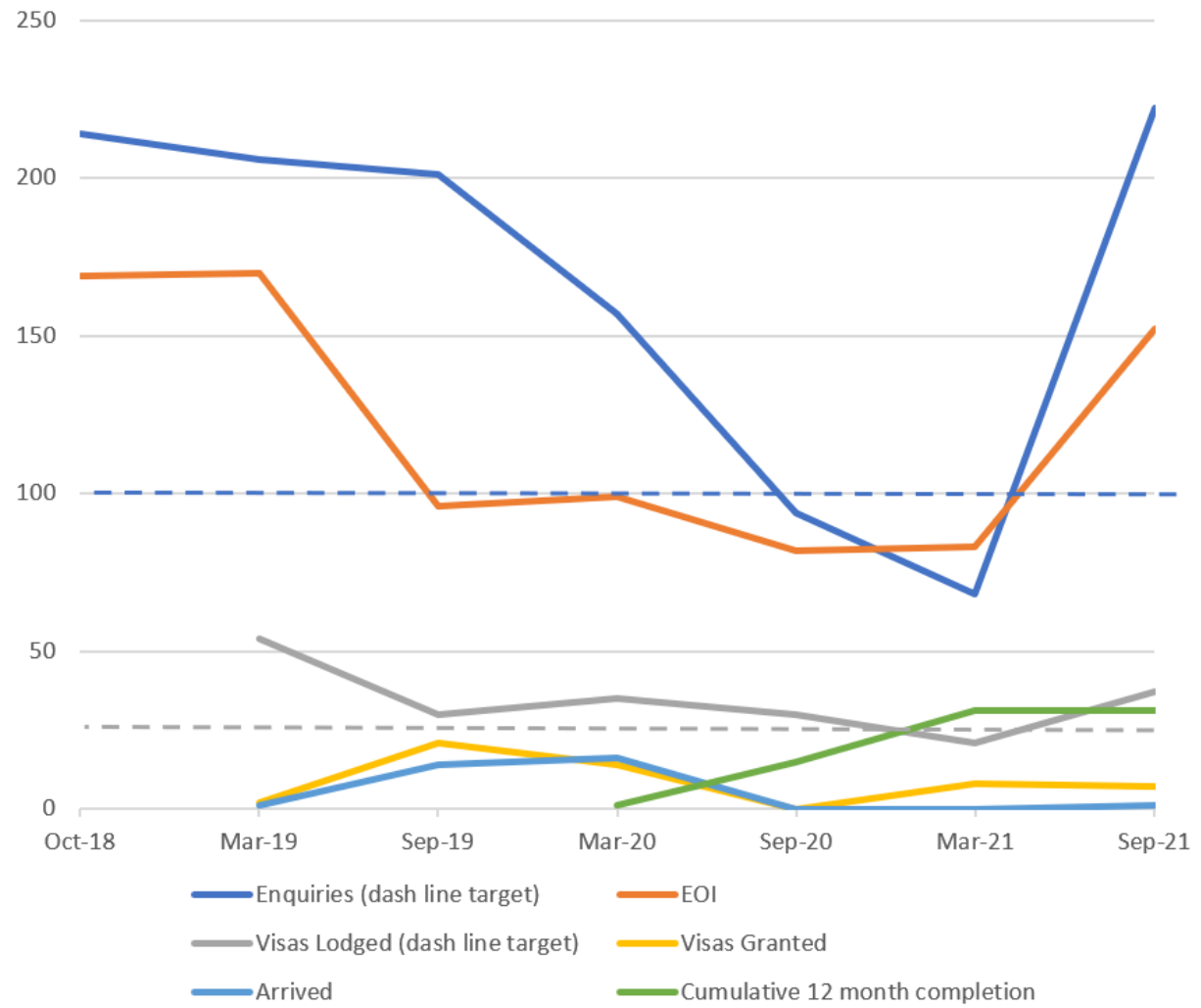
IOM has screened 816 expressions of interest (416F, 435M), a process after enquiry that leads to formal visa application. IOM has proposed 216 humanitarian Applicants (103F, 113M) since the commencement of the project, eclipsing the target of 50 visa applications per year.

IOM has seen 51 visas granted to applicants (26F, 25M). Subsequent to this, 36 (18F, 14M) applicants have arrived and been settled with the support of IOM, including support in sourcing employment referrals within 12 months of arrival, and in some cases, support in other areas such as housing and health care.

The review did *not* include in-depth assessment of the validity of decisions regarding progress of cases from enquiry to EOI, and onward to visa application. Instead, the evaluator assessed the process by which such decisions were taken. The Migration Agent involved holds appropriate academic qualifications and substantial past working experience in migration within the Australian Government. Additionally, the evaluator found a strong and consultative working relationship between Programme Manager and Migration Agent, facilitating discussion on the nuances and options available regarding how to advise prospective migrants regarding their potential success in a visa application.

² Six-monthly reporting, September 2020, March 2021, and September 2021.

Figure 2: IOM Support Provided by 6-monthly Period



<p>Output 1.3: CSP Applicants have access to IOM travel services</p>	<p>% Applicants use IOM travel services</p>
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Only twelve of thirty-two resettled migrants used IOM travel services. This constitutes 37.5%, against a target of 80%.

As discussed under *Relevance*, interviews indicate that all successful CSP migrants were uniformly aware of travel services but some of those interviewed chose to travel independently. The team expressed no concern with their failure to meet the indicator target, noting that there is no advantage to IOM or the applicant for using IOM travel and flight booking services *if* the applicant is capable of making bookings themselves, and prefers to do this. IOM is concerned that all those who do need or prefer IOM assistance can make use of this.

<p>Output 1.4: CSP Entrants have access to post arrival assistance in Australia</p>	<p>% Entrants provided with immediate assistance (stratified by type of assistance, gender, age, location) % Entrants have access to foundation assistance (stratified by type of assistance, gender, age, location) % Entrants who do not relay instance of abuse and exploitation by their Employer</p>
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IOM has achieved 100% against all Output 1.4 targets. IOM's role in post-arrival settlement is limited in comparison to the role of supporters, and is complementary to the role of Human Settlement Programme agencies which provide orientation services. This accords with the design of the CSP, and Deed of Agreement signed between IOM and HA.

Post-arrival, interviewees noted that IOM effectively initiated contact regularly, and was responsive to their enquiries. IOM's support in responding to enquiries appear to have been relevant.

The output statement does not completely acknowledge the range of IOM orientation and settlement assistance, which begins prior to departure. IOM provides pre-departure orientation services and connects migrants to a Humanitarian Support Provider for post-arrival orientation. The orientation process was considered to be relevant by interviewees, though concerns were raised regarding its overall adequacy (discussed under Effectiveness).

There was one case of a fraudulent employment situation experienced by a resettled migrant. However, that was a case of employment of a secondary applicant and thus not 'part of' the CSP arrangement. The situation was identified and resolved relatively quickly, and IOM support was considered to be helpful by the resettled migrant family.

6.3 Efficiency

This section aims at assessing how well the project used human and financial resources to undertake activities, and how well these resources were converted into results. Specifically, it responds to two evaluation questions, listed below.

Evaluation question 5: Have the activities under the project been conducted after considering cost implications to the supporting organization? Have the different alternatives and their respective cost implications been considered during the programme period?

The CSP model is funded by the contributions of supporters. Government contributions are not made for this particular visa class of humanitarian migrants; all application, travel, and settlement services and processes are paid by supporters. Overwhelmingly, supporters are family or community members motivated by a wish to support humanitarian resettled migrants, rather than, e.g., businesses using this as a profit model. Financial burden was noted as a major concern by most interviewees – both supporters and migrants.

IOM staff identified efficiency as a major concern, due to the limited resources available, and the sourcing of those resources from resettled migrants themselves. One area identified as important for efficiency is the selection of the HSP provider who will undertake post-arrival orientation. IOM decided not to pursue the pathway of registering as a HSP provider, as IOM only manages humanitarian resettled migrants via the CSP pathway, rather than via multiple pathways. As such, IOM has less opportunity to achieve cost savings via efficiencies of scale as compared to other providers who also provide orientation for Australian Government-sponsored humanitarian migrants. Thus, this option is currently not considered optimal by IOM staff.

IOM has options to engage a range of HSP providers, or to engage only one HSP provider. After initially engaging various HSP providers at the start of the CSP, IOM has now decided to engage only one HSP provider, opting for a provider who operates across Australia. This decision was taken due to the human resource savings associated with only maintaining one institutional relationship. In

interview, it was clear that the focal point from the HSP provider was familiar with and coordinating effectively with IOM staff.

IOM staff also identified the Orientation Guide as a mechanism to provide comprehensive information in a manner that was cost-effective in the long term. Staff noted that the Guide had taken significant time in design, but would provide a useful resource to many resettled migrants and supporters in future. The utility of this during times of high arrival numbers was noted. IOM project staff note that the Orientation Guide is yet to be truly tested as very few resettled migrants have arrived after its development.

Evaluation question 6: Have different elements of the process been completed within the timelines stipulated for each activity?

As outlined above, IOM is achieving or exceeding indicator targets. There is effective translation of enquiries into expression of interest. All interviewees commented positively on the timeliness of IOM staff processing of applications, and of IOM staff responses to enquiries. Migrants and supporters were very much aware of the different processes involved in visa application and approvals, noting that IOM-controlled elements of the process were completed in a timely fashion.

6.4. Cross-cutting issue: Gender

Supporting the achievement of gender equality and the elimination of sex and gender discrimination is an important part of a rights-based approach to programming.³

Humanitarian applicants to Australia, as an overall cohort, are predominantly male, of working age, and from select countries. CSP applicants have somewhat reflected this trend, though secondary applicants are sometimes children, and there is a relatively a far high proportion of women (103 of total 2016 visa applications have been for women and girls).

Programme staff, resettled migrants, and supporters reported that both migrant and supporter have received highly individualised support from the IOM team. Migrants and supporters raised no concerns around support being inappropriate, or lacking, for their gender. Gender is first considered in the process of applying for a visa. Gender related risks are considered on a case-by-case basis by the team, including in their individual settlement plans. The team provided an example of taking additional steps prior to settlement to investigate risk of trafficking, specifically by engaging overseas IOM staff to conduct additional interviews. No gender analysis has been conducted.

Family violence, trafficking, and gender-based discrimination in rental situations are already recognised in the Orientation Guide. There are currently no hotline numbers included in the Orientation Guide (e.g., regarding domestic violence).

³ IOM Project Handbook, p45.

7. Conclusions

This section outlines the conclusions reached in the analysis above. An overall evaluation rating is also provided for each criterion, analysed by criteria on a scale from 1 to 5 as detailed in Table 4.

Table 4. Scaling methodology

5 – Excellent (Always)	There is evidence of strong contribution and/or contributions exceeding the level expected by the intervention
4 – Very good (Almost always)	There is evidence of good contribution but with some areas for improvement remaining
3 – Good (Mostly, with some exceptions)	There is evidence of satisfactory contribution but requirements for continued improvement
2 – Adequate (Sometimes, with many exceptions)	There is evidence of some contribution, but significant improvement required
1 – Poor (never or occasionally with clear weaknesses)	There is low or no observable contribution

7.1 Relevance (Evaluation rating: 5)

Evaluation Question 1: Has the project provided a process for eligible Applicants to orderly migrate through a channel which is acceptable to him / her?

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. This indicates that the service offering provides a process for eligible applicants to migrate through a channel acceptable to them.

Given some migrants used the travel services prior to COVID-19 restrictions, and all have opted for IOM support after restrictions, there is a clear indication that the migrants do have access to travel services when they want them. As such, all applicants have options to migrate in an orderly manner, in a fashion acceptable to their circumstances, noting that due to differing circumstances, their travel choices differ.

7.2 Effectiveness (Evaluation rating: 4)

Evaluation question 2: To what extent have resettled migrants achieved a sustainable integration through the CSP programme?

Conclusion: There are strong indications of successful integration among resettled migrants, including successful transition to greater independence and integration in housing and social interactions. Interviewees are satisfied with IOM’s support for their integration via the CSP programme.

Evaluation question 3: If there are shortcomings in achieving sustainable integration through the CSP programme, what factors have contributed to it? Are they internal or externally influenced?

No specific individual factors can be identified as impacting sustainable integration due to the limited numbers and diversity of resettled migrants. Qualitative data indicates that shortcomings in integration predominantly arose from factors not directly linked to IOM's performance. Rather, five key external factors led to challenges to integration.

Interaction with formal Australian services and organisations: Sustainable integration is strongly associated with resettled migrants receiving assistance to navigate formal Australian services and organisations. *See Recommendation 1.*

Connection to relevant community groups is critical in reducing pressures on the supporter, increasing independence, and generally improving sustainable integration. IOM has found innovative means of supporting this despite limited resources; namely, the Orientation Guide and Trivia discussed further below. *See Recommendation 2.*

English language proficiency is a barrier to integration. For some resettled migrants, English language will only become feasible and useful to integration once other fundamental settlement processes have taken place. As such, finding ways to ensure resettled migrants engage with English language classes even after the initial first year period may be useful in promoting more sustainable long-term integration. *See Recommendation 3.*

Concerns around individual and family members' health and wellbeing can have an overwhelming effect on other settlement activities and integration. IOM cannot prevent or predict specific health concerns. IOM effectively provides general support and reminders that there are a range of support options, and ensuring that resettled migrants and their supporters are aware that there are a range of possible costs or low/no cost options to respond to health concerns that can be discussed with their family doctor. In some cases, further efforts to raise awareness of these avenues, including disability and mental health support avenues, may assist in integration if provided via direct personal communication (e.g., over phone) or included in the Orientation Guide or written information regarding community organisations. *See Recommendation 1, 2 and 4.*

Difficulty finding appropriate work, or securing recognition of qualifications seemed to have the largest impact on overall integration, increasing the importance of further work to understand when and how to manage this challenge. This particularly related to career expectations. *See Recommendation 5.*

Evaluation question 4: 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 resettled migrants who have been settled in Australia?

The capacity and availability of supporters to assist resettled migrants is the most important factor in determining more successful integration. This does place significant time pressure on supporters, and there can be gaps or delays in accessing services or achieving milestones if the supporter does not have awareness or skills in a particular area. Innovative approaches by IOM have reduced overall dependence on supporters, whilst not exceeding IOM's own funding constraints. Specific details of these approaches are discussed below.

IOM has leveraged its institutional connections overseas to provide a higher level of efficiency and tailored service to CSP migrants.

It is positive that IOM is now solely engaging one provider for HSP Orientation, as this allows IOM to collaborate with the HSP provider in finding innovative solutions where possible. The current model

– whereby humanitarian resettled migrants are provided with substantial government support, or in the case of CSP, no government support – may be improved by offering some financial fallback options, or more government funded orientation support. This is beyond the scope of this evaluation; IOM is not able to directly affect this unless the opportunity arises to indirectly advocate for such.

The value and opportunity represented by phone based and in-person conversations is high, and supports resettled migrants through key challenges their integration process. IOM has limited resource to provide this, hence referrals are particularly valuable. *See Recommendation 4.*

Analysis: Achievement of Indicator Targets within Results Matrix

The Result Matrix is structured and reported against appropriately in most cases (see full Results Matrix and most recent figures in *Annex 4*). 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.

The objective indicator is difficult to measure, and also only relates to one element of sustainable integration and positive community contribution. The wider 12- and 18-month survey data could be used to compile a more relevant and measurable indicator. *See Recommendation 6.*

Outcome 1 target that 90% of CSP resettled migrants report satisfactory access to the labour market is too ambitious. As discussed above, difficulty finding acceptable work, or securing recognition of skills and qualifications, has been a barrier to integration for some migrants. *See Recommendation 5 & 6.*

Output 1.1, 1.2 and 1.4 indicators and targets are appropriate, and are being achieved. IOM is providing assistance to migrants both pre- and post-arrival, which is supporting integration. This is being undertaken in a timely fashion. Furthermore, applications and visas are receiving strong support from qualified staff in the assessment of expressions of interest and compilation of visa applications, thus indicating an effective level of service provision.

However, the indicator for Output 1.3 should be altered. IOM's offer of optional support with travel bookings and transit ensures it is accessible where relevant. In the context of COVID-19 border closures, travel support has grown in relevance and uptake. The indicator for this output was that 80% of arrivals should *use* IOM travel services. This metric focuses on use, rather than access. Given a large portion of migrants choose not to utilise the services despite having access, 'use' is not a good proxy for access in this circumstance. The indicator is thus not fit for purpose, and underachievement against the target is not indicative of the output not being achieved. *See Recommendation 6.*

7.3 Efficiency (Evaluation rating: 5)

Evaluation question 5: Have the activities under the project been conducted after considering cost implications to the supporting organization? Have the different alternatives and their respective cost implications been considered during the programme period?

IOM project staff are highly cognisant of cost implications and have demonstrated innovation and pragmatism in identifying ways of improving outcomes whilst minimising costs. In particular, decisions to select one HSP provider so as to reduce administrative burden, and indeed the decision

not to take the HSP orientation component in-house due to the time burden associated, were pragmatic and seemingly fruitful decisions.

The Orientation Guide represents an example of IOM staff noting an opportunity to create a high-efficiency resource that may assist in addressing recurrent challenges, whilst minimising the ongoing costs of repeatedly identifying relevant information for each new enquiry. It is not possible to assess the effectiveness of the Guide at this point due to recent development and few recent arrivals. [See Recommendation 7.](#)

Evaluation question 6: Have different elements of the process been completed within the timelines stipulated for each activity?

IOM has completed different elements of the CSP process in a timely manner, as indicated both by key informant interviews, and by data demonstrating that processing of each step of the settlement process was undertaken according to demand rather than limited by IOM capacity.

7.4. Cross-cutting issue: Gender

Whilst the cohort to date has been small in number, indications are that gender representation, age, and ethnic background are relatively diverse. Due to the heterogeneity of the migrant and supporter cohort, a more formal gender analysis would be very difficult to conduct and may not add substantially to current knowledge. For example, education levels, family constellations, cultural backgrounds, and employment prospects are widely varied, such that analysis is unlikely to reveal additional trends to those already recognised. However, gender disaggregation may facilitate analysis later in the programme when more data is available.

Whilst there is evidence of gender-sensitive approaches in the team's conduct, there is a risk that if, in future, the individuals on the team are less aware of gender-based considerations, there will not be formal procedural guidance to ensure that considerations such as trafficking or family violence are taken into account at application and settlement stages. [See Recommendation 8.](#)

8. Recommendations and Lessons Learned

IOM is operating effectively in supporting resettled migrants and supporters in the face of these challenges. However, recommendations were identified to improve support further.

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. [See Annex 5 – Detailed recommendations on the Orientation Guide.](#)

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. Whilst this has the disadvantage of potentially providing incomplete or out of date information, it gives migrants a point to start from and an awareness of the number of services that do exist.

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. IOM should ask resettled migrants if they plan on taking English classes at a particular point in the future, and encourage this.

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. For instance, some applicants may be too concerned about immediate needs to consider this prior to the 3- or 6-month post-arrival mark, whereas there may be other applicants (including secondary applicants) who, due to extended application processes or their connection to the country in which they apply from, may have time and reason to consider this factor prior to departure. Whilst the Orientation Guide covers the issue of 'Recognition of Overseas Qualifications', it may be helpful to add a clear note that some people have difficulty or are unsuccessful in getting past qualifications recognised.

Recommendation 6: IOM Australia should review the Results Matrix. Specifically, the team should review the indicators associated with Output 1.3 and the Objective. Regarding the objective indicator, the team should utilise data from the surveys conducted at 12- and 18-month points. The team should also consider revising down the target for Outcome 1 on employment access satisfaction, alongside actions under Recommendation 5. A more appropriate target would be lower than 90% in recognition of the career challenges associated with changing countries, but higher than the current 57% achievement rate.

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 taken to maintain. IOM should keep a brief log of time spent and positive/negative comments.

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

Further to this, a number of Lessons Learned can be identified:

Lesson 1: Teams should step back during times of disruption and reflect on what can be done at present to reduce expected future pressures or address common issues. Whilst doing this, the team should focus on the objective or outcome level results, as this facilitates more innovative ways of reaching the ultimate goals of the project. During a period of low arrival numbers due to COVID-19 border restrictions, the CSP team did this by initiating the Orientation Guide and the accompanying Trivia questions. This sets a positive example that other programmes can learn from.

Lesson 2: Beneficiaries understand that IOM has resource and knowledge limitations, however they sometimes still hold feelings of frustration where they believe better referral to other useful organisations or information sources could have occurred. Any new settlement programme should do a full assessment of the type of referrals and challenges that may arise, and the resources that could be used to address this. In this case, pre-departure and post-arrival orientation, supporters, and periodic check-ins provided useful referral options, and the Orientation Guide and Trivia have further added options for facilitating self-referral.

Lesson 3: Difficulties in securing recognition of qualifications, and associated impacts on careers, can have a large effect on settlement. This seems to be a particular risk for those who have accompanied a family member who is the ‘primary applicant’ who has secured a humanitarian resettlement visa. Given the focus on securing a resettlement pathway, the reality of reduced or delayed career prospects is often not fully realised until months or years after arrival. Whilst there are limited options for addressing this issue, identifying the issue and prompting earlier thought about how to manage may be beneficial.

Lesson 4: It is useful for the team to identify what settlement activities are most useful at different stages of settlement, based on emotional, financial, and time resources available. The team identified that migrants’ energy and primary concerns vary over time. It is sometimes necessary to pause certain activities (such as English language classes) during times where stress is high and raise them again when there is sufficient ‘space’ in the person’s life. The team has become adept at doing this. The additional 18-month interview demonstrates this, as it was put in place in recognition of the ongoing settlement processes occurring well after the 12-month post-arrival anniversary.

9. Annexes

[Annex 1 – Terms of Reference \(see PDF\)](#)

[Annex 2 – Evaluation Matrix \(see PDF\)](#)

[Annex 3 – Sampling](#)

Respondents	Male	Female	Total
Supporters	2	2	4
Migrants	2	4	6
IOM and partner organization staff	3	2	5
Totals	7	7	14
Key attributes of sample group			
Gender balance, particularly regarding migrants and supporters			✓
Migrant(s) who arrived with family group			✓
Migrant(s) who arrived as a ‘secondary applicant’ in their family			✓
Migrant(s) who arrived as a single adult			✓
Representation of migrants with ongoing health issues and/or disability			✓

Number of countries of origin	Three
Number of destination states within Australia	Five
Age range	20s-40s

Annex 4 – Results Matrix

Results Matrix, extracted from most recent half-yearly narrative reporting (1 April 2021 – 31 September 2021).

The table has been adapted to show cumulative progress only (removing the specific results of the reporting period), and to use red text for those targets and results discussed above.

	<i>Indicators</i>	<i>Baseline</i>	<i>Target</i>	<i>Data Source and Collection Method</i>	<i>Cumulative progress (as per 30 September 2021)</i>
Objective: To contribute towards improved orderly migration and sustainable integration of migrants resulting in positive contribution to the community.	% CSP Entrants financially independent at 12 months of arrival (disaggregated by location, sex and age)	0	at least 90%	IOM monitoring reports; Beneficiary Surveys	N/A
Outcome 1: CSP Entrants are able to integrate in Australian society.	% CSP Entrants reporting satisfactory access to the labour market	0	at least 90%	IOM monitoring reports; Beneficiary Surveys	57% (12 ⁴ entrants out of 21)
	% CSP Entrants reporting satisfactory access to health service	0	at least 90%		31 entrants out of 31, 100%
	% CSP Entrants reporting satisfactory access to education services	0	at least 90%		31 entrants out of 31, 100%
	% CSP Entrants reporting satisfactory access to accommodation	0	at least 90%		31 entrants out of 31, 100%
Output 1.1: CSP Applicants and Supporters have access to information on available services	# Enquiries received from potential Supporters, Employers, and Applicants	0	200 per year	IOM database	1,000 Y3 - 222 Y2 – 358 Y1 – 420

⁴ The cumulative was adjusted based on the most recent surveys conducted for all entrants. It should be noted that persons may obtain and lose employment during the duration of the programme.

Output 1.2: CSP Applicants and Supporters have access to visa application assistance	# Visa applications submitted per year through IOM assistance	0	50 per year	IOM database	216, (113 males, 103 females)
Output 1.3: CSP Applicants have access to IOM travel services	% Applicants use IOM travel services	0	80%	IOM database	12 applicants out of 32, 37.50%
Output 1.4: CSP Entrants have access to post arrival assistance in Australia	% Entrants provided with immediate assistance (stratified by type of assistance, gender, age, location)	0	100%	IOM database	32 ⁵ entrants out of 32, 100% (18 Female, 14 Male) (10 children, 22 adults) (8 NSW, 15 VIC, 3 ACT, 4 QLD, 2 WA)
	% Entrants have access to foundation assistance (stratified by type of assistance, gender, age, location)	0	100%	IOM database	32 entrants out of 32, 100% (same classification as above)
	% Entrants who do not relay instance of abuse and exploitation by their Employer	0	100%	IOM database, HSP	32 entrants out of 32, 100% (same classification as above)

Annex 5: Detailed Recommendations on the Orientation Guide.

Finer-detail Orientation Guide considerations arose from interviews and analysis, as follows:

- Whilst the Orientation Guide covers the issue of ‘Recognition of Overseas Qualifications’, it may be helpful to add a clear note that some people have difficulty or are unsuccessful in getting past qualifications recognised – the engaging colour scheme and layout lend themselves to such notes.
- Under ‘General Practitioner’, it may be useful to note the following elements, given that a GP can be a window to so many other services (if the migrant is aware)
 - o GP discussions are confidential
 - o It is possible to ask for a GP who is a man or woman if preferred.
 - o You can talk to your GP about a wide range of illnesses and challenges, including family planning, chronic health conditions, mental health, and family violence

⁵ Including a new entrant that has not completed the three-month monitoring cycle during the reporting period.

- o a GP can also discuss assessments for disability or children’s learning delays, and this may assist in accessing government-funded disability support services.
- Under Health and Wellbeing, it may be useful to add a section on ‘chemists/pharmacies’, noting that often, you can walk in and ask a pharmacist about minor illness or medication, and they may be able to help (for free) or advise that you visit a family doctor.
- It may be useful to add hotlines regarding family violence, suicide, and IOM’s own whistleblowing hotline. The current link on the family safety pack does not work. It would be best practice to include a few direct numbers for family violence, in case people don’t have access to look them up, or have issues with browser history being tracked.