

Management Response Matrix to IV.0011 Internal Evaluation

Evaluation title/year: MID TERM INTERNAL EVALUATION OF “ Australia Proposing Organisation for Community Support Programmes (IV.0011), MAY 2022

Person or entity responsible for completing the management follow-up response matrix:

Dinesh Munasinha IOM Canberra.

Overall comment on evaluation process: The management thanks the very thorough evaluation of the project and accepts or partially accepts all the recommendations. Many of the recommendations can be implemented in the medium to short term. The recommendations pertaining to broadening of the monitoring process will be implemented immediately.

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Evaluation 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 to: CSP team			Priority level (1 to 3): 1	
Management response (Accept) This an extremely useful recommendation and will be implemented as a high priority. This will help to cover more number of settlement aspects useful to entrants.				
Key action	Time frame or deadline	Responsible individual or unit(s)	Implementation monitoring	
			Comments or action taken	Status
<i>The CSP team will create a revised orientation guide taking in to consideration the suggestions.</i>	<i>September 2022</i>	<i>PM</i>	<i>Do not complete this column when you are first preparing the matrix. Complete the column when following up and monitoring the implementation of the action. At this time, insert comments and/or description of the action taken.</i>	<i>Do not complete this column when you are first preparing the matrix. Complete the column when following up and monitoring the implementation of the action. Indicate the status of the activity (choose from: initiated; not initiated; completed; or no longer applicable).</i>
Evaluation 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 Whilst this has the disadvantage of potentially providing incomplete or out of date information, it gives migrants a point to start from and an awareness of the number of services that do exist.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 to: CSP team			Priority level (1 to 3): 3	
Management response (Partially Accept) The changing nature of services and responsible organizations (implementing agencies) make it difficult to do this in a manner that would maintain the effectiveness of such information. We will build this in to the Orientation Settlement Guide for IOM.				
Key action	Time frame or deadline	Responsible individual or unit(s)	Implementation monitoring	
			Comments or action taken	Status
<i>We will build this in to the Orientation Settlement Guide for IOM.</i>	<i>January 2023</i>	<i>PM</i>	<i>Do not complete this column when you are first preparing the matrix. Complete the column when following up and monitoring the implementation of the action. At this time, insert comments</i>	<i>Do not complete this column when you are first preparing the matrix. Complete the column when following up and monitoring the implementation of the action. Indicate the status of the activity (choose from: initiated;</i>

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			<i>and/or description of the action taken.</i>	<i>not initiated; completed; or no longer applicable).</i>
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<p>Evaluation 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.</p>				
<p>Recommendation to: CSP</p>			<p>Priority level (1 to 3): 1</p>	
<p>Management response (Accept) This will be included on all the future monitoring calls.</p>				
Key action	Time frame or deadline	Responsible individual or unit(s)	Implementation monitoring	
			Comments or action taken	Status
<p><i>To be included on the monitoring calls and reflected in the 12 month MEQs</i></p>	<p><i>September 2022</i></p>	<p><i>CSP team</i></p>	<p><i>Do not complete this column when you are first preparing the matrix. Complete the column when following up and monitoring the implementation of the action. At this time, insert comments and/or description of the action taken.</i></p>	<p><i>Do not complete this column when you are first preparing the matrix. Complete the column when following up and monitoring the implementation of the action. Indicate the status of the activity (choose from: initiated; not initiated; completed; or no longer applicable).</i></p>
<p>Evaluation 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.</p>				
<p>Recommendation to: CSP team</p>			<p>Priority level (1 to 3): 1</p>	
<p>Management response (Accept) This will be taken in to consideration and we will build a plan to provide in person assistance to all entrants who arrive under CSP at least once within the 12 month period.</p>				
Key action	Time frame or deadline	Responsible individual or unit(s)	Implementation monitoring	
			Comments or action taken	Status
<p><i>Organize in person meetings with the entrants</i></p>	<p><i>Ongoing commencing from June 2022</i></p>	<p><i>CSP team</i></p>	<p><i>Do not complete this column when you are first preparing the matrix. Complete the column when following up and monitoring the implementation of the action. At this time,</i></p>	<p><i>Do not complete this column when you are first preparing the matrix. Complete the column when following up and monitoring the implementation of the action. Indicate the status of the activity</i></p>

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			<i>insert comments and/or description of the action taken.</i>	<i>(choose from: initiated; not initiated; completed; or no longer applicable).</i>
<p>Evaluation 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.</p>				
Recommendation to: CSP team			Priority level (1 to 3): 2	
<p>Management response (Accept) This will be included on all the future monitoring calls and in person meet ups with the entrants.</p>				
Key action	Time frame or deadline	Responsible individual or unit(s)	Implementation monitoring	
			Comments or action taken	Status
<i>To be included on the monitoring calls and reflected in the 12 month MEQs</i>	<i>January 2023</i>	<i>CSP team</i>	<i>Do not complete this column when you are first preparing the matrix. Complete the column when following up and monitoring the implementation of the action. At this time, insert comments and/or description of the action taken.</i>	<i>Do not complete this column when you are first preparing the matrix. Complete the column when following up and monitoring the implementation of the action. Indicate the status of the activity (choose from: initiated; not initiated; completed; or no longer applicable).</i>
<p>Evaluation 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.</p>				
Recommendation to: PM			Priority level (1 to 3): 2	
<p>Management response (Accept) To be done at the end of the next reporting period.</p>				
Key action	Time frame or deadline	Responsible individual or unit(s)	Implementation monitoring	
			Comments or action taken	Status

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<i>To action this before the next reporting deadline</i>	<i>30 September 2022</i>	<i>PM</i>	<i>Do not complete this column when you are first preparing the matrix. Complete the column when following up and monitoring the implementation of the action. At this time, insert comments and/or description of the action taken.</i>	<i>Do not complete this column when you are first preparing the matrix. Complete the column when following up and monitoring the implementation of the action. Indicate the status of the activity (choose from: initiated; not initiated; completed; or no longer applicable).</i>
Evaluation 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 to: CSP team			Priority level (1 to 3): 2	
Management response (Accept) CSP team will maintain a log through the database for each entrants to reflect the comments for each case.				
Key action	Time frame or deadline	Responsible individual or unit(s)	Implementation monitoring	
			Comments or action taken	Status
<i>To ensure all the information on monitoring calls are reflected in the contact log of migrants</i>	<i>Ongoing</i>	<i>CSP team</i>	<i>Do not complete this column when you are first preparing the matrix. Complete the column when following up and monitoring the implementation of the action. At this time, insert comments and/or description of the action taken.</i>	<i>Do not complete this column when you are first preparing the matrix. Complete the column when following up and monitoring the implementation of the action. Indicate the status of the activity (choose from: initiated; not initiated; completed; or no longer applicable).</i>
Evaluation recommendation 8: The Programme Manager might consider ways to more formally build in gender sensitivity within case assessment and management				
Recommendation to: PM			Priority level (1 to 3): 1	
Management response (Accept) A guide and a formal process will be built in consultation with the gender focal points for the mission.				
Key action	Time frame or deadline	Responsible individual or unit(s)	Implementation monitoring	
			Comments or action taken	Status

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<p>A guide and a formal process will be built in consultation with the gender focal points for the mission.</p>	<p><i>December 2022</i></p>		<p><i>Do not complete this column when you are first preparing the matrix. Complete the column when following up and monitoring the implementation of the action. At this time, insert comments and/or description of the action taken.</i></p>	<p><i>Do not complete this column when you are first preparing the matrix. Complete the column when following up and monitoring the implementation of the action. Indicate the status of the activity (choose from: initiated; not initiated; completed; or no longer applicable).</i></p>
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