

Final Report

Voices from the Underground: End of Project Evaluation 2014-2016



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TABLE OF CONTENTS

1. Introduction	1
1.1. Structure of the Report	1
1.2. Voices from the Underground Project Background and Context	1
1.3. Purpose and Scope of the Evaluation	3
2. Evaluation Framework and Methodology	4
2.1. Evaluation Framework	4
2.2. Research Methods and Data Sources	4
2.3. Contribution Analysis	6
3. Key Findings	11
3.1. Work package 1: Building the institutional capacity of AMIMO	11
3.2. Work package 2: Legal services for migrant mine workers and their families	17
3.3. Work package 3: Advocacy and coordination for policy change and development	21
4. Conclusions and Way Forward	24
4.1. Conclusions	24
4.2. Way forward	25
Annex 1. Terms of Reference	27
Annex 2. Evaluation Matrix	33
Annex 3. List of Documents Reviewed	45
Annex 4. List of KIIs and FGDs	48
Annex 5. Data Collection Instruments	49
<i>Interview guide - IOM</i>	49
<i>Interview guide - AMIMO</i>	53
<i>Interview guide – LHR</i>	59
<i>Interview guide - SATAS</i>	63
<i>Open-ended discussion guide - FGDs</i>	65

Abbreviations and Acronyms

AMIMO	Associação dos Mineiros Moçambicanos (Mozambican Miner Workers Association)
CRTMAS	Commission for the Reinsertion of Workers from South African Mines (in portuguese the Comissão Para Reinserção dos Trabalhadores das Minas da Africa do Sul)
EIDHR	European Instrument for Democracy and Human Rights
FGDs	Focus Group Discussions
ICT	Information, Communication and Technology
IEC	Information, Education and Communication
IOM	International Organization for Migration
KIIs	Key Informant Interviews
LHR	Lawyers for Human Rights
M&E	Monitoring & Evaluation
MITESS	Mozambican Ministry of Labor
OCA	Organizational Capacity Assessment
PAIA	Promotion of Access to Information Act
ROM	Results Oriented Monitoring Report
SADC	Southern African Development Community
SAMA	Southern Africa Mine Workers Association
SATAS	Serviços Administrativos de Trabalho da África do Sul (Mozambique's Ministry of Labor Delegation In South Africa)
SG	Secretary General
TEBA	The Employment Bureau for Africa
ToC	Theory of Change
ToR	Terms of Reference
VFTU	Voices from the Underground
VSO	Volunteer Services Oversees

1. Introduction

1.1. Structure of the Report

The International Organization for Migration (IOM) was awarded a grant by the European Instrument for Democracy and Human Rights (EIDHR) to implement a project in support of migrant mine workers' rights with the Associação dos Mineiros Moçambicanos (AMIMO) and the Lawyers for Human Rights (LHR) titled Voices from the Underground (VFTU) that started in February 2014 and was projected to end on July 2018 but was granted a four month extension, thus ending on November 2016. This report is the project's Final Evaluation following a four-week field mission that took place in June-July 2017.

The main part of the report (Section 3, Key Findings) is structured around the evaluation criteria drawn from the Terms of Reference (ToR) - Relevance/Validity of Design, Efficiency, Effectiveness, Impact, Sustainability - as well as VFTU's Theory of Change (ToC). Section 4 presents the overall conclusions and recommendations.

1.2. Voices from the Underground Project Background and Context

Historically South Africa has lacked an integrated approach to migration and labor practices. Despite new constitutional dispensation, the country is still exposed to exploitative practices in the formal and informal economies. This often correlates with vulnerability caused by lack of documentation and coherent multi-sectoral policies for local integration (short-term or long-term) of migrant workers and former migrant workers.

Much as in the past, the system is based on immigration enforcement and exclusion rather than a rights-based policy contributing to inclusion and integration. Another major obstacle is the lack of migrants' knowledge of their rights and of services available to them. Legal services are needed to provide legal advice and, where necessary, legal representation to ensure that these rights are protected.

The Employment Bureau for Africa (TEBA) estimates 80,000 Mozambican mineworkers are currently employed in South Africa, around half of whom have informal contracts. According to AMIMO, as many as 40,000 Mozambicans have now returned home under precarious circumstances with limited access to social security and services.

The VFTU project aimed to contribute to the respect for and protection of migrant mine workers' fundamental political, economic and social rights by strengthening the knowledge, organizational and technical capacities of human rights defenders working with migrant mine workers and their families in Southern Africa.

To accomplish this goal the VFTU project was set to:

1. Build the institutional capacity of AMIMO to establish the foundations for sustainability, transparency and accountability,
2. Strengthen provision of legal services to active and retired mine workers and their families in Mozambique and South Africa, and
3. Advocate for duty-bearers to improve legal rights and protections for migrant mine workers and their families in Southern Africa.

The project brought together three partners: IOM with offices in Maputo and Pretoria, AMIMO with offices in Mozambique, and LHR in South Africa. Together these organizations have expertise in regional coordination, advocacy, capacity-building, legal services for migrant workers in Southern Africa as follows:

IOM is an intergovernmental organization that provides services and advice concerning migration to governments and migrants, including internally displaced persons, refugees, and migrant workers. As of September 2016, it became a related organization of the United Nations. It is the principal intergovernmental organization in the field of migration. Its mission is to promote humane and orderly migration by providing services and advice to governments and migrants, to promote international cooperation on migration issues, to assist in the search for practical solutions to migration problems and to provide humanitarian assistance to migrants in need, be they refugees, displaced persons or other uprooted people.

IOM Maputo was responsible for overall project management and coordination, including liaison with the donor and all activities in Mozambique. IOM Pretoria assisted with liaison and guidance in advocacy interventions in South Africa and regionally (i.e. involving regional actors). Secondly, IOM Maputo focused on institutional and technical capacity-building of AMIMO, and then supporting AMIMO, in partnership with LHR, to undertake a two-year capacity-building project. IOM's role included managing the contributions of various external service providers, responsible for mentoring and supporting AMIMO in different technical areas, as well as supporting LHR in taking the lead in the Human Rights component of the project.

AMIMO is an association of miners dedicated to defending their rights. They were responsible to carrying their core functions, which include facilitating border crossing between South Africa and Mozambique, educating stakeholders on mine workers' political, economic and social rights, implementing livelihood projects for miners' widows, and liaising with the Mozambican Ministry of Health on mine workers' health needs.

LHR, a South African non-governmental organization that works with marginalized communities and indigent persons, provided counseling, legal services, capacity-building in human rights and mentorship in ongoing legal cases to AMIMO. LHR also assisted AMIMO to take part in advocacy/coordination interventions in South Africa, including existing coordination groups

which bring together various actors to promote migrants rights. In addition they were responsible for the research identified in the proposal.

Issues regarding migrant mine workers are sensitive in Mozambique and partners knew there was little traction on the topic with the Government. In fact in the first year of the project, the country's Ministry of Labor (MITESS) met with IOM but made clear it would not discuss matters regarding miners and the labour agreement signed between the governments of South Africa and Portugal on behalf of its colony, Mozambique, in 1964, regulating migrant mine work in South African mines (the 1964 Agreement) which is still in effect. Based on this Agreement the Government of Mozambique positions itself as the main interlocutor and gateway to Mozambican miners working in South Africa and has empowered the Commission for the Reinsertion of Workers from South African Mines (Comissão Para Reinserção dos Trabalhadores das Minas da África do Sul - CRTMAS) as the legitimate representative of miners. This clause counters basic human freedoms enshrined in both the Mozambican and the South Africa current constitutions.

In the second year of the project dialogue improved when the new government took office in January 2015 after the presidential and legislative elections of October 2014. The representatives of the new Minister were more open and directed IOM to engage with its Labor Delegation In South Africa, SATAS, with whom the project partners - IOM, AMIMO and LHR - met to discuss access to miners, development of Information, Education and Communication (IEC) material and production of a radio program. However, according to AMIMO, the Government did not provide authorization a timely manner to access miners in the South African mines during the project life making it difficult for AMIMO to engage with them.

1.3. Purpose and Scope of the Evaluation

The overall objectives of the VFTU Project Evaluation were to:

1. Examine achievements (outcomes and outputs) against project targets focusing on what has been done well versus what needs to be improved and why;
2. Evaluate IOM's performance in the implementation of the project, assess IOM's partnership with the government and other counterparts such as AMIMO as well as complementary approaches with other projects and stakeholders, and to propose recommendations and relevant lessons that could be applied for future programming.

The evaluation took into consideration the project limitations and implementation conditions in each of the countries and the influence these had on its performance and achievements.

2. Evaluation Framework and Methodology

2.1. Evaluation Framework

The evaluation focused mainly in the following review topics, as per ToR:

- **Relevance /Validity of the Design:** Did the project design address properly the major problem identified? Were the project objectives relevant in relation to priority needs of stakeholders? To what extent was the project aligned to other initiatives? To what extent was the project appropriately designed to meet the broader project objectives?
- **Efficiency:** Were resources used appropriately and economically to produce the desired results? Was the project accountable and transparent in the allocation and use of resources? Was the management structure of the Voices from the Underground project contributing to efficient project implementation?
- **Effectiveness:** To what extent have the expected outputs been produced and to what extent do they contribute to the expected outcomes? What has been the catalytic effect in terms of protecting migrant workers' fundamental political, economic and social rights? How effective was the overall project implementation approach, including coordination and partnerships? Have partnerships contributed to project results as expected?
- **Impact:** Is there evidence that the project contributed to the stated impact? What could be the overall expected longer-term impact of the project, both positive and negative? What changes has the project brought to key stakeholders and beneficiaries? How did the project impact women and men? Did it integrate gender in the design and implementation?
- **Sustainability:** How sustainable are the project results? Has the Voices from the Underground project been able or about to institutionalize mechanisms of protection of mineworkers' political, economic and social rights? Are the results that came about from this project likely to continue after the close out of the project? Do implementing partners have increased capacity and motivation to continue activities/interventions?

Specific questions covering this review areas were developed and presented in the inception report (and can be found in annex 5).

2.2. Research Methods and Data Sources

The review approach is consistent with the ToR and further detailed in the Inception Report, which included the information collection tools, submitted by the evaluation team and approved by IOM. The approach was designed to answer the five review areas and questions detailed above.

The analysis is based on qualitative data sources and it drew upon outcome data presented in IOM and LHR’s interim and final reports and from the outputs produced (see Annex 3 for a full bibliography).

Focus group discussions (FGDs) were held in Maputo Province (Maputo city and Ressano Garcia administrative post) and Gaza Province (Xai-Xai and Chibuto municipalities) to determine the perceptions of beneficiaries with regards to the project expected results. FGDs participants were drawn from the target beneficiaries and included 18 ex-miners and miners families (of which ten were women) and ten miners totaling 28 participants, some of which had used AMIMO’s legal services. The evaluation team organized the FGDs with ex-miners and kin in Xai-Xai and with miners in Ressano Garcia, which were selected randomly. In Chibuto, the evaluation team asked AMIMO to organize the FGD with their members, who were ex-miners and kin.

The evaluation team also met 12 stakeholders to conduct 16 key informant interviews (KIIs) with three IOM Staff, five AMIMO Staff, three LHR Staff and two Government representatives from Mozambique’s Ministry of Labor Delegation In South Africa (the Serviços Administrativos de Trabalho da África do Sul - SATAS), one of which is no longer at the delegation. During the project these stakeholders were based in the provinces of Maputo and Gaza in Mozambique and Pretoria and Johannesburg in South Africa. The KIIs enabled the evaluation team an in-depth understanding of interviewees’ experiences and their assessment of results and major obstacles encountered. The KIIs were crucial to determine the relevance, validity of design, effectiveness, efficiency, impact and sustainability of the project and lessons learned in its implementation.

The approach was designed to answer the five review areas and questions detailed above. Table 1 below outlines the data collection methodology and analytical approach for each review focus area.

Table 1: Data collection methodology and analytical approach

Focus of Review	Data Collection	Analytical Approach
Relevance/Validity of Design	Systematic review of reports and existing evidence	Qualitative analysis
Efficiency		Contribution analysis
Effectiveness	Outcome Harvesting	
Impact	Primary research: in-depth interviews, focus groups	
Sustainability		

In addition, the evaluation team had considered conducting a survey to obtain information on beneficiaries knowledge and exercise of their fundamental political, economic and social rights in line with project objectives during the screening process to recruit FGD participants, but based on a mutual understanding with IOM, decided to forgo it as information was being captured through KII and focus groups discussions.

2.3. Contribution Analysis

Given the importance of external factors to the impact sought, and both the time-frame in which the evaluation was initiated and the time allocated to the evaluation, neither experimental nor quasi-experimental evaluation approaches were deemed appropriate. The evaluation team instead employed contribution analysis to assess VFTU's contribution to its stated objectives. This involved the following:

- Step 1: Setting out the cause - effect problem to be addressed;
- Step 2: Using theory of change;
- Step 3: Gathering the existing evidence on the theory of change; and
- Step 4: Assembling and assessing the contribution story, and challenges to it.

The evaluation team used two final judgments against each area of change (outlined in the VFTU's Theory of Change) based on:

1. **Confidence:** not confident; confident; very confident.
2. **Contribution:** no contribution; some contribution; significant contribution.

The team's judgment of VFTU performance at each level is labeled with a degree of confidence. For example very confident signified that there was:

- A **high level of consistency** across the various data sources (i.e. the volume and variety of evidence suggest a similar conclusion or interpretation).
- A relatively **large amount of data** (many documents/ many interviews);
- A relatively **large variety of data** (multiple sources, such as partner reports, data from multiple geographical sites, data gathered from different points of view - e.g. beneficiaries vs. project staff vs. government).

Where the team was **not** able to indicate a high degree of confidence, that meant that some or all of the criteria above have not been met. Lower-level degrees of confidence are not necessarily a criticism of the VFTU project, suggesting only that the review team may not have had the ideal volume, variety or consistency of data.

Counterfactual

A key task involved in understanding causality is to compare what actually happened with what would have happened in the absence of the intervention. This is known as the 'counterfactual'¹ and it looks for the changes in outcome that are directly attributable to a program.

Under the scope of this evaluation significant counterfactual work could not take place (e.g. visiting communities in districts and provinces where no intervention took place). Instead the review placed priority on meeting with independent and semi-independent external actors as well as interviewing VFTU's direct beneficiaries and partners to understand whether support added-value, to what extent and why they felt it to be so or not (for example: is AMIMO present at the frontier due to the project?) .

With the triangulation process of evidence and interviews (with project partners, beneficiaries and other stakeholders) the evaluation team feels a credible counterfactual has been constructed within the scope of the assignment.

Using a ToC approach to measuring impact of VFTU Project

The main question that underpinned the review was whether the capacity development, technical assistance and research strengthened AMIMO as an organization and built its capacity to provide legal services and advocate for miners, as these were at the core of the VFTU project.

The review team developed the project's ToC and used it to analyze if the design and intervention logic produced the expected outcomes (results). The assumptions within the project's ToC (see figures 1 and 2 below) can be resumed in the following critical overarching assumptions:

1. If AMIMO's institutional mechanisms (including internal governance) and technical skills are strengthened, the organization will be more capable to pursue its core activities in a sustainable manner, including stronger monitoring and advocacy interventions on behalf of miners.
2. If AMIMO provides legal services and information to the beneficiaries (miners, ex-miners and families) they will be more able to demand respect for their rights and therefore become less vulnerable. If strategic litigation is pursued it will impact policy dialogue and bring positive responsiveness from the government and other stakeholders at different levels, leading to the formulation and institutionalization of mechanisms of protection of mineworkers' political, economic and social rights.
3. If an accrued level of awareness of miners' situation is achieved with duty-bearers, then advocacy to improve legal rights and protections for migrant mine workers and their families in Southern Africa will be leveraged.

¹ Many discussions of impact evaluation argue that it is essential to include a counterfactual. Some people however argue that it is impossible to develop an accurate estimate of what would have happened in the absence of an intervention, since this absence would have affected the situation in ways that cannot always be predicted.

The review team considered the design and the intervention of the VFTU project in light of these assumptions and the findings provide lessons learned and recommendations to support further programmatic interventions that contribute to the respect for and protection of migrant mine workers' fundamental political, economic and social rights.

The implicit ToC statement in the VFTU project is: *By supporting the build-up of AMIMO's institutional capacity the foundations for sustainability, transparency and accountability will be set, leveraging AMIMO's role as a representative of miners and their kin. This role will be further enhanced through AMIMO's direct involvement in the provision of legal services to active and retired mine workers and their families in Mozambique and South Africa. Then, AMIMO will be in a stronger position to advocate for duty-bearers to improve legal rights and protection for migrant mine workers and their families in Southern Africa.*

Figure 1 - Voices from the Underground Project – Theory of Change

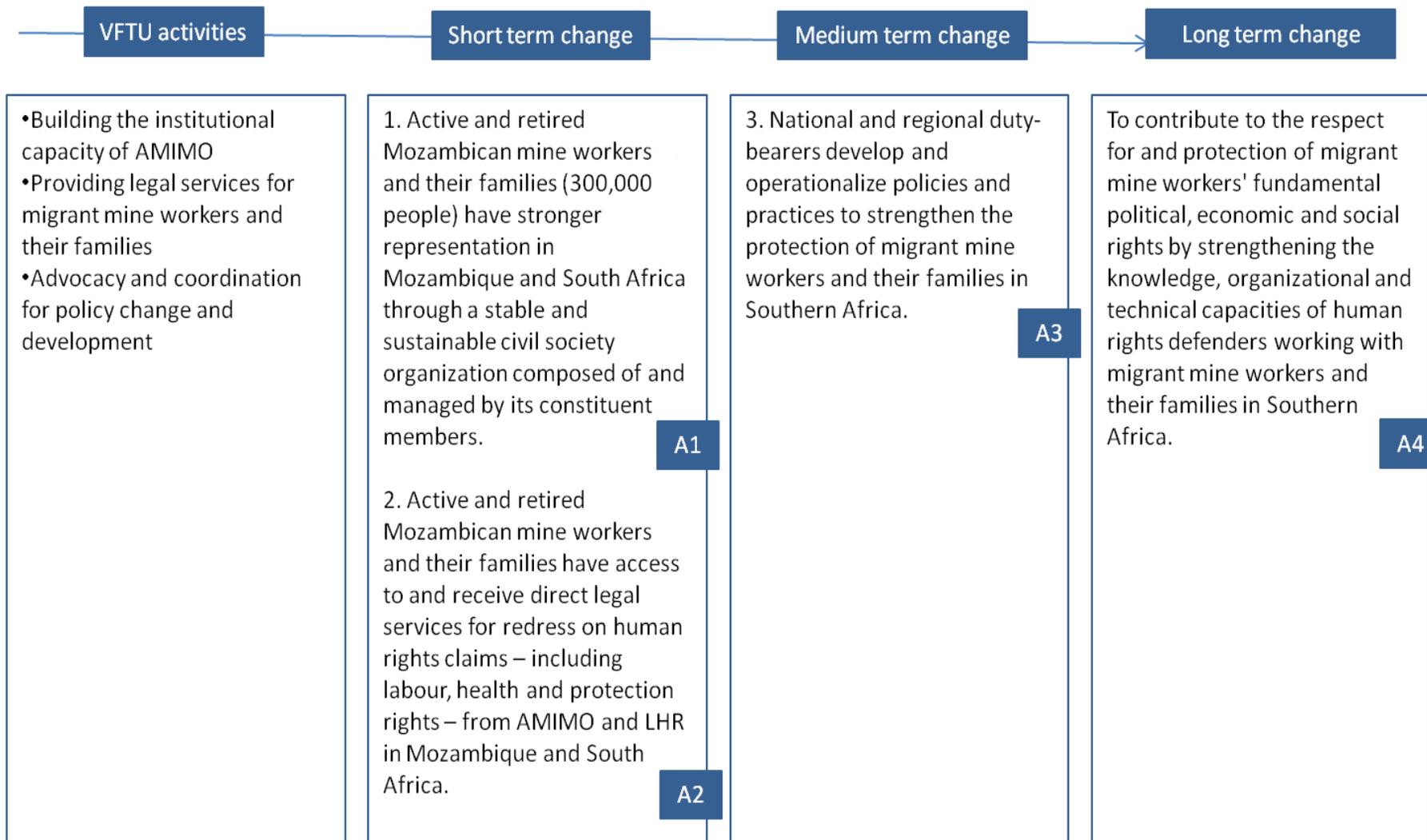
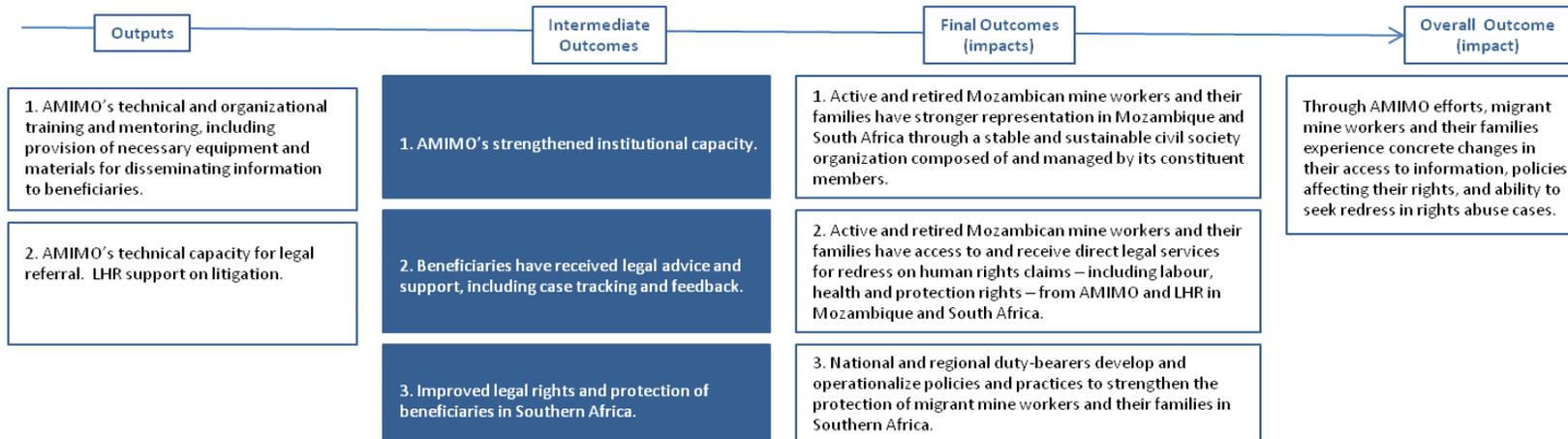


Figure 2 - Results Chain



Theory of Change: Assumptions

Assumptions Output Level (A1):

- OCA, training and mentoring provided by IOM, LHR and outsourced support will be informed and technically sound to contribute significantly to AMIMO’s sustainability, transparency and accountability .
- IOM and LHR will be capable to offer the type, level and regularity of support (internal mentoring) necessary for AMIMO to operate and grow in legal provision and advocacy.
- IOM and LHR training and subsequent follow up will be sufficient to ensure what is taught in practice is implemented within the organization and reflected in its activities
- All partners continuously share lessons and learning through their work and adjust interventions accordingly
- AMIMO will have the drive and motivation to carry out the provision of legal services and advocacy work.

Assumptions Outcome Level (A2):

- Legal aid is useful and oriented towards the constituents needs.
- AMIMO staff has the capacity to learn and practice basic legal processing and referrals.
- AMIMO staff is committed to monitor service provision.
- AMIMO’s quality advocacy and service delivery will increase membership and consequently membership dues

Assumptions Outcome Level (A3):

- Regional and national stakeholders are receptive to advocacy messages.
- Government is willing to make changes in light of evidence and policy documentation.

Assumptions Outcome level (A4):

Evidence will result in increased possibility for organizations to act and enter into policy debate at the national and regional level providing policy input

Support to constituent based organizations will lead to presentation and debate of alternative policies at different levels

Greater involvement with government will engender trust and create space for dialogue

3. Key Findings

3.1. Work package 1: Building the institutional capacity of AMIMO

Outputs: All activities were completed. These included conducting the Organizational Capacity Assessment (OCA) of AMIMO, producing the Organizational Handbook for AMIMO, providing capacity-building and mentorship for AMIMO staff as well as training on ICT, financial management, project development and management and supporting the development of AMIMO's 5-year strategic plan.

Relevance/Validity of design

The project was designed to strengthen AMIMO's capacity to recruit members, to improve their financial situation from membership quotas, to provide legal services and to disseminate information about miners' rights. The project provided AMIMO with **technical and financial support** to develop its staff capacity in line with its core mission, increase services to members, and use new tools to push for improved conditions and rights for mine workers and their families. IOM and AMIMO decided to train existing staff, who were volunteers, and given their skill level the training was very basic. The inclusion of the OCA and development of the 5-year strategic plan was important. Given AMIMO's centralized structure, it would have been useful to ensure that the Association's work plan included the organization of their General Assemblies during the project implementation to consolidate the innovations brought about by the process and dedicate project funds if necessary. Besides this, it would have been advantageous to include other forms of support to institutional development, such as assisting AMIMO hold regular meetings with its board as well as report and account to its members. This could have contributed to holding the senior management accountable and assist the Association become less centralized.

The assumptions outlined in the project logframe, "AMIMO staff commitment to institutional strengthening based on the OCA and AMIMO staff commitment to monitor service provision" and "AMIMO able and willing to be dynamic and adapt to modernized systems and processes, as well as modalities of work" **do not capture an important tradeoff made at the start of the project between sustainability**, that supported the decision to train existing staff, **and efficiency**, which would have been better achieved through the hiring of more experienced program staff or more careful selection of trainees. However, this latter might have created better conditions for those holding power to relinquish it (by trading it for recognition associated to achievement of results) thus promoting a change in the Association's culture.

In addition, given the challenging political environment and the Government's predilection for CRTMAS, **it was not realistic to assume AMIMO would have access to miners to recruit them**, thus building up their funding base and become more sustainable financially.

To promote knowledge of their rights and attract members within the mining community, the project included **advocacy and communication materials** about miners' rights (to a fair contract and salaries)

and access to social benefits. In addition **the project was flexible to respond to emerging needs**, so for example IOM developed a brochure detailing miners' rights to import goods, a priority for miners and the Mozambican Government. It is nonetheless important to note that the priority for ex-miners and families – assistance for income generating activities – was not addressed, or support leveraged to meet this need.

Efficiency

The training was delivered, despite taking place later than planned, but most outputs - research, IEC material, case in-take forms, members' database - **were not available until late in the project**, and in some cases after it closed, thus AMIMO states that their staff had no legal guide to consult and their capacity to provide legal services and to attract members was hindered.

Coordination among project partners was an issue. While IOM was able to bring all key stakeholders to approve **IEC material**, it was not distributed by AMIMO as it did not understand that it had been approved.

Relative to the **provision of legal services**, although IOM and LHR state that the **case in-take forms** were developed in conjunction with AMIMO and available since the trainings, the provincial coordinator of Gaza says they only received it in May 2017, six months after the project concluded. The former RSA representative says he used the copy that was given by LHR during the training. The **legal guide** was drafted by LHR and an English version was available in the first paralegal training, where it was referred to and revised by the participants, but its translation to Portuguese took place later. AMIMO's provincial coordinator of Gaza and its former RSA representative said they are not familiar with it.

In **AMIMO's office in South Africa, set to provide services and advocate on behalf of the miners**, the representative gained some confidence and started to take in cases and to play a role in triangulating cases, determining which would be sent to LHR for litigation. However the project partners were not able to specify how many cases were taken by the representative, how many were solved and how many were referred to LHR. The office has since closed because AMIMO does not have the funds to maintain it..

The **case tracking system** was developed but it does not contain the cases identified by LHR staff during their visits to Mozambique and only 7% of the cases identified by AMIMO had been entered by July 2017. The dient cases are not registered digitally in the provincial offices but sent by mail to Maputo, according to the former Secretary General, even though both Gaza and Inhambane offices have Wi-Fi connection and the system is cloud-based, thus allowing for remote entry. Further, **AMIMO's dients have not received any feedback on the legal cases taken by LHR within the time-frame of this project** (and until this date) a problem highlighted by both AMIMO and IOM. **As a consequence, AMIMO is losing legitimacy amongst its core members, the ex-miners and families.** **On a positive note, according to AMIMO and IOM, AMIMO's management has developed its capacity to mediate and refer clients** to the correct institutions to seek redress. However, AMIMO is not tracking these and often when the dients' issues are solved AMIMO is not informed, and therefore is not able to report on their successes, which would allow them to garner legitimacy and possibly attract new members, as well

as inform their action plan (be it to conduct training, develop material or seek professional services to further their capacity to respond to constituents needs).

Relative to the **research**, the 1964 Legal Critique, which shaped the communication materials and the advocacy, and the report “Advocating for the improved legal rights and protections for Mozambican migrant mineworkers, ex-migrant workers and their families” produced by Professor Avinash Govindjee, although late in the project, were delivered within the project time-frame, and contained accessible information and analysis on the issues that could be used specifically for the purposes of advocating for the improved legal rights and protections for migrant mineworkers, ex-migrant mineworkers and their families. However, it was not used to review AMIMO’s advocacy to target quick wins in areas less likely to face opposition and build their reputation to address more challenging topics later, such as the 1964 Agreement. The two reports written by the Professor Marius Olivier, “Developing a framework for a redesigned bilateral labour migration regime between South Africa and Mozambique, with particular emphasis on Mozambican mineworkers” and “ Access to workers’ compensation for occupationally injured and diseased non-national mineworkers and their families” were completed after the project ended. The IEC material - pamphlets, brochures, radio program - was drafted with the input of all partners, discussed extensively with the Government and CRTMAS but none of the beneficiaries met by the review team were familiar with it.

The **procurement for service providers** was transparent and it involved AMIMO, thus building their skill. However the IT consultancy firm did not perform and this had a financial consequence and affected the delivery in terms of outputs and outcomes. The IT firm was replaced by two consultants who **conducted the IT training but the members’ database was only delivered in November 2016**, the project’s last month, and the reporting tools to produce statistical reports were not developed within the project time-frame. As a result, only 20% of the members have been entered into the database by July 2017 and **AMIMO is not able to produce reports useful to conduct evidence based advocacy**, for example to provide information of ex-miners and their kin related to accessing provident funds.

Effectiveness

The **outputs** were produced and, in response to miners’ concerns, a **brochure** was prepared to provide **information on their rights to import goods**, instead of the **pre-departure brochure** with information on miners on admission, stay, living and working conditions as well as social security benefits, which was cancelled because no new migrant workers are being hired by the mines due to South Africa’s current immigration and labour policies. The miners who participated in the focus groups were not familiar with any of the **communication materials** produced, thus it was not possible to ascertain its usefulness. Nevertheless, **AMIMO representatives are present at the border** and provide assistance to miners with the import of goods. Though they were allowed at the border before the project, they are now **able to provide better assistance as a result of the project**, as mentioned by the miners at the FGD held at the frontier in Ressano Garcia. In terms of **outcomes**, trainings allowed staff to learn to use computers, thus more easily communicating amongst themselves and reporting on their work; regarding language training, the seven members trained are able to communicate in English and one of them became proficient. The facilitator of the project development and management training emphasized the **skill gap** of the participants as a significant risk to the sustainability of the organization, but also stressed the

existence of pockets of expertise that could be nurtured through dedicated training at university or mentoring arrangement with CSOs in Maputo. **AMIMO has developed several projects**, two in 2016 according to Secretary General at the time, and three in 2017 according to the current Secretary General, **and so far a small one has been funded thus their operating budget is very limited and most staff work voluntarily.**

In terms of protection of migrant workers' fundamental political, economic and social rights, **the project effect to this day remains far from the project aims.** In fact, the intended beneficiaries have not been made more aware of AMIMO's services and AMIMO's presence in the mines has diminished. The lack of knowledge of the IEC materials points to a **lack of positive effect in terms of acquainting beneficiaries on important issues with a direct impact on their social, political and economic rights.** This may also have contributed to **AMIMO's difficulty to recruit members** - 100 miners of the 300 targeted in the project. In addition, **the "Compensation" brochure**, using information generated by the project and distributed by partners but funded by the Dutch Cooperation, **is dense and the language used is not appropriate for the intended audience.** There is also no evidence that AMIMO organized informal meetings in the communities to disseminate relevant information (for example on documents needed for miners and their families).

The project partners had a smooth relationship, but the confusion regarding approval of IEC material (and consequently it not being distributed) as well as monitoring if what was taught was implemented points to **communication and coordination issues.** LHR's negligence in keeping case files and providing feedback to AMIMO and consequently to their clients shows **weak supervision from IOM.** There is **no evidence of AMIMO ability to track statistical data on clients' cases.** LHR was responsible for providing technical assistance and, despite evidence of need for more human resources, manifested by both AMIMO's South African representative and IOM staff, the time dedicated by LHR staff remained at 25% of two people's time.

Impact

According to the Association's former Gaza Provincial Coordinator, **AMIMO is losing credibility** in the community because **it is not providing feedback to its clients.** In Chibuto municipality, AMIMO's Provincial Coordinator has set a fixed time for interested people to drop by to seek legal advice, however, given the lack of feedback to existing clients they and new ones no longer show up, so in effect AMIMO is no longer providing legal services. In Maputo, AMIMO continues to receive ten people a day on average but is not able to keep track of the status of cases.

In terms of outreach, SATAS prerogative to authorize contacts with Mozambican migrant workers in South Africa has in effect **put a break in AMIMO's access to miners to disseminate information, take cases and recruit members**, since the delegation is not granting it in a timely manner. On the advocacy side, **AMIMO's strategy to engage with regional bodies, namely the Southern Africa Mine Workers Association (SAMA), has proven to be positive**, thus miners concerns are addressed at a regional level and eventually percolate to the national level where the Government of Mozambique had not been open to a direct policy engagement with AMIMO.

Given the incomplete entry into the case registry system and the lack of regular reporting on the clients cases **it was not possible to ascertain if there is a positive evolution of cases followed and solved by comparison to the start of the project.** In addition **AMIMO does not have a mechanism to gather feedback from its members and clients as well as on the cases they mediated and those forwarded to LHR.**

Beneficiaries (ex-miners and families) are not familiar with any of the IEC material produced or with the 12 radio programs broadcasted in Mozambique. In the two focus groups organized by the evaluation team, one participant in each knew of AMIMO and had decided not to join because they were not familiar with the organization's services. In the focus group organized by AMIMO, all participants were members and two had participated in the paralegal training, but none felt the organization responded to their needs.

Sustainability

AMIMO feels empowered and motivated by the restructuring of the organization, but ability to identify opportunities and champion its uniqueness are still incipient.

People trained remain at AMIMO, but their skills remain quite basic and the organization has not been able to attract substantial funding to build their skills by either providing further training or hiring skilled program officers. At HQ **AMIMO's capacity increased more than at the district level, but they are not able to fund their work from members' quotas and from projects.** The South African office closed because AMIMO does not have the financial capacity to keep it open. However, according to LHR, AMIMO and LHR are finalizing a Memorandum of Understanding for LHR to continue providing strategic litigation support if it falls within the scope or interests of its Labor Unit.

AMIMO and IOM's **use of the information collected to advocate is minimal,** and for AMIMO this could have contributed to becoming a recognized representative by its constituents, Government and other important players (amongst them the South African provident unions who are sitting on millions of Rands of unclaimed funds). **Government's willingness to work with AMIMO did not fundamentally change, despite the better relations established with SATAS, which is still evolving and in one level has actually been detrimental to AMIMO's because their ability to visit miners in the mines has been impaired.**

Overall Assessment: The Review team is **confident** that the project provided capacity building assistance to AMIMO and provided **some contribution** towards strengthening the organization. However, the expected results from the interventions were overly ambitious given the challenging political environment (which limited AMIMO's access to miners) and AMIMO's institutional set-up.

While staff can use a computer, **their ability to develop proposals, to manage their IT needs (including the members' database) and to communicate in English remains basic.** Resources were not used **economically,** due to delays in delivery of several outputs, including IT services (training, member

database and appropriate reporting tools) as well as the research. Although **the research** was not initially intended to be used by AMIMO, it **contained relevant insights that could have been translated into an action plan to produce quick-wins for the organization**. This was a **missed opportunity for leveraging both its advocacy and its representativeness amongst the beneficiaries**. The **members database**, originally in paper, **appears not to have been taken into consideration for its value** in assisting with tracking and tracing beneficiaries of provident and health pensions funds, and thus AMIMO's role as an interlocutor on behalf of miners and its value amongst beneficiaries and other stakeholders (provident funds who sit on unclaimed funds) was not used to the full potential.

In terms of capacity building, more support to build AMIMO's skill in managing the database and use it to its full potential could have played a role in enhancing AMIMO's role as an effective representative of the mining community. The OCA, the 5-year strategic plan and IOM's capacity building support, including in drafting job responsibilities, assisted in re-structuring AMIMO and contributed to a change in management approved at the association's General Assembly held in January 2017. For the project to provide more support as the organization modernized and decentralized, it would have helped to assist AMIMO, financially if necessary, hold its General Assemblies annually, develop a detailed work plan (which they do not have yet) and account to its members.

To build AMIMO's legal skills as well as deliver on the project outputs (conduct research and develop a case tracking system) to meet project outcomes (targeted advocacy and provision of legal services to clients in Mozambique and South Africa) **the time included in the project for LHR, 25% of two people's time, proved to be insufficient.** Despite recognizing the importance of continuous and ongoing capacity building for a successful functioning paralegal, according to IOM LHR in fact did not even use fully its time and this, added to the constant changes of project manager (five in the life of the project) limited their contribution to building AMIMO's legal skills and IOM's ability to coordinate assistance.

In addition, **it would have been important for IOM to hold LHR accountable for timely delivery of outputs, to monitor AMIMOs' use of LHR outputs (the legal guide, the case in-take forms and case tracking system) to reach the outcome of providing legal advice and keeping clients informed.** Regular reporting and coordination meetings would have contributed to monitor the impact of the training and the use of outputs developed by the project (case in-take forms, legal guide, case tracking system, membership database) and take corrective measures or provide additional support if necessary.

3.2. Work package 2: Legal services for migrant mine workers and their families

Outputs: Most activities were completed within the project time-frame, but some are still being finalized and some were delivered after project completion. The assessment of practices relating to labor migrants in mines in South Africa by two experts was carried out, but one was delivered after project closed. The manual on legal referral services was developed and piloted in the first legal training. LHR provided training and mentorship to AMIMO on human rights, legal casework and referrals and both LHR and AMIMO delivered counseling and referral services to mine workers in Mozambique and South Africa. The central data repository for legal cases was created and is populated with 7% of the cases AMIMO is handling but it does not contain the cases handled by LHR.

Relevance/Validity of design

By facilitating legal services and counseling, **the project addressed the main needs identified by beneficiaries and it build on other initiatives implemented by both IOM and AMIMO.** In terms of design, **the project included the necessary activities** (training, development of guides, mentoring, and development of case tracking system) to start developing AMIMO's legal skills but not to have a fully functional legal service (an expected result detailed in the project's logframe). In addition, according to all partners, **the time dedicated by LHR staff for provision of legal services and mentoring was insufficient.**

Efficiency

Legal training focused on developing interview skills to gather relevant information from clients. **Its efficiency was impacted negatively by the following:**

- selection of trainees (whereby trainees were selected by their availability, rather than by their potential/capacity)
- number of people trained (more people trained in Gaza than per project proposal, prejudicing the training results, according to LHR)
- provision of legal guide and case in-take forms (legal guide and case in-take forms not delivered to AMIMO's staff, or not recognized as such)
- set-up of system to record and track cases to allow feedback to clients (date of delivery is uncertain and neither AMIMO nor LHR used it to provide feedback to clients).

The project management structure resulted on each part focusing on a specific activity, but the overall management of all parts was missing, resulting in lack of accountability and transparency. Specifically, due to lack of communication IEC material was not distributed, the advocacy strategy was not revised to include relevant recommendations identified in the research, and AMIMO did not receive feedback on 92 cases, and thus was not able to keep clients informed, which ultimately enfeebles them as an association and was detrimental to their recruitment drive and status. Also, the time dedicated to the project by LHR appears to have been insufficient given AMIMO's available skills. This was compounded

by high staff turnover at LHR (five Project managers and three litigators, although one was responsible throughout most of the project).

Effectiveness

LHR conducted the training with the participants chosen by AMIMO **without any pre-selection or evaluation of their skill level**. The decision to include a large number of participants in the first training in Gaza province was detrimental, given their skill level. Subsequently the number of participants was limited to no more than ten. According to AMIMO a total of 41 people were trained (23 in Gaza, 10 in Inhambane and 8 in South Africa). However, **neither AMIMO was able nor the project reports provided information on how many paralegals actually worked and what type of cases they collected**. Also, **AMIMO and LHR did not evaluate the forms to verify its accuracy, completeness and effectiveness of training as well as to determine if training/refresher was necessary**. In addition the **know-how in dealing with cases** (i.e. to determine if it called for mediation or the pursuit of legal redress) was **centralized in the former Secretary General in Mozambique**, who was also responsible for preparing a summary of each case in English prior to sending it to LHR, **and AMIMO's South Africa representative**.

The **manual and the case in-take form** were **piloted in the first training and revised to ensure their comprehensiveness and participants' ability to use them**. Both IOM and LHR state AMIMO was part of the conceptualization and translation of the legal guide but **AMIMO's HQ and paralegals claim they never received it**. Regarding the case in-take forms, **AMIMO was confused and expected LHR to provide them** after it was reviewed jointly at the paralegal trainings. **In Gaza, the provincial coordinator says they only received them months after the project concluded** (May 2017) and the former RSA representative says he used the copy that was given by LHR.

According to **AMIMO**, their paralegals registered cases using their own forms (not the ones developed by LHR) and registered them in the case tracking system (which LHR can access). They **do not track the case status and do not produce reports**. AMIMO's management **stated they used information to advocate for South African Provident Funds to which Mozambican miners contributed to open offices in Mozambique**. However, **they were unable to produce evidence on this success** and AMIMO's Field Coordinator in Chibuto stated that the Government is collecting information on miners' potential beneficiaries of provident funds but **AMIMO was not invited to participate in this action**.

The case tracking system does not include the cases LHR registered in Mozambique and AMIMO was not provided with a copy of the clients files. LHR lost the case files, hence **they had to be re-created**. **Both AMIMO and clients decry the complete lack of feedback on these cases**.

Strategic macro litigation against TEBA's refusal to provide access to personal information of mine workers was filed by LHR based on South Africa's **Promotion of Access to Information Act (PAIA)**. However, the macro litigation faced two challenges: first, **the initial request to access the relevant documents was submitted in March 2016 and no further follow up was done until the new Project manager took over in November 2016**. Second, **AMIMO has opted not to proceed this track due to their direct engagements with TEBA on obtaining access to these documents**, with their latest meeting

taking place in April 2017. As the client, AMIMO must consent and sign the internal appeal before LHR can proceed on the issue.

LHR reports to have intervened in three complex cases. However, they are **unable to trace the supporting documents, indicating they do not use their own case tracking system and, as noted above, they did not use the one they developed for AMIMO.** There is a **discrepancy regarding the number of miners affected in these cases and the type of cases followed,** in the reports filed by LHR and the conversations held with AMIMO's Secretary General (SG). In addition, AMIMO says that one case reported as solved by LHR is still open and the affected miners are seeking new legal representation.

Impact

AMIMO is able to register and refer cases, as well as mediate some, but they are not able to confirm how many are solved and, at this stage, the organization does not consider they have a fully functional legal service, an expected result as per the project's logframe. Later IOM stated the expected result was not for a fully functional legal service but merely for AMIMO to collect cases for LHR to advise upon, a more realistic result. In 2016 IOM planned a session together with AMIMO in the province of Gaza to provide feedback to claimants on their cases, but it was cancelled because LHR had no information to provide. This session was an opportunity to explain that solving cases is a long drawn process, to provide feedback on the documents necessary to build a successful case and to explain the role of each partner, thus sharing responsibility among all for the outcome, rather than leaving it solely as an AMIMO's issue as it is currently perceived by the beneficiaries. **The lack of feedback on the cases LHR registered in Mozambique is impacting negatively on AMIMO's ability to recruit members.**

Sustainability

The trained paralegals remain at AMIMO and of the two senior managers who were able to assess and refer the cases to the right institution, one is the President and the other is the former SG, which might limit their availability to provide this service. **The team could not get evidence on the number and success of referrals because AMIMO does not extract data from its case tracking system.** In addition, of the 10,089 cases registered by AMIMO only about 730 (equivalent to 7%) are registered in the system.

Overall assessment: The Review team is **confident** that the project took legal cases from miners, ex-miners and their kin and provided **some contribution** to redress on human rights claims including labor, health and protection rights **but clients (apart from those involved in macro-litigation cases) have not received any feedback on their cases.**

Lack of regular detailed reporting from each partner was detrimental to project, as it would have allowed to detect problems, hold partners accountable for their deliverables and re-direct project implementation if necessary. As it stands, **partners' overall contribution to project results fell short.** The original project called for the project manager to design a basic database and regular monitoring tools for AMIMO to enable tracking and reporting on activities and services rendered to constituents in Mozambique and South Africa. The tool would have assisted in monitoring progress and assessing the

overall approach and it would have been useful to tackle the provision of service by LHR as well as other independent consultants engaged by the project on behalf of AMIMO.

AMIMO case tracking system is a very powerful resource but its use to target AMIMO's interventions, to advocate and to leverage support for miners does not seem to have been recognized by any of the partners, especially IOM.

The decision to suspend the PAIA case in the long run could be detrimental to the respect for and protection of migrant mine workers' fundamental political, economic and social rights.

3.3. Work package 3: Advocacy and coordination for policy change and development

Outputs: Baseline research was delivered, national and regional strategies were developed and implemented and partners participated in working groups on protection of migrant mine workers' rights.

Relevance/Validity of design

The **project design appropriately included the development of relevant research** (baseline to be carried out by AMIMO, critique of the 1964 agreement and academic research to be carried out by LHR and specialists) **as well as working through regional bodies (SAMA) to influence national policy dialogue, taking into account the political national context, and thus revealing flexibility from the partners to adapt to the context.** The **risks and mitigating measures were correctly identified, except for the Comissão Para Reinserção dos Trabalhadores das Minas da África do Sul (CRTMAS),** a competing miners association empowered by the Ministry of Labor and recognized by this entity as the legitimate miners representative.

Efficiency

The **resources used for advocacy, particularly in what concerns raising awareness on miners plight regionally, was appropriate.** The baseline research was conducted under the auspices of another project implemented by IOM and provided information about the situation of ex-miners. **The completion of one of the research reports in the last six months of the project, however, was late thus it did not provide input into the policy engagement,** and the **report produced by Professor Avinash Govindjee contained suggested actions that could have produced quick wins and earn trust from the different stakeholders** (for example using the information collected from AMIMO's ten thousand members to track and trace survivors and ensure they received appropriate assistance, which would have required timely delivery of the members' database to allow AMIMO to enter information and generate statistical reports). The other research report was finalized after project completion.

Effectiveness

Within the time frame of the Project, the **partners developed a regional and national advocacy strategy and 27 activities took place. In 14 of these AMIMO participated as a guest or presenter.**

Communication materials were developed to advocate. The video and the photos were produced and effectively used to raise awareness amongst diplomats, the European Union and UN Agencies. **The IEC material - poster, pamphlets and brochures - were produced but AMIMO is not distributing them, except the poster and the pamphlet addressing tax benefits on import of goods,** which the former SG claims were distributed in buses transporting miners across the frontier, information corroborated by IOM, but neither AMIMO nor IOM can ascertain how many were distributed and if there was any feedback from beneficiaries and the project reports do not mention numbers and impact. However according to SATAS, **the number of miners seeking the appropriate certificate to import goods has increased, signaling a positive impact of this action.**

Bearing on effectiveness, it is noteworthy that the poster addressing the widows' rights and the pamphlet on tax benefits on import of goods had to be sanctioned by CRTMAS prior to its approval by SATAS.

The beneficiaries consulted on the FGDs and AMIMO's provincial coordinator in Gaza province are not familiar with any of the brochures/pamphlets produced. LHR prepared an easy to read/understand brochure on compensation and general miners rights; however the copy the team was given is unclear and difficult to read and in the Portuguese translation it is insensitive (for example, under the Section "How to make the right choice" it is written "*The workers are unable to choose an alternative. Generally they accept the automatic route without questioning. In case the miner wishes to make a change, he is left without a choice.*"). Concerning the radio program, the producer said she got a lot of calls demonstrating interest, but none of the participants in the FGDs and KII were familiar with it.

Still regarding outputs for advocacy, **AMIMO's appropriation of the research is very limited and the recommendations outlined in the research produced were not translated into an advocacy campaign within the time-frame of this project.**

People interviewed in general consider the Government of South Africa to be moving in the right direction (lobbying provident funds to be closer to the miners, harmonization of Tuberculosis treatment). In a similar vein, **mine companies are providing health treatment to miners with work related diseases.** Also, the **Government of Mozambique is working on miners issues and engaged in several fronts** (payment of deferred salaries in bank accounts, lobbying provident funds opening offices in Mozambique, harmonizing treatment). These were important steps forward towards the protection of miner's rights, **although the team cannot state with confidence these to be a catalytic effect of the project.**

The Governments of Mozambique labour delegation in South Africa engaged more frequently with AMIMO, but AMIMO's freedom to meet miners has diminished. So, **although the greater coordination between SATAS and AMIMO is positive, it is blocking AMIMO entry to mines.**

Impact

The project contributed to the knowledge, protection and application of migrant workers rights to import goods to Mozambique and extension of the period allowing the use of vehicles with RSA plates in Mozambique. Relative to the portability of social benefits, partners advocated on the topic, but the technical research providing concrete recommendations was delivered after the project closed, thus no concrete policy was advocated for.

AMIMO's advocacy role is recognized, but the limited use of their database hinders their ability to effectively advocate based on evidence on both known issues and emerging ones (miners' salaries not being deposited into their personal bank accounts). **AMIMO increasingly participated at regional events, but its engagement with national authorities' remains limited** (two meetings in 2016). In fact and as previously mentioned, AMIMO's access to the mines has been limited within the life of this project, in spite of the improved working relationship with the Government.

Sustainability

AMIMO integrates SAMA, an important regional body advocating on behalf of miners, which deals on a myriad of issues including health, portability of social benefits and access to compensation. In addition, they are recognized regionally as a significant voice for miners and ex-miners as indicated by their active participation in forums. Their engagement in policy dialogue with the Government of Mozambique remains limited, due to MITESS's mistrust and to their lack of technical knowhow on a very complex field with many diverse, powerful and perhaps indifferent players. **IOM remains as an advocate rather than an advisor to a national organization** and thus, once the project ended, the

organization is not able to function entirely with their own resources and skills or carry out evidence based advocacy on behalf of the miners.

Overall assessment: The evaluation team is **confident** the project raised awareness on national and regional duty-bearers regarding the respect and protection of migrant mine workers fundamental political, economic and social rights. The evaluation team is **not confident** that the project has contributed to the respect and protection of migrant mine workers fundamental political, economic and social rights.

The project raised awareness on miners' issues but it has not yet translated into legislative and policy developments. AMIMO's position as a non-governmental voice made up of ex-mine workers linked directly to their constituents, both in physical presence (Mozambique and South Africa) and as in referral and legal claims processing services and regional advocacy increased is not yet solidified.

4. Conclusions and Way Forward

4.1. Conclusions

1. The project provides a brilliant start to influence change in the region alongside Southern Africa Miners Association (SAMA) and The Association of Mozambican Mineworkers (AMIMO), as noted by the Results Oriented Monitoring Report (ROM).
2. The unwillingness of the Mozambican government to discuss issues related to miners with different stakeholders, including IOM at project inception, contributed to a more limited achievement of expected results and the late involvement of CRTMAS as an important (and Government's favored) partner resulted in its active opposition to AMIMO's outreach efforts.
3. The different perspectives each partner provided regarding outputs indicate a problem with coordination and accountability to deliver outputs. The communication mechanisms outlined in the original proposal were not enforced by IOM and budgeted for (bi-annual coordination meetings in Mozambique or South Africa and quarterly reporting), i.e. none of the partners produced a report for 2016, hindering IOM's capacity to effectively coordinate and monitor this project, with negative effects on the expected outcomes which included an institutionally stronger AMIMO, provision of legal services and to a lesser extent advocacy. Overall AMIMO is losing credibility amongst its members and target group (miners, ex-miners and their families).
4. IOM's role in managing the partnership focused mostly on high end advocacy and capacity building and less in coordinating the different parts and monitoring the integration of new skills and use of outputs by AMIMO. Hence, although outputs were delivered, many were not used.
5. The foundations of a professional organization were set for AMIMO, but it remains at a basic level, caught in a vicious cycle where it continues to work with volunteers with low skill levels, and thus is not able to attract funding and sustain its growth. The activities, outputs and mentoring did not contribute to change the centralized structure, although it did subsequently at the General Assembly after the project ended, and this limited the transference of knowhow and knowledge during the project. However, AMIMO's members are committed to their cause and amongst the volunteers there are people whose skills could be developed with targeted long term training and pairing with like minded organizations. Notwithstanding the volunteer spirit of some of its members, AMIMO is still not fully accountable towards its members.
6. AMIMO interacts regularly with other civil society organizations in Mozambique relative to health issues, but it is still not joining efforts towards influencing migrant policies based on a human rights framework.
7. LHR delivered on the outputs, but the absence of oversight over the whole work-product by a dedicated LHR manager, compounded by significant staff turnover, insufficient staff time and cases of negligence (loss of case files) resulted in lack of feedback to clients on their cases and delays in

litigation contributing to AMIMO's delivery of counseling and legal services remaining ad-hoc. Also, an opportunity was lost during the project execution to use the research carried by the two academics to contribute to the advocacy efforts at the policy level.

8. The best results of the project were at the advocacy level, translated into the improvement of the relationship of AMIMO with the Mozambican Government, the participation of the project partners in several advocacy initiatives and AMIMO's use of SAMA as a meta-means to engage with the Mozambican Government from outside its boundaries. However, the importance of the data bases (both the case tracking system and the members' database) for leveraging advocacy actions was overlooked in this project, which constitutes a shortcoming, as they could have been pillars for AMIMO's sustainability.
9. As already alerted by the ROM, this project was spread too thinly over the range of objectives, hence case identification and resolution and service delivery improvement of AMIMO was not accomplished. However, advocacy did register some progress.

4.2. Way forward

1. As noted in the project ROM produced halfway through the project implementation, *"More informal interaction, even via Skype, more meetings between partners will assist in creative problem solving"*. The capacity building efforts of organizations such as AMIMO should target and empower middle management and program officers by selecting key personnel to provide training and mentoring. More than just technical capacity building, institutional development needs to support change in the organizational culture by reinforcing the adoption of good management practices (regular board meeting and accounting to members). To avoid centralization of know-how on the upper management, interventions such as this project must acknowledge that those holding power will resist relinquishing it, unless the delegation of power is traded by recognition.
2. Coordination is of the utmost importance, in projects involving multiple partners, and so is regular reporting and communication to monitor project execution and take corrective measures to ensure deliverables are used effectively and efficiently.
3. Project design should capitalize on the information associations like AMIMO have (i.e. their case tracking system and members database) and leverage it to promote their role in the development of targeted interventions that benefit their constituents and in policy dialogue therefore contributing to their sustainability.
4. Given the sensitive nature of issues regarding migrant mine workers and the impact on the well being of so many families, it is important to gather support from national and international rights based organizations for miners' rights and AMIMO, so it does not stand alone in this issue.

5. Radio is a powerful means to reach miners, ex-miners and kin that are spread throughout the country and therefore the radio programs produced by the project could be further used to promote awareness on miners' rights.
6. SMS messaging can be also used as a privileged (and economical) means to contact and inform miners, ex-miners and kin, using the contact information of the members' database.
7. Sharing the research reports produced by the project at a high level meeting convened by IOM with the European Union and other development partners in Mozambique can broaden knowledge about miners issues and engender support for the protection of their rights, including the International Labor Organization which has published a report analyzing SADC migration instruments².

² "An Analysis of SADC migration instruments in light of ILO and UN principles on labor migration", Pamhadzai H. Bamu available at http://www.ilo.org/addisababa/events-and-meetings/WCMS_239819/lang-en/index.htm

Annex 1. Terms of Reference



Title: Voices from the Underground: End-of-Project Evaluation 2014-2016

Period: May – June 2017

Duration: 20 days

Sites: Mozambique and South Africa

Duty Station: IOM Maputo

Background Information

The International Organization for Migration (IOM) is an inter-governmental organization, with 165 member states. IOM works to help ensure the orderly and humane management of migration, to promote international cooperation on migration issues, to assist in the search for practical solutions to migration issues, and to provide humanitarian assistance to migrants in need, including refugees and internally displaced persons. IOM addresses the migratory phenomenon from an integral and holistic perspective, including links to development in order to maximize its benefits and minimize its negative effects.

From 2014-2016, with 1.4 Million Euro funding by the European Union, IOM Mozambique commenced a project focused on the protection of migrant mine workers' fundamental political, economic and social rights by strengthening the knowledge, organizational and technical capacities of human rights defenders working with migrant mine workers and their families in South Africa and Mozambique.

Historically South Africa has lacked an integrated approach to migration and labor practices. Despite new constitutional dispensation, the country is still vulnerable to exploitative practices in the formal and informal economies. This often correlates with vulnerability caused by a lack of documentation and lack of coherent multi-sectoral policies for local integration (short-term or long-term) of migrant workers and former migrant workers. The system is based on immigration enforcement and exclusion rather than a rights-based policy resulting in inclusion and integration. Another major obstacle is the lack of knowledge of migrants regarding their rights and services available to them. In this way, legal services are needed to provide legal advice and, where necessary, legal representation to ensure that these rights are protected.

The action built the institutional sustainability and technical service delivery capacity of the Mozambican Mine Workers' Association (AMIMO); through provision of support to AMIMO and other national and regional stakeholders to improve their service delivery and advocacy, along with dissemination of necessary information, i.e. human rights abuses, legal and policy gaps, to beneficiaries to improve protection for the rights of migrant mine workers and their communities of origin in Southern Africa.

It is expected that the findings of the evaluation will be clearly compared to the expected results of the project implemented in Mozambique and South Africa, and provide clear recommendations on successes and challenges so the project management team may be able to position a new phase of the project.

Purpose of Evaluation

This evaluation is an end-of-project evaluation and will be conducted in accordance with the original project document, article 8 of the general agreement and indicators set out in the log frame signed by IOM and the EU. The purpose of the evaluation is to:

- 1. Examine achievements (focus on outcomes and outputs) against targets of the project, highlighting what has been done well versus what has not been done well and why;**
- 2. Evaluate IOM overall performance in the implementation of the project, to assess IOM partnership with the Governments and other counterparts such as AMIMO, as well as complementary approaches with other projects and stakeholders, and to propose recommendations and relevant lessons that could be applied for future programming.**

In looking at the above dimensions, the evaluation will take into consideration the project limitations and implementation conditions in each of the countries and the influence these have had on the performance and achievements of the project.

Evaluation Methods

The evaluation will be summative and the analysis will be based on standard international evaluative practices using OECD/DAC evaluation criteria of relevance, validity of design, effectiveness, efficiency, impact, and sustainability. The following questions should serve as guidance to the type of information that this evaluation should generate.

Relevance/Validity of Design

- Is the project design addressing properly the major problem identified in the geographical areas covered?
- Were the project objectives relevant in relation to priority needs of key stakeholders?

- To what extent was the project aligned to other initiatives e.g. national government strategies and priorities and regional bodies' strategies, other actions taking place by stakeholders?
- To what extent the project was appropriately designed to meet the broader project objective?
- Did the project have a Theory of Change and how sound was it? Did it work as envisaged?

Effectiveness

- To what extent have the expected outputs been produced and to what extent do they contribute to the expected outcomes?
- What has been the catalytic effect in terms of protecting migrant mine workers' fundamental political, economic and social rights
- How effective was the overall project implementation approach, including coordination and partnerships?
- Are partnerships contributing to project results as expected?

Efficiency

- Were resources used appropriately and economically to produce the desired results?
- Is the project accountable and transparent in the allocation and use of resources?
- Is the management structure of the Voices from the Underground project contributing to efficient project implementation?

Impact

- Is there evidence that the project contributed to the stated impact?
- What could be the overall expected longer term impact of the project, positive and negative?
- What changes has the project brought to key stakeholders and beneficiaries?
- How did the project impact men and women; and, integrate gender in the design and implementation?

Sustainability

- How sustainable are the project results?
- Has the Voices from the Underground Project been able or about to institutionalize mechanisms of protection of migrant mine workers' political, economic and social rights?
- Are the results that came about from this project likely to continue after the close out of the project? Do implementing partners have increased capacity and motivation to continue activities/interventions?

The evaluation team will be responsible for developing further specific questions, guided by the scope of the evaluation and the project team, and prepare an evaluation matrix. Although the development of a detailed methodology is the responsibility of the consultant team, it is expected that the following methods be part of the overall evaluation methodology:

1. Desk/document review of project documents;
2. Field visits to South Africa and Mozambique;
3. Interviews with key stakeholders, inclusive of the donor, depending on the location of the key stakeholder, these interviews can be both telephonic and face-to-face (an appropriate open questionnaire will be developed and used for this purpose).

The evaluation methodology and tools developed by the evaluator and presented as part of the inception report, will be discussed and agreed on with project management team prior to commencement of the field work. The conduct of a survey in particular for the beneficiaries will also be discussed.

Evaluation Team Composition

IOM is seeking to employ an evaluator or team with the following competencies and experience:

1. Competencies

The core skills required for this consultancy will include:

- a. Project evaluation;
- b. Project design or project management particularly related to regional or multi-country programming;
- c. Labor or law background; and
- d. Demonstrated understanding of the link between migration and labor will be an added advantage.

Successful candidates must therefore have a masters or doctorate degree in any of the following from a recognized university: public health; population or development studies; international development; research; project planning and management or related fields of study.

2. Experience

- a. A minimum of 5 years' experience undertaking project and impact evaluations in an African context (East or Southern Africa); Experience in designing or implementing or evaluating regional or multi-country projects, and
- b. Ability to work within tight timelines and ability to adhere to the originally agreed on evaluation protocol.
- c. Knowledge of Portuguese will be an added advantage.

Planning and Implementation Arrangements

The Evaluator will be working under the guidance of IOM Mozambique Project Manager for Labor Migration and Human Development. The manager will make periodic contact with the evaluator to review progress and address any emerging challenges during the evaluation. Management will be responsible for providing the evaluation team with the necessary documents for the desk/document review, availing themselves for meetings and interviews, facilitating access to stakeholders and partners, as well as all logistical arrangements.

The evaluator shall further develop the evaluation methodology and tools, constitute data collection teams, collect data, analyze data, compile the report and disseminate the findings back to the IOM management.

The Evaluation Team will submit the following deliverables to IOM:

1. An inception report in English, with a translated Executive Summary in Portuguese, should be delivered at the start of the consultancy for discussion and agreement which will include:
 - a. A statement of the evaluators' understanding of the TOR;
 - b. A detailed methodology outlining how the evaluation will be conducted;
 - c. Data collection tools; and
 - d. A detailed work plan of how the Final Evaluation will be conducted;
2. A PowerPoint presentation of the major findings and areas of recommendations will be made to IOM by the evaluator before the draft report is written. This will enable early inputs to the evaluation by IOM.
3. A draft report will be submitted to IOM for comments to be considered and incorporated into the final report. The final report of no more than 35 pages including an executive summary (and without annexes) will be submitted and will include analyses, findings, conclusions, recommendations and lessons emerging from the review. This final report will also outline key challenges and emerging opportunities for IOM.
4. The report, inclusive of a translated Executive Summary in Portuguese, should be structured as follows:
 - a. Executive summary of key findings and recommendations. (Maximum 4 pages).
 - b. Introduction/background/context
 - i. Evaluation purpose and scope
 - ii. Evaluation methodology
 - c. Evaluation findings
 - d. Conclusions
 - e. Recommendations

f. Lessons learnt

g. Annexes

*Note: The suggested report structure is presented as a guide highlighting the minimum headings expected.

Work plan and deliverables	No of days
Desk review of documents	3
Inception meeting with IOM Mozambique	2
Field work (South Africa or Mozambique)	4
Field work (South Africa or Mozambique)	4
Debriefing and presentation of evaluation findings	1
Report writing and editing	
<i>Draft report</i>	4
<i>Final report</i>	2
Total	20

Time is allowed between Inception report submission and field work for feedback on the report and methodology by IOM Mozambique and to allow the evaluation team to revise the Inception report accordingly;

** Time is allowed between draft report and final report for feedback by IOM Mozambique.

Interested evaluators or firms should submit a detailed evaluation proposal, a short resume of the consultant(s) and any other individual to be involved in the evaluation, a detailed and fully inclusive (remuneration, human resources, logistics, travel, etc.) budget and an evaluation time-frame by 15 May 2017. Complete proposals must be submitted to LMANJATE@IOM.INT and include in the subject of the email: "EIDHR Evaluation". It is expected that the evaluation field work will be completed during the month of June 2017 and the final report submitted at the end of June 2017.

Annex 2. Evaluation Matrix

1. Relevance/Validity of Design

Main Evaluation Question	Specific Evaluation Question	Data Source	Data Collection Method	Sampling	Method of Data Analysis	Limitation/ Risk
1.1. Did the project design address properly the major problem identified?	<ul style="list-style-type: none"> How were the practices regarding labor migrant workers evaluated? What were your main advocacy messages? How did the baseline assessment shape advocacy? How did the baseline assessment shape your services? 	IOM, AMIMO, LHR	KII's	Purposive	Content Analysis	Access to Data Sources and willingness to provide information
	<ul style="list-style-type: none"> If you have a problem, do you talk to someone/an organization? Whom? Do you know of AMIMO? What are they about? Are you a member? 	Beneficiaries	FG, Survey	Purposive, Random	Content Analysis, Statistical Analysis	
1.2. Were the project objectives relevant in relation to priority needs of stakeholders?	<ul style="list-style-type: none"> What are the main protection needs of the beneficiaries? How do you know what are the beneficiaries' priorities in terms of protection needs? How did you get to that conclusion/ based on what? How were the practices regarding labor migrant workers evaluated? Who is advocating on behalf of the miners and what is their advocacy message? How effective have they been? 	IOM, AMIMO, LHR, SATAS	KII's	Purposive	Content Analysis	
	<ul style="list-style-type: none"> What have been your main problems regarding your/your husband/father status as a miner? What have been your main concerns? What have been your needs <i>in terms of support/ services</i>? What needs to be changed for your well being? 	Beneficiaries	FG			
1.3. To what extent was the project aligned to other initiatives?	<ul style="list-style-type: none"> To what extent other projects concurred to this one? 	IOM, AMIMO, LHR	KII's			
1.4. To what extent was the project	<ul style="list-style-type: none"> The project included technical assistance for AMIMO. Were trainees able to absorb the information/technical skills provided? Did cases sent by AMIMO staff reflect the 	LHR	KII's			

appropriately designed to meet the broader project objectives?	<p>information included in the paralegal manual? Were there major gaps/shortcomings?</p> <ul style="list-style-type: none"> Was there an assessment conducted prior to training/tools design? Is AMIMO able to provide information to beneficiaries? How? Are you able and how? 					
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Main Evaluation Question	Specific Evaluation Question	Data Source	Data Collection Method	Sampling	Method of Data Analysis	Limitation/Risk
2.1. Were resources used appropriately and economically to produce the desired results?	<ul style="list-style-type: none"> What were your responsibilities? What were your specific functions? How much time you dedicated to project? Who was your interlocutor in partner organizations? With whom did you work? 	IOM, AMIMO, LHR	KII's	Purposive	Content Analysis	Access to Data Sources and willingness to provide information
	<ul style="list-style-type: none"> What kind of support/mentoring did you give AMIMO? Did it change over time? Was it demand-driven or pre-established? 	IOM, LHR				
	<ul style="list-style-type: none"> <i>Did the project fully disburse? If not, why?</i> <i>Was the project implemented and finalized within the original time-frame? If not, why?</i> 	IOM				
	<ul style="list-style-type: none"> <i>Did the research shape your advocacy on behalf of miners?</i> 	LHR				
2.2. Is the project accountable and transparent in the allocation and use of	<ul style="list-style-type: none"> How were service providers selected [Incomati, Organizational Capacity Assessment (OCA), communication - brochure/pamphlet]? What was the procurement process for consultants/ materials/ equipment? Was it done in a timely manner? 	IOM				

resources?						
2.3. Is the management structure of the Voices from the Underground project contributing to efficient project implementation?	<ul style="list-style-type: none"> • <i>The Project Voices from the Underground was a multi-country project managed by IOM Mozambique instead of the Regional Office. Are there any worthwhile pros and cons? Is this a better project management approach? If not in what sense?</i> 	IOM				
	<ul style="list-style-type: none"> • What services do you provide? • How do you keep in contact with members? • Do you go on field trips? How regularly? • How can members contact AMIMO? • Do they? How often? 	AMIMO				

3. Effectiveness

Main Evaluation Question	Specific Evaluation Question	Data Source	Data Collection Method	Sampling	Method of Data Analysis	Limitation/ Risk
3.1. To what extent have the expected outputs been produced and to what extent do they contribute to the expected outcomes?	<ul style="list-style-type: none"> • Of the technical assistance provided (institutional: organizational, financial, IT; technical: paralegal, information/education and advocacy), which ones were better integrated? What do you think were the causes for better or worse integration? • What training was undertaken in the context of this project, apart from paralegal? • How many people participated in each training? How were they selected/ based on what criteria? • Was there a process to evaluate learning and provide additional training/ mentorship if necessary? • We understand that there were delays in the IT training project as staff did not show up for training... Who was responsible for the planning and scheduling of the training sessions? Training was planned for how many? How many were actually trained? Are they still around? • Were the computers already available when IT training 	IOM, AMIMO	KII's	Purposive	Content Analysis	Access to Data Sources and willingness to provide information

	<p>took place?</p> <ul style="list-style-type: none"> • The 5-year strategic plan the team received is the final document? What was IOM's role in assisting AMIMO developing it? • How do you assess the performance of service providers? • One indicator refers to beneficiaries receiving dissemination materials about their social, economic, political and health rights and means of re-dress. What material was developed? Who participated in the development? Who got it? • Who was responsible for the design and for the revision of the posters? Where were they distributed? • We understand three brochures were to be developed. Have they been made? Who was responsible for design/revision? Where were they distributed? 					
	<ul style="list-style-type: none"> • How many people were trained as paralegals (5-10 per project proposal, more per interim reports)? What led to this decision regarding number of people to be trained? • How was training administered (one session or more than one, refreshers,...)? • Who decided to translate the paralegal manual into Portuguese? When was the Portuguese version of the manual delivered? • Does the paralegal manual address the issues most raised by beneficiaries? • What is the paralegal role (identify cases, take cases, solve, refer,...)? How do they decide what to do? • How many cases did AMIMO take/ how many Mozambican miners/families have received legal advice/support including case tracking or feedback from AMIMO during the course of this project? How do they go about language barriers? • How many complicated cases of rights abuses of migrant workers have been taken to court? They were forwarded by AMIMO/RSA or AMIMO/Moz? 	<p>IOM, AMIMO, LHR</p>	<p>KII's</p>	<p>Purposive</p>	<p>Content Analysis</p>	<p>Access to Data Sources and willingness to provide information</p>

	<ul style="list-style-type: none"> • Would you say AMIMO has a functional legal rights service as a result of this program? If not, what is missing? • Is AMIMO now a stronger institution? Based on what evidence do you say this? • What was LHR support? • What are its weakest points/which areas need further improvement? • What do you suggest as next steps? • <i>Was the research produced regarding portability of social protection and the rights of migrant labor and the legal critique of the 1964 agreement delivered in a timely manner?</i> • <i>How did it shape your advocacy?</i> 					
	<p>Is AMIMO staff able to respond to human rights issues?</p> <ul style="list-style-type: none"> • Is AMIMO able to advocate in key areas of human rights and migrant labor? <i>(Please provide examples).</i> • Are their referrals sufficiently documented for LHR to take action or there is a need to go back to get additional information? Has it improved? 	IOM, LHR	KII's	Purposive	Content Analysis	Access to Data Sources and willingness to provide information
	<ul style="list-style-type: none"> • <i>Can you produce reports with the information you need?</i> • <i>Did you have any feedback from the beneficiaries (miners and families) regarding the utility of the communication materials?</i> • How many cases are you monitoring at this point? How many cases of legal services currently for miners in Moz and RSA? • How many projects do you manage? 	AMIMO	KII's	Purposive	Content Analysis	Access to Data Sources and willingness to provide information
3.2. What has been the catalytic effect in terms of protecting migrant workers' fundamental political,	<ul style="list-style-type: none"> • <i>What has been the impact of advocacy relative to:</i> <ul style="list-style-type: none"> • <i>Miners being recognized for their contribution by Government of South Africa? By Government of Mozambique? By mining companies? By citizens?</i> • <i>Policymakers, service providers, employers and relevant stake-holders addressing barriers to mine workers and their families in Southern Africa? Provide examples.</i> 	IOM, AMIMO, LHR, SATAS	KII's	Purposive	Content Analysis	Access to Data Sources and willingness to provide information

economic and social rights?	<ul style="list-style-type: none"> ● <i>SADC Declaration on TB in the Mining Sector being implemented in South Africa/ Mozambique?</i> 					
	<ul style="list-style-type: none"> ● Have you heard AMIMO's radio project? What have you learned from it? ● Have you seen AMIMO's brochures? Which ones? Where did you see them? Are they useful? <i>Please state an example.</i> ● Do you know how to contact AMIMO? <i>Have you ever?</i> ● Are they responsive? 	Beneficiaries	FGD's, Survey	Purposive, Random	Content Analysis, Statistical Analysis	Access to Data Sources and willingness to provide information
	<ul style="list-style-type: none"> ● Have you recently (past 2 years) become aware of AMIMO or were you already aware of this organization? ● Have you sought their services? 					
	<ul style="list-style-type: none"> ● Have you seen the album with miner stories? ● Have you seen the video of the miner's widow? ● What do you make of it/ what was their impact? 	SATAS				Access to Data Sources and willingness to provide information
3.3. How effective was the overall project implementation approach, including coordination and partnerships?	<ul style="list-style-type: none"> ● How was the project coordination carried? Was it sufficient/effective? In hindsight what would you have done differently? ● We understand two lawyers involved in this project left LHR... Were they replaced? Was the handover smooth? ● As a partner, how do you evaluate your participation? ● What was your main contribution to this project? What about (quote the other partners)? ● Could advocacy improve? 	IOM, AMIMO, LHR		Purposive	Content Analysis	
	<ul style="list-style-type: none"> ● What was LHR's support? ● How many referrals in 2016? In 2017? How many cases taken to court? ● Any cases of macro-litigation? ● What kind of processes did you have in place to avoid a 	LHR				

	gap in service provision/support to AMIMO?					
	<ul style="list-style-type: none"> Was the technical capacity provided sufficient? What areas could have used more attention? Did you ask for it? To whom (check if OIM, LHR or peer organizations)? What was the response? Were the materials adequate? Sufficient? When did you receive them? When was equipment/material (manuals, etc) delivered? Where is it? Are staff/members using it? Is there a protocol in place to ensure that database management is continuous or does it rely on a sole individual (Mr. Maurício Tembe)? 	AMIMO				
3.4. Are partnerships contributing to project results as expected?	<ul style="list-style-type: none"> How do you rate overall LHR's contribution to this project? 	IOM, AMIMO				

4. Impact

Main Evaluation Question	Specific Evaluation Question	Data Source	Data Collection Method	Sampling	Method of Data Analysis	Limitation/ Risk
4.1. Is there evidence that the project contributed to the stated impact?	<ul style="list-style-type: none"> Was there a legislative or policy development(s) to increase the protection of migrant mine workers and their families resulting from this project? How is the process unfolding? <i>Is there a way to measure / evaluate the impact of this program on miners and their families, for example by the number of cases followed today compared to the number of cases followed before the start of the program? Feedback from beneficiaries?</i> 	IOM, AMIMO, LHR	KII's	Purposive	Content Analysis	Access to Data Sources and willingness to provide information

	<ul style="list-style-type: none"> • <i>We know that some miners had legal training and that they were supposed to work with the beneficiaries and capture cases ... What has been the result of this initiative?</i> • What was the overall impact of this project? What changed? • Did AMIMO status change over time relative to key stakeholders? In your opinion, what led to this change? 					
	<ul style="list-style-type: none"> • How many cases have you received annually from 2014 to 2016 (disaggregated by miner/ex-miner/family, men vs. women)? How many resolved? 	AMIMO				
	<ul style="list-style-type: none"> • <i>One of the health problems that most affects miners is tuberculosis ... Do you know a miner who has had this disease? How did he go about treatment? (EXPLORE IF MINER WAS TREATED IN THE MINE, IN A SOUTH AFRICAN HEALTH FACILITY OR CAME TO MOZAMBIQUE AND WHY AND DID HE COMPLETE TREATMENT)</i> • Outside of specific issues, is AMIMO in contact with you? • If you were already aware of AMIMO - has AMIMO changed in relation to you in the last two years? <i>Have you noticed anything different - greater activity, increased proximity to the miners, visits to the mines?</i> • Do you perceive any sort of change of attitude regarding miners? From whom – Mozambican Government, South African Government, TEBA, guards at the frontiers, South Africans in general? 	Beneficiaries	FGD's			
	<ul style="list-style-type: none"> • Have you recently become aware of AMIMO? How so? • Did you approach AMIMO? If so, are you satisfied with their response/service? • <i>Did you seek their legal services/support?</i> • <i>Did they solve/help solve your problem?</i> 	Beneficiaries	Survey	Random	Statistical Analysis	Access to Data Sources and willingness to provide information
4.2. What could be the overall expected longer-	<ul style="list-style-type: none"> • <i>In your opinion, what will be the longer-term impact of this projective, both positive and negative?</i> 	IOM, AMIMO, LHR	KII's	Purposive	Content Analysis	

term impact of the project, both positive and negative?						
4.3. What changes has the project brought to key stakeholders and beneficiaries?	<ul style="list-style-type: none"> • Who are your board members (<i>disaggregated by sex</i>)? Were there recent changes? With what purpose? • How many members (<i>disaggregated by sex</i>) in the beginning of the project? How many now? What type? How many pay dues? • How many staff (<i>disaggregated by sex</i>)? Contracts tied to projects (i.e. they are let go after project ends)? How are they recruited? How are they evaluated? • What were the OCA recommendations? Which ones have you adopted? How did you prioritize? Are there challenges in implementing the OCA recommendations? • Based on your 5 year strategic plan do you have an annual work plan? If so, has it been evaluated? • Did you undertake financial audits since 2014? Did last audit have any findings? • <i>Do you produce monthly financial reports? If not, why?</i> • How many proposals you developed annually from 2014 to 2016? How many funded? • Do you have a complaint's book? Have you received complaints? • Do you have a mechanism to collect suggestions/criticisms/ evaluations from beneficiaries? • Do you assess the level of satisfaction of the beneficiaries with your services? If so, how and what are the results? • What are your advocacy priorities nationally? Regionally? RSA? • What advocacy actions have you undertaken? What were the results from your efforts? • Was there a legislative or policy development(s) to increase the protection of migrant mine workers and their 	AMIMO	KII's	Purposive	Content Analysis	Access to Data Sources and willingness to provide information

	<ul style="list-style-type: none"> families? How is the process unfolding? • Could advocacy improve? How? • Now that you are systematizing cases, have your advocacy priorities changed? 					
	<ul style="list-style-type: none"> • What is AMIMO? What is their core function? Are they delivering? • How is your relationship with AMIMO today? Has it evolved? In what way? • Would you invite them for policy dialogue? Would you invite other entities? <i>Which ones? Why?</i> • Has their message influenced the Government’s attitude relative to miners and families? Have they influenced Government’s policy? Have others? How? • How do you see IOM – regarding its role, capacity, area of expertise? • How is your relationship with IOM today? Has it evolved? In what way? Would you invite them for policy dialogue? Would you invite other entities? <i>Which ones? Why?</i> • Has their message influenced the Government’s attitude relative to miners and families? Have they influenced Government’s policy? Have others? How? • <i>The Voices from the Underground project lasted for 2 years (2014 to 2016). Did you notice any positive changes in the economic, political or social situation of the miners in South Africa? Why do you say that? What is the reason?</i> • <i>Do you have any information from miners that this situation has improved in some of these aspects (economic, political and social)?</i> 	SATAS				
4.4. How did the project impact women and men?	<ul style="list-style-type: none"> • <i>How many of the cases received by AMIMO in the course of the project resulted from contacts of women? Is this number higher or lower than before the start of the project?</i> 	IOM, AMIMO, LHR	KII’s	Purposive	Content Analysis	Access to Data Sources and willingness to provide information
4.5. Did it	<ul style="list-style-type: none"> • <i>Did you assist in developing services or training or</i> 	IOM,				

integrate gender in the design and implementation?	<i>awareness campaign or research specifically for women? What? And how did you go about it?</i>	AMIMO				
	<ul style="list-style-type: none"> <i>Did you incorporate a gender angle in the research carried out? And how did you go about it?</i> 	LHR				

5. Sustainability

Main Evaluation Question	Specific Evaluation Question	Data Source	Data Collection Method	Sampling	Method of Data Analysis	Limitation/ Risk
5.1. How sustainable are the project results?	<ul style="list-style-type: none"> In the long run what will remain from this project? 	IOM, AMIMO, LHR	KII's	Purposive	Content Analysis	Access to Data Sources and willingness to provide information
	<ul style="list-style-type: none"> Is AMIMO able to retain staff? If not, what could help them? 	IOM, LHR				
5.2. Has the Voices from the Underground project been able or about to institutionalize mechanisms of protection of mine workers' political, economic and social rights?	<ul style="list-style-type: none"> <i>In your opinion, are there mechanisms currently in place for the protection of the political, economic and social rights of mining workers and their families? To what extent has the project contributed to this?</i> Is AMIMO likely to continue as a valid interlocutor on behalf of miners? 	IOM, AMIMO, LHR				
5.3. Are the results that came	<ul style="list-style-type: none"> Are all the trained paralegals still working at AMIMO? 	IOM, AMIMO, LHR				

<p>about from this project likely to continue after the close out of the project?</p>	<ul style="list-style-type: none"> • Are all other people trained within this project still working at AMIMO? • Does AMIMO belong to networks of like minded organizations? • Does AMIMO have relations to other CSOs in Mozambique? Which ones? What have you gained from this? • What was your annual income in 2014? 2015? 2016? • <i>Is AMIMO invited to participate, comment on, or discuss policies that affect the social, political and economic rights of miners? By whom? Is your contribution taken into account?</i> 	<p>AMIMO</p>				
<p>5.4. Do implementing partners have increased capacity and motivation to continue activities/interventions?</p>	<ul style="list-style-type: none"> • Has your ability to develop activities / interventions in the field of protection of the fundamental rights of migrant workers changed from the start of the project? In what way? • Has your motivation to work in this area changed? 	<p>IOM, AMIMO, LHR</p>				
	<ul style="list-style-type: none"> • <i>Are you interested/willing to continue working with AMIMO?</i> 	<p>IOM, LHR</p>				

Annex 3. List of Documents Reviewed

Project documents
Proposal (EU format)
Proposal (IOM format)
Logframe
Revised logframe
Description of the Action (No Cost Extension)
Reallocation justification
Letter - Request for amendment of the agreement with EU
Request For A Four Month No Cost Extension
Project reports
Interim report Jun 2015 to Jan 2016
Interim report Feb 2014 to May 2015
Final Narrative Report - February 2014 to November 2016
Results Oriented Monitoring
IOM documents
Agreements and next steps from- strategic planning on IOM's response in the mining sector_15-16 September 2014
Draft Agenda - strategic planning on IOM's response in the mining sector
Draft mining sector advocacy strategy matrix_Consultant Version
Voices Communication Strategy_Stefano Draft
AMIMO documents
AMIMO's five year strategic plan
Financial assessment
OCA final (EN and PT version)
AMIMO/IOM national and regional advocacy strategy

Training reports for ICT
Training report for project development
Training reports for capacity building, financial management and management, human rights, legal casework and referrals
Manuals developed for AMIMO
Legal Referral Services (EN and PT)
IT management
Financial management
Research
Baseline Assessment on Health and Mobility in the Mining Sector of Southern Africa, IOM
Advocating for the improved legal rights and protections for Mozambican migrant mineworkers ex-migrant workers and their families, Professor Avinash Govindjee
Legal critique of 1964 agreement
Access to workers' compensation for occupationally injured and diseased non-national mineworkers and their families, Professor Marius Olivier
Developing a framework for a redesigned bilateral labor migration regime between South Africa and Mozambique, with particular emphasis on Mozambican mineworkers, Professor Marius Olivier
AMIMO reports
Report on AMIMO's work related to passports
Activity report by IT consultants_16 Jan to 4 April 2016
Activity report by IT consultants_16 Ago 2015 a 16 Jan 2016
Final report on IT activities_June 2016
Training report_Project Development_15-17 Feb 2016
Training report-participant evaluation_IT_May 2016
Meeting notes ? drafted by whom?
Communication material
<u>Booklet</u>
Directory of agencies and procedures on accessing social security benefits and workplace compensations in the mining industry
<u>Brochures</u>
Pre-departure Orientation

Social protection rights
Miners and Ex-miners Compensation
<u>Poster</u>
Information for widows (EN and PT version)
Safekeeping documents PT
<u>Pamphlets</u>
Legal rights of mineworkers and their families (prepared by LHR)
Compensation, Benefits and Taxation for mineworkers
Compensation for miners and ex-miners
Importação de bens

Annex 4. List of KIIs and FGDs

Data	Hour	Who	Where
6 July	11:00	KII - Katharina Schnoering, Chief of Mission, IOM	Maputo
10 July	11:00	FGD - Ex-miners and Miners' families members non AMIMO members/Gaza	Xai-xai
10 July	10:00	KII - Moises Uamusse, Programme Director (Secretary General during project), AMIMO	Xai-xai
10 July	14:00	FGD - Ex-miners and Miners' families members of AMIMO/Gaza	Chibuto
10 July	14:00	KII - Chavissa, Field Coordinator/Gaza province, AMIMO	Chibuto
11 July	14:00	KII - Jason Theede, program coordinator, IOM	Skype
12 July	9:30	KII - Cidália Mapsanganhe, Lawyer (responsible for radio program), SATAS	Maputo
12 July	11:00	FGD - Miners/Ressano Garcia	Ressano Garcia
13 July	10:30	KII - João Almeida, Delegado/SATAS, RSA	
13 July	12:00	KII - Moises Uamusse, Programme Director (Secretary General during project), AMIMO	Xai-xai
13 July	16:00	KII - Kayan Leung, Project Manager of Refugees' and Migrants, LHR (responsible for VFTU project starting Oct 2016)	Skype
14 July	9:00	KII - Pedro Mondlane, Secretary General, AMIMO	Maputo
14 July	11:00	KII - Mauricio Tembe, database manager, LHR	Maputo
17 July	12:00	KII - Patricia Erasmus, Project Manager of Refugees and Migrants, LHR (responsible for VFTU project from mid-2015 to May 2016)	Skype
17 July	14:00	KII - Linda Manjate, Capacity Building Specialist, IOM	IOM office
18 July	16:30	KII - Anjuli Maistry, attorney, LHR (responsible for VFTU project research, advocacy tools and file management system from mid- 2014 to April 2016)	Whatsapp
19 July	15:00	KII - Anibal Manhique, Miner, Carletonville Mine	Phone
20 July	12:00	KII - Pedro Mondlane, Secretary General, AMIMO	Phone
21 July	12:00	KII - Jason Theede, program coordinator, IOM	Skype

Annex 5. Data Collection Instruments

Interview guide - IOM

EVALUATION QUESTION	TOPICS TO BE ADRESSED
<p style="text-align: center;">1 WARM-UP/ INTRODUCTION</p>	<p>Good morning / Good afternoon, we are conducting the final evaluation of the "Voices from the Underground" Project and we would like to get your opinion on how this project was designed, conducted, on its results and impact it had.</p> <p>Your contribution is very important to us, as any lessons we can take from the implementation of this project will help us shape future projects.</p>
RELEVANCE/VALIDITY OF DESIGN	
<p style="text-align: center;">1.1. Did the project design address properly the major problem identified?</p>	<ul style="list-style-type: none"> • From your perspective, what were the main protection needs of the beneficiaries? • How do you know what were the beneficiaries' priorities in terms of protection needs? • How did you get to that conclusion/ based on what? How were the practices regarding labor migrant workers evaluated? • Who is advocating on behalf of the miners and what is their advocacy message? • Why did you choose AMIMO?
<p style="text-align: center;">1.2. Were the programme objectives relevant in relation to priority needs of stakeholders?</p>	<ul style="list-style-type: none"> • How did baseline assessment shape advocacy? • What were your main advocacy messages? (ASSESS CORRESPONDENCE OF ADVOCACY MESSAGES TO BENEFICIARIES PRIORITIES).
<p style="text-align: center;">1.3. To what extent was the project aligned to other initiatives?</p>	<ul style="list-style-type: none"> • To what extent other projects concurred to this one?
EFICIENCY	
<p style="text-align: center;">2.1. Were resources used appropriately and economically to produce the desired results?</p>	<ul style="list-style-type: none"> • What were your responsibilities? What were your specific functions? • How much time was dedicated to project? • Who was your interlocutor in partner organizations? With whom did you work?
<p style="text-align: center;">2.2. Is the programme accountable and transparent in the allocation and use of resources?</p>	<ul style="list-style-type: none"> • How were service providers selected (Incomati, OCA, and communication - brochure/pamphlet)? • What was the procurement process for consultants/materials/equipment? • Was it done in a timely manner? • Did the project fully disburse? If not, why? • Was the project implemented and finalized within the original time-frame? If not, why?

<p>2.4. Is the management structure of the Voices from the Underground project contributing to efficient programme implementation??</p>	<ul style="list-style-type: none"> • What kind of support/mentoring did you give AMIMO? Did it change over time? • Was it demand-driven or pre-established?
<p>EFFECTIVENESS</p>	
<p>3.1. To what extent have the expected outputs been produced and to what extent do they contribute to the expected outcomes?</p>	<p>Focusing on the technical support provided (institutional, organizational, financial, technological: legal training, information / education and advocacy) ...</p> <ul style="list-style-type: none"> • Which ones were better integrated by AMIMO? And which were not so well integrated? • What do you think were the causes for better or worse integration? • What training was undertaken in the context of this project, apart from paralegal? • How many people participated in each training? How were they selected/ based on what criteria? • Was there a process to evaluate learning and provide additional training/ mentorship if necessary? <p>We will now focus specifically on legal training ...</p> <ul style="list-style-type: none"> • How many people were trained as paralegals (5-10 per project proposal, more per interim reports)? What led to this decision regarding number of people to be trained? • How was training administered (one session or more than one, refreshers,...)? • Who decided to translate the paralegal manual into Portuguese? • When was the Portuguese version of the manual delivered? • Does the paralegal manual address the issues most raised by beneficiaries? • What is the paralegal role (take the case, solve, refer,...)? How do they decide what to do? • Would you say AMIMO has a functional legal rights service as a result of this program? If not, what is missing? <p>With regard to training in information technology ...</p> <ul style="list-style-type: none"> • We understand that there were delays in the IT training programme as staff didn't show up for training... Who was responsible for the planning and scheduling of the training sessions? • Training was planned for how many? How many were actually trained? Are they still around? • Were the computers already available when IT training took place? • Is there a protocol in place to ensure that database management is continuous or does it rely on a sole individual (Sr. Maurício Tembe)? <p>Let's now focus on the outputs of this project ...</p> <ul style="list-style-type: none"> • One indicator refers to beneficiaries receiving dissemination materials about their social, economic, political and health rights and means of redress. What material was developed? • Who participated in the development? • Who got it? • Who was responsible for the design and for the revision of the posters? Who distributed it? Where was it distributed?

	<ul style="list-style-type: none"> • We understand three brochures were to be developed. Have they been made? Who was responsible for design/revision? Who distributed them? Where were they distributed? • The 5-year strategic plan (SHOW COPY) the team received is a final document? • What was IOM's role in assisting AMIMO developing it? • Was the research produced regarding portability of social protection and the rights of migrant labor and the legal critique of the 1964 agreement delivered in a timely manner? • How did it shape your advocacy? <p>What has been the impact of advocacy:</p> <ul style="list-style-type: none"> • Are miners recognized for their contribution by RSA Govt? By mining companies? By citizens? • Have policymakers, service providers, employers and relevant stakeholders addressed barriers to mine workers and their families in Southern Africa? • Is the SADC Declaration on TB in the Mining Sector implemented in South Africa? • What could be done/ have been done additionally to improve advocacy?
<p>3.3. How effective was the overall programme implementation approach, including coordination and partnerships?</p>	<ul style="list-style-type: none"> • Was the technical capacity provided sufficient? What areas could have used more attention? Did you ask for it? To whom (check if OIM, LHR or peer organizations)? What was the response? • Were the materials adequate? Sufficient? • When did AMIMO receive them (FOR MANUALS CHECK HOW LONG AFTER TRAINING)? • When was equipment/material (manuals, etc) delivered? Where is it? Are staff/members using it? • We are aware that a number of services have been provided under this project (OCA, financial, organizational, IT, ...). How do you assess the performance of service providers? • What was LHR support? How do you rate overall LHR's contribution to this project? • How was the project coordination carried? Was it sufficient/effective? • As a partner, how do you evaluate your participation? • In hindsight what would you have done differently?
<p>3.2. What has been the catalytic effect in terms of protecting migrant workers' fundamental political, economic and social rights?</p>	<ul style="list-style-type: none"> • How many complicated cases of rights abuses of migrant workers have been taken to court? Forwarded to LHR by AMIMO/RSA or AMIMO/Moz? • Is AMIMO staff able to respond to human rights issues? • Is AMIMO able to advocate in key areas of human rights and migrant labor? Please provide example(s). • Are their referrals sufficiently documented for LHR to take action or is there the need to go back to get additional information? Has it improved?
<p>3.4. Are partnerships contributing to programme results as expected?</p>	<ul style="list-style-type: none"> • Is AMIMO now a stronger institution? Based on what evidence do you say this? • What are its weakest points/which areas need further improvement? What do you suggest as next steps? • From your perspective what was IOM's main contribution to this project? What about LHR? What about AMIMO?

IMPACT	
4.3. What changes has the programme brought to key stakeholders and beneficiaries?	<ul style="list-style-type: none"> • Did AMIMO status change over time relative to key stakeholders? In your opinion, what led to this change?
4.1. Is there evidence that the programme contributed to the stated impact?	<ul style="list-style-type: none"> • Was there a legislative or policy development(s) to increase the protection of migrant mine workers and their families? How is the process unfolding? • Is there any way to measure / evaluate the impact of this program on miners and their families, for example by the number of cases followed today compared to the number of cases followed before the start of the program? Feedback from beneficiaries? • We know that some miners had legal training and that they were supposed to work with the beneficiaries and capture cases ... What has been the result of this initiative? • What was the overall impact of this programme? What changed?
4.2. What could be the overall expected longer-term impact of the project, both positive and negative?	<ul style="list-style-type: none"> • In your opinion, what will be the longer-term impact of this projective, both positive and negative?
4.4. How did the project impact women and men?	<ul style="list-style-type: none"> • How many of the cases received by AMIMO in the course of the project resulted from contacts of women? Is this number higher or lower than before the start of the project?
4.5. Did it integrate gender in the design and implementation?	<ul style="list-style-type: none"> • Did you assist in developing services or training or awareness campaign or research specifically for women? What? And how did you go about it?
SUSTAINABILITY	
5.1. How sustainable are the programme results?	<ul style="list-style-type: none"> • In the long term what will remain from this project?
5.3. Are the results that came about from this project likely to continue after the close out of the project?	<ul style="list-style-type: none"> • Are all the trained paralegals still working at AMIMO? • Are all other people trained within this project still working at AMIMO? • Is AMIMO likely to continue as a valid interlocutor on behalf of miners?
5.4. Do implementing partners have increased capacity and motivation to continue activities/interventions?	<ul style="list-style-type: none"> • Has the IOM's ability to develop activities / interventions in the field of protection of the fundamental rights of migrant workers changed from the start of the project? In what way? • Has IOM's motivation to work in this area changed? • Are you interested/willing to continue working with AMIMO? • Is AMIMO able to retain staff? If not, what could help them?

<p>5.2. Has the Voices from the Underground project been able or about to institutionalize mechanisms of protection of mine workers' political, economic and social rights?</p>	<ul style="list-style-type: none"> ● In your opinion, are there mechanisms currently in place for the protection of the political, economic and social rights of mining workers? ● To what extent has the project contributed to this? <p>Is there anything you would like to add regarding AMIMO, LHR or the Voices from the Underground Program in general? Thank you for your cooperation.</p>
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Interview guide - AMIMO

QUESTÃO DE AVALIAÇÃO	TÓPICOS A ABOARDAR
<p>1 AQUECIMENTO/ INTRODUÇÃO AO TEMA</p>	<p>DESCONTRAIR OS ENTREVISTADOS, FAZER APRESENTAÇÕES, E INTRODUIZÍ-LOS AO TEMA.</p> <p>Bom dia/ Boa tarde, estamos a fazer a avaliação final do Projecto “Vozes do Subsolo” e, nesse sentido, gostaríamos de conversar consigo um pouco para obter a sua opinião sobre a forma como este projecto foi desenhado, conduzido, sobre os seus resultados e o seu impacto para o futuro.</p> <p>A sua opinião é para nós muito importante, no sentido de aprendermos com a implementação deste projecto e podermos fazer melhor no futuro.</p>
RELEVÂNCIA/DESIGN DO PROJECTO	
<p>1.1. O design do projeto endereçou adequadamente o problema principal identificado?</p>	<ul style="list-style-type: none"> ● Da sua perspectiva, quais são as principais necessidades de proteção dos mineiros, ex-mineiros e das suas famílias? ● Como é que sabe quais são as prioridades deste grupo de pessoas em termos de necessidades de proteção? Como é que chegou a essa conclusão? ● Os documentos do Projecto referem uma avaliação de base sobre as práticas que são seguidas relativamente aos trabalhadores migrantes. Como é que esta avaliação influenciou a vossa advocacia e prestação de serviços? ● Quem (pessoas/instituições) é que hoje em dia advoga a defesa dos direitos dos mineiros e qual é a sua mensagem de advocacia? Têm sido interlocutores eficazes?
<p>1.2. Os objetivos do programa foram relevantes em relação às necessidades prioritárias das partes interessadas?</p>	<ul style="list-style-type: none"> ● E quais são as <u>suas</u> principais mensagens de advocacia?
<p>1.3. Em que medida é que este projecto esteve alinhado com outras iniciativas?</p>	<ul style="list-style-type: none"> ● Em que medida é que este projecto foi complementar a outros? Em que medida é que outros projectos/iniciativas alavancaram este?

EFICIÊNCIA	
<p>2.1. Os recursos disponíveis foram utilizados adequada e economicamente para produzir os resultados desejados?</p>	<ul style="list-style-type: none"> ● Quais foram suas responsabilidades? Quais foram suas funções específicas? ● Quanto tempo dedicou ao projeto? ● Quem foi o seu interlocutor nas organizações parceiras? Com quem é que trabalhou?
EFICÁCIA	
<p>3.1. Em que medida é que os outputs esperados foram produzidos e de que forma contribuíram para os resultados esperados?</p>	<p>Peço-lhe agora que pense no apoio técnico fornecido (institucional, organizacional, financeiro, tecnológico, formação jurídica, informação/educação e advocacia)...</p> <ul style="list-style-type: none"> ● Qual/quais destas áreas de apoio técnico foi/foram, da sua perspectiva, melhor assimilada(s) pela AMIMO? E qual/quais não foram tão bem assimiladas? ● Quais acha que foram as causas na origem desta melhor ou pior integração? ● Que outras formações foram realizadas no contexto deste projeto, para além da formação jurídica? ● Quantas pessoas participaram em cada uma das acções de formação? Como é que essas pessoas foram seleccionadas/com base em que critérios? ● Quantas pessoas formadas estão no activo/respondem aos objectivos da formação? ● Houve algum processo para avaliar a aprendizagem e fornecer formação/mentoria (apoio) adicional, se necessário? <p>Vamos agora centrar-nos especificamente na formação de paralegais...</p> <ul style="list-style-type: none"> ● Quantas pessoas fizeram a formação como paralegais? (A proposta refere 5-10, mas os relatórios interinos sugerem que possam ser mais). O que levou à decisão relativamente ao número de pessoas a fazer esta formação? ● Como é que foi feita a formação jurídica? (Uma sessão ou mais de uma, houve ou não sessões adicionais para consolidar os conhecimentos,...) ● Quem decidiu traduzir o manual para apoio jurídico para português? ● Quando foi entregue a versão em português do manual? ● O manual aborda os problemas mais colocados pelos trabalhadores migrantes e pelas suas famílias? ● Qual é o papel/função das pessoas que tiveram formação jurídica? (recolhem casos, recebem casos, resolvem-nos, consultam a LHR, passam o caso para a LHR,...) Como é que decidem o que fazer? ● Diria que hoje em dia a AMIMO dispõe de um serviço de aconselhamento legal a funcionar como resultado deste programa? Caso contrário, o que falta? <p>Relativamente à formação em tecnologias de informação...</p> <ul style="list-style-type: none"> ● Sabemos que houve atrasos neste programa de formação e que algumas pessoas não compareceram na data agendada para a formação ... Quem foi responsável pelo planeamento e agendamento das sessões de formação? ● A formação foi planeada para quantas pessoas? E quantas foram realmente

	<p>formadas? Estas pessoas ainda trabalham com/para a AMIMO?</p> <ul style="list-style-type: none"> ● Os computadores já estavam disponíveis quando a formação em tecnologias de informação foi realizada? ● Conseguem produzir relatórios com a informação de que necessitam? ● A AMIMO dispõe de um protocolo para assegurar a gestão contínua da sua base de dados? Se sim, como funciona? <p>Gostaríamos agora de falar consigo sobre a advocacia:</p> <ul style="list-style-type: none"> ● Os mineiros são reconhecidos pela sua contribuição (económica, social etc.) pelo Governo Sul-Africano? Pelo Governo Moçambicano? Pelas Minas? Pelos Cidadãos? ● Os decisores políticos, os prestadores de serviços, os empregadores e os intervenientes relevantes abordaram as barreiras que afectam os trabalhadores das minas e as suas famílias na África do Sul? Em Moçambique? ● A Declaração da SADC sobre tuberculose no setor de mineração é implementada em Moçambique? E na África do Sul? Por quem? E como funciona? ● A advocacia pode melhorar? Como? ● A pesquisa produzida sobre a portabilidade da proteção social e direitos do trabalho migrante e a crítica legal do acordo de 1964 foram entregues em tempo útil? ● Como influenciaram a sua advocacia? <p>Sobre materiais de divulgação</p> <ul style="list-style-type: none"> ● Nos documentos do projecto refere-se que os beneficiários vão receber materiais de divulgação sobre os seus direitos sociais, económicos, políticos e de saúde e sobre os meios de reparação legal ao seu dispor. Que materiais foram desenvolvidos? ● Quem participou do seu desenvolvimento? Quem foi responsável pela revisão? ● Quem o distribuiu? Onde foi distribuído? ● Tiveram algum feedback dos beneficiários (mineiros e famílias) sobre a utilidade dos materiais produzidos? <p>Sobre plano estratégico</p> <ul style="list-style-type: none"> ● O plano estratégico de 5 anos que recebemos (MOSTRAR CÓPIA) é o documento final? ● Que papel teve a IOM no desenvolvimento deste plano estratégico? ● Em que medida foram envolvidos os membros da AMIMO? ● Em que medida é que esse plano estratégico está a ser implementado?
<p>3.3. Quão eficaz foi a abordagem global de implementação do programa, incluindo coordenação e parcerias?</p>	<ul style="list-style-type: none"> ● O apoio técnico prestado foi suficiente? Que áreas teriam beneficiado de mais atenção? A AMIMO chegou a pedir algum apoio adicional? A quem? Qual foi a resposta? ● Os materiais fornecidos à AMIMO (equipamento, manuais e demais materiais) foram adequados? Suficientes? ● Quando/período de implementação do projecto é que a AMIMO os recebeu? ● E o equipamento/material? Onde está alocado? Os funcionários/membros da AMIMO têm acesso aos mesmos? E estão a

	<p>utilizá-los?</p> <ul style="list-style-type: none"> • Sabemos que foram realizadas várias prestações de serviços no âmbito deste projecto (OCA, apoio técnico na área financeira, organizacional, informática,...). Como avalia o desempenho dos prestadores de serviços? • Qual foi o apoio dado pela LHR? Como é que avalia a contribuição global da LHR para este projeto? • Como é que foi realizada a coordenação do projeto por parte da IOM? Da sua perspectiva, foi suficiente/eficaz? • Enquanto parceiro, como avalia a sua participação? • Da sua perspectiva, qual foi a principal contribuição da AMIMO para este projecto? E da IOM? E da LHR? • Em retrospectiva, o que teria feito/poderia ter sido feito de forma diferente?
<p>3.2. Qual foi o efeito catalisador deste projecto em termos da proteção dos direitos políticos, económicos e sociais fundamentais dos trabalhadores migrantes?</p>	<ul style="list-style-type: none"> • Quantos casos foram tratados pela AMIMO - quantos mineiros/famílias de mineiros Moçambicanos receberam aconselhamento/apoio jurídico, incluindo acompanhamento de casos ou feedback por parte da AMIMO no decorrer deste projecto? • Como é que resolvem as barreiras linguísticas na vossa comunicação com a LHR? • Quantos casos complicados de abuso de direitos humanos de trabalhadores migrantes foram levados a tribunal? Reencaminhados pela AMIMO/RSA ou pela AMIMO/Moz?
<p>3.4. As parcerias contribuíram para os resultados do programa conforme o esperado?</p>	<ul style="list-style-type: none"> • Em sua opinião a AMIMO é hoje em dia uma instituição mais forte do que era antes da implementação deste projecto? Em que é que se baseia para esta afirmação? • Quais diria que são os pontos mais fracos da AMIMO/quais as áreas que precisam de ser melhoradas? O que sugere como próximos passos? • Da sua perspectiva qual foi o principal contributo da AMIMO para este projecto? E da LHR? E da IOM?
<p>IMPACTO</p>	

<p>4.3. Que mudanças é que este programa trouxe para os principais interessados e beneficiários?</p>	<p>Gostaríamos agora de falar consigo sobre algumas mudanças que ocorreram no decurso deste programa e perceber se estão ou não relacionados com este projecto. Assim, começaria por lhe perguntar:</p> <ul style="list-style-type: none"> ● Qual é a estrutura organizacional da AMIMO (órgãos sociais, executivo, etc) ● Quem são os membros do conselho da AMIMO/ qual a sua proveniência? Houve mudanças recentes? Com que finalidade? ● Quantos membros (mineiros e famílias) tinha a AMIMO no início do projeto? Quantos tem agora? De que tipo? Quantos pagam quotas? ● Quantos funcionários tem a AMIMO? Quantos são homens e quantos são mulheres? Os funcionários têm contratos ligados a projetos (deixam a AMIMO quando o projeto termina)? Como é que são recrutados? Como são avaliados? ● Quais foram as recomendações da OCA? Quais as que a AMIMO adoptou? Como é que foram estabelecidas essas prioridades? Sentem desafios/problemas/complicações na implementação das recomendações da OCA? ● Com base no plano estratégico de 5 anos, a AMIMO possui um plano de trabalho anual? Em caso afirmativo, esse plano foi avaliado? ● Quantas auditorias foram realizadas desde 2014? A última auditoria teve alguma ocorrência? E quando foi a última auditoria? ● A AMIMO produz relatórios financeiros mensais? Se não, porquê? ● Quantos projetos gere a AMIMO em simultâneo hoje em dia? ● Quantas propostas foram desenvolvidas anualmente pela AMIMO de 2014 a 2016? Quantos projectos foram financiados? ● A AMIMO tem um livro de registo de reclamações? Recebeu alguma queixa? ● Tem um mecanismo para recolher sugestões/críticas/avaliações dos membros? ● A AMIMO avalia de algum modo o nível de satisfação dos membros com os seus serviços? Em caso afirmativo, como e quais são os resultados? ● Quais são suas prioridades de advocacia a nível nacional? E a nível regional? E a nível da África do Sul? ● Que ações de advocacia foram levadas a cabo pela AMIMO? Tem alguma Evidencia? ● Quais foram os resultados desses esforços? ● Agora que a AMIMO tem a possibilidade de sistematizar os casos que recebe, as suas prioridades de advocacia mudaram de alguma forma? ● O estatuto da AMIMO mudou ao longo do tempo em relação aos principais interessados? Na sua opinião, o que levou a essa mudança?
<p>4.1. Quais são as evidências de que o programa contribuiu para o impacto pretendido?</p>	<ul style="list-style-type: none"> ● Houve algum desenvolvimento em termos de legislação ou de política no sentido de aumentar a proteção dos trabalhadores migrantes e das suas famílias como resultado deste programa? Como é que este processo se está a desenvolver? Quem está a seguir o processo da parte da AMIMO? ● Tem alguma forma de medir/avaliar o impacto deste programa, por exemplo através do número de casos que estão a ser seguidos agora por comparação com o número de casos seguidos antes do início do programa? ● Sabemos que alguns mineiros tiveram formação como paralegais e que teriam como objectivo trabalhar junto dos beneficiários e captar assim casos... O que tem sido feito por estas pessoas? Como é feita a coordenação e

	<p>monitorização do trabalho destas pessoas? O trabalho feito por estas pessoas é voluntário ou remunerado?</p> <ul style="list-style-type: none"> • Qual foi o impacto geral deste programa? O que mudou? O que podia ser melhorado?
<p>4.2. Qual poderá ser o impacto global deste projecto no longo prazo, tanto em termos positivos como negativos?</p>	<ul style="list-style-type: none"> • E, em sua opinião, qual poderá ser o impacto global deste projecto a mais longo prazo, tanto em termos positivos como negativos?
<p>4.4. Como é que o projecto impactou homens e mulheres?</p>	<ul style="list-style-type: none"> • Quantos dos casos recebidos pela AMIMO no decurso do projecto resultaram de contactos de mulheres? Esse número é superior ou inferior ao que se verificava antes do início do projecto?
<p>4.5. O projecto integrou a temática do género no seu desenho e implementação?</p>	<ul style="list-style-type: none"> • A AMIMO desenvolveu serviços ou formação ou campanhas de consciencialização ou alguma forma de pesquisa especificamente para mulheres? O quê em concreto? Como foi feito?
SUSTENTABILIDADE	
<p>5.1. Quão sustentáveis são os resultados do programa?</p>	<ul style="list-style-type: none"> • O governo de Mocambique convida a AMIMO para dialogar sobre políticas que afectam os mineiros? Aceita as vossas contribuições? De um exemplo. • Da sua perspectiva, é provável que a AMIMO continue a ser um interlocutor válido em nome dos mineiros? • Em sua opinião, o que permanecerá deste projecto no longo prazo? • Há acções importantes para a solidificação dos objectivos deste projecto que não poderão continuar a ser implementadas? Se sim, quais? Porquê?
<p>5.2. O projeto Voices from the Underground foi capaz de ou está prestes a institucionalizar mecanismos de proteção dos direitos políticos, económicos e sociais dos trabalhadores mineiros?</p>	<ul style="list-style-type: none"> • Que serviços são prestados pela AMIMO? • Como é que a AMIMO se mantém em contacto com os membros? • A AMIMO faz visitas às minas? Com que regularidade? • Como é que os membros podem entrar em contacto com a AMIMO? • E eles fazem-no? Com que frequência? Como é que registam esses dados? Podemos ver? • Para além da AMIMO hoje em dia já existem mecanismos de proteção dos direitos políticos, económicos e sociais dos trabalhadores mineiros? Se sim, quais são? Como é que a AMIMO se articula com esses outros mecanismos? • Em que medida é que o projecto contribuiu para isto?

<p>5.3. É provável que os resultados deste projecto perdurem após o seu fecho?</p>	<ul style="list-style-type: none"> ● As pessoas que foram formadas pela LHR em questões jurídicas continuam a trabalhar (ou ligadas) na AMIMO? ● E todas as outras pessoas que foram formadas no âmbito deste projeto (ainda continuam a trabalhar na AMIMO)? ● A AMIMO pertence a redes de organizações com objectivos semelhantes? Quais? ● A AMIMO tem relações com outras OSC em Moçambique? Quais? ● Quais os benefícios daqui decorrentes? ● Quanto recebeu a AMIMO anualmente em 2014? 2015? 2016?
<p>5.4. Em resultado deste projecto os parceiros de implementação possuem maior capacidade e maior motivação para as suas actividades/intervenções ?</p>	<ul style="list-style-type: none"> ● A capacidade da AMIMO para desenvolver actividades/ intervenções no âmbito da protecção dos direitos fundamentais dos trabalhadores migrantes mudou desde o início do projecto? De que forma? ● A AMIMO é convidada para participar, comentar, discutir políticas que afectem os direitos sociais, políticos e económicos dos mineiros? Por quem? E a sua contribuição é tida em conta? Pode citar exemplos? ● E a sua disposição/ vontade de trabalhar nesta área, sofreu alguma alteração? ● Gostaria de acrescentar alguma coisa em relação à AMIMO, aos seus parceiros ou ao Programa Vozes do Subsolo em geral? ● Muito obrigada pela sua colaboração.

Interview guide – LHR

EVALUATION QUESTION	TOPICS TO BE ADRESSED
<p>1 WARM-UP/ INTRODUCTION</p>	<p>Good morning / Good afternoon, we are conducting the final evaluation of the "Voices from the Underground" Project and we would like to get your opinion on how this project was designed, conducted, on its results and impact.</p> <p>Your contribution is very important to us, as any lessons we can take from the implementation of this project will help us shape future projects.</p>
RELEVANCE/VALIDITY OF DESIGN	
<p>1.1. Did the project design address properly the major problem identified</p>	<ul style="list-style-type: none"> ● From your perspective, what are the main protection needs of the beneficiaries? ● How do you know what are the beneficiaries' priorities in terms of protection needs? ● How did you get to that conclusion/ based on what? How were the practices regarding labour migrant workers evaluated? ● The project included technical assistance for AMIMO. Were trainees able to absorb the information/technical skills provided? Did cases sent by AMIMO staff reflect the information included in the paralegal manual? Were there major gaps/shortcomings? ● Was there an assessment conducted prior to training/tools design? ● Who is advocating on behalf of the miners? ● Is AMIMO able to provide information to miners? How? Are you able and how?

<p>1.2. Were the programme objectives relevant in relation to priority needs of stakeholders?</p>	<ul style="list-style-type: none"> • What were your main advocacy messages? (ASSESS CORRESPONDENCE OF ADVOCACY MESSAGES TO BENEFICIARIES PRIORITIES).
<p>1.3. To what extent was the project aligned to other initiatives?</p>	<ul style="list-style-type: none"> • To what extent other projects concurred to this one?
<p>EFICIENCY</p>	
<p>2.1. Were resources used appropriately and economically to produce the desired results?</p>	<ul style="list-style-type: none"> • How did LHR manage this project? What were your responsibilities? What were your specific functions? • How much time was dedicated to project? • Who was your interlocutor in partner organizations? With whom did you work? • Did the research shape your advocacy on behalf of miners?
<p>2.4. Is the management structure of the Voices from the Underground project contributing to efficient programme implementation??</p>	<ul style="list-style-type: none"> • What kind of support/mentoring did you give AMIMO? Did it change overtime? • Was it demand-driven or pre-established?
<p>EFFECTIVENESS</p>	
<p>3.1. To what extent have the expected outputs been produced and to what extent do they contribute to the expected outcomes?</p>	<p>We will now focus specifically on legal training ...</p> <ul style="list-style-type: none"> • How many people were trained as paralegals (5-10 per project proposal, more per interim reports)? What led to this decision regarding number of people to be trained? • How was training administered (one session or more than one, refreshers,...)? • Who decided to translate manual into Portuguese? • When was the Portuguese version of the manual delivered? • Does the paralegal manual address the issues most raised by beneficiaries? • What is the paralegal role (take the case, solve, refer,...)? How do they decide what to do? • Would you say AMIMO has a functional legal rights service as a result of this program? If not, what is missing? <p>And now on research and advocacy</p> <ul style="list-style-type: none"> • Was the research produced regarding portability of social protection and the rights of migrant labour and the legal critique of the 1964 agreement delivered in a timely manner? • How did it shape your advocacy? • What has been the impact of advocacy? • Are miners recognized for their contribution by RSA Govt? By mining

	<p>companies? By citizens?</p> <ul style="list-style-type: none"> • Have policymakers, service providers, employers and relevant stakeholders addressed barriers to mine workers and their families in Southern Africa? • Is the SADC Declaration on TB in the Mining Sector implemented in South Africa?
<p>3.3. How effective was the overall programme implementation approach, including coordination and partnerships</p>	<p>We understand two lawyers involved in this project left LHR...</p> <ul style="list-style-type: none"> • Were they replaced? Was the handover smooth? • What kind of processes do you have in place to avoid a gap in service provision/support to AMIMO? • How was the project coordination carried by IOM? Was it sufficient/effective? • As a partner, how do you evaluate your participation? • In hindsight what would you have done differently?
<p>3.2. What has been the catalytic effect in terms of protecting migrant workers' fundamental political, economic and social rights?</p>	<ul style="list-style-type: none"> • How many cases did they take/ how many Mozambican miners/families have received legal advice/support including case tracking or feedback from AMIMO during the course of this project? • How did you go about language barriers? • How many complicated cases of rights abuses of migrant workers have been taken to court? Forwarded by AMIMO/RSA or AMIMO/Moz? • Is AMIMO able to advocate in key areas of human rights and migrant labour? • Are their referrals sufficiently documented for LHR to take action or is there the need to go back to get additional information? Has it improved? • How many referrals in 2016? In 2017? How many cases taken to court? Any cases of macro-litigation?
<p>3.4. Are partnerships contributing to programme results as expected?</p>	<ul style="list-style-type: none"> • Is AMIMO now a stronger institution? Based on what evidence do you say this? • What are its weakest points/which areas need further improvement? What do you suggest as next steps? • From your perspective what was LHR's main contribution to this project? What about IOM? What about AMIMO?
IMPACT	
<p>4.3. What changes has the programme brought to key stakeholders and beneficiaries?</p>	<ul style="list-style-type: none"> • Did AMIMO status change over time relative to key stakeholders? In your opinion, what led to this change?
<p>4.1. Is there evidence that the programme contributed to the stated impact?</p>	<ul style="list-style-type: none"> • Was there a legislative or policy development(s) to increase the protection of migrant mine workers and their families? How is the process unfolding? • Is there any way to measure / evaluate the impact of this program on miners and their families, for example by the number of cases followed today compared to the number of cases followed before the start of the program? • We know that some miners had legal training and that they were supposed to work with the beneficiaries and capture cases ... What has been the result of this initiative? • What was the overall impact of this programme? What changed?

<p>4.2. What could be the overall expected longer-term impact of the project, both positive and negative?</p>	<ul style="list-style-type: none"> ● In your opinion, what will be the longer-term impact of this project, both positive and negative?
<p>4.4. How did the project impact women and men?</p>	<ul style="list-style-type: none"> ● How many of the cases received by AMIMO in the course of the project resulted from contacts of women? Is this number higher or lower than before the start of the project?
<p>4.5. Did it integrate gender in the design and implementation?</p>	<ul style="list-style-type: none"> ● Did the research incorporate a gender angle? What? And how did you go about it?
<p>SUSTENTABILIDADE</p>	
<p>5.1. How sustainable are the programme results?</p>	<ul style="list-style-type: none"> ● In the long term what will remain from this project?
<p>5.3. Are the results that came about from this project likely to continue after the close out of the project?</p>	<ul style="list-style-type: none"> ● Are all the trained paralegals still working at AMIMO? ● Is AMIMO likely to continue as a valid interlocutor on behalf of miners?
<p>5.4. Do implementing partners have increased capacity and motivation to continue activities/interventions?</p>	<ul style="list-style-type: none"> ● Has LHR's ability to develop activities / interventions in the field of protection of the fundamental rights of migrant workers changed from the start of the project? In what way? ● Has LHR'S motivation to work in this area changed? ● Are you interested/willing to continue working with AMIMO?
<p>5.2. Has the Voices from the Underground project been able or about to institutionalize mechanisms of protection of mine workers' political, economic and social rights?</p>	<ul style="list-style-type: none"> ● In your opinion, are there mechanisms currently in place for the protection of the political, economic and social rights of mining workers and their families? ● To what extent has the project contributed to this? <p>Is there anything you would like to add regarding AMIMO, LHR or the Voices from the Underground Program in general? Thank you for your cooperation.</p>

Interview guide - SATAS

QUESTÃO DE AVALIAÇÃO	TÓPICOS A ABORDAR
1 AQUECIMENTO/ INTRODUÇÃO AO TEMA	<p>Bom dia/ Boa tarde, estamos a fazer a avaliação final do Projecto “Vozes do Subsolo” e, nesse sentido, gostaríamos de conversar consigo para obter a sua opinião sobre a forma como este projecto foi desenhado, conduzido, sobre os seus resultados e impacto.</p> <p>A sua contribuição é para nós muito importante, no sentido de aprendermos com a implementação deste projecto e retirarmos ensinamentos para o futuro.</p>
EFICÁCIA	
3.1. Em que medida é que os outputs esperados foram produzidos e de que forma contribuíram para os resultados esperados?	<ul style="list-style-type: none">● O que é a SATAS? Qual é o principal papel da SATAS junto dos trabalhadores mineiros?● O que associa à AMIMO? Qual é a sua principal função? <p>No contexto do Programa “Vozes do Subsolo”, foram desenvolvidos materiais para sensibilizar as várias partes interessadas para a protecção dos direitos dos trabalhadores migrantes e, em particular, dos mineiros e das suas famílias...</p> <ul style="list-style-type: none">● Lembra-se de ter visto um álbum com histórias de mineiros?● Lembra-se de ter visto o vídeo sobre a viúva do mineiro?● Que impacto tiveram estes materiais?
IMPACTO	

<p>4.3. Que mudanças é que este programa trouxe para os principais interessados e beneficiários?</p>	<ul style="list-style-type: none"> ● O Projecto Vozes do Subsolo teve uma vigência de 2 anos (2014 a 2016). Nesse período notou mudanças positivas em relação à situação económica, política e social dos mineiros na África do Sul? ● Porque é que diz isso? A que se deve isso? ● Tem alguma informação recolhida junto dos mineiros no sentido de que esta situação tenha melhorado nalgum destes aspectos (económicos, políticos e sociais)? <p>Falemos agora sobre a AMIMO...</p> <ul style="list-style-type: none"> ● Em sua opinião a AMIMO cumpre a sua função? ● Como é o seu relacionamento com a AMIMO hoje? Evoluiu? De que forma? ● Convidá-los-ia para o diálogo político? Convidaria outras entidades? Quais? Porquê? ● A mensagem da AMIMO influenciou de algum modo a atitude do governo em relação aos mineiros e às suas famílias? Teve alguma influência na política do governo? ● E em relação aos temas seguintes: <ul style="list-style-type: none"> ○ A contribuição dos mineiros é reconhecida pelo Governo Sul-Africano? Pelas Minas? Pelos Cidadãos? ○ Os decisores políticos, os prestadores de serviços, os empregadores e os intervenientes relevantes abordaram as barreiras que afectam os trabalhadores das minas e as suas famílias na África do Sul? Em Moçambique? ○ A Declaração da SADC sobre tuberculose no setor de mineração foi implementada em Moçambique? ● Houve outras entidades que tiveram essa influência? Quais e como? ● Como é que vê a OIM - em relação ao seu papel, capacidade, área de especialização, ...? ● Como é o seu relacionamento com a OIM hoje? Evoluiu? De que forma? ● Convidá-los-ia para o diálogo político? Convidaria outras entidades? Quais? Porquê? ● A mensagem da IOM influenciou de algum modo a atitude do governo em relação aos mineiros e às suas famílias? Teve alguma influência na política do governo? ● Houve outras entidades que tiveram essa influência? Quais e como? <p>Gostaria de acrescentar alguma coisa em relação à AMIMO, à IOM, LHR ou ao Projecto Vozes do Subsolo em geral? Muito obrigada pela sua colaboração.</p>
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Open-ended discussion guide - FGDs

QUESTÃO DE AVALIAÇÃO	TÓPICOS A ABORDAR
<p>1 AQUECIMENTO/ INTRODUÇÃO AO TEMA</p>	<p>DESCONTRAIR OS PARTICIPANTES, FAZER APRESENTAÇÕES E INTRODUZI-LOS AO TEMA Bom dia/ Boa tarde, estamos aqui hoje para saber quais são os vossos problemas/dificuldades e necessidades enquanto trabalhadores migrantes/familiares de trabalhadores migrantes Foi implementado um programa de apoio aos mineiros e nós estamos aqui para avaliar os resultados desse programa. Gostaríamos que partilhassem connosco as vossas principais preocupações <u>neste aspecto</u> e que falassem das formas que vocês conhecem para ajudar a resolver os vossos problemas.</p>
RELEVÂNCIA/DESIGN DO PROJECTO	
<p>1.2. Os objetivos do programa foram relevantes em relação às necessidades prioritárias das partes interessadas?</p>	<ul style="list-style-type: none"> ● Quais têm sido os vossos principais problemas enquanto (familiar de) mineiro/ trabalhador migrante? Quais têm sido as vossas principais preocupações? (EXPLORAR. DEIXAR OS PARTICIPANTES FALAR DOS SEUS PROBLEMAS, CIRCUNSCREVENDO À QUESTÃO DA SUA CONDIÇÃO DE MIGRANTE). ● O que precisa de ser alterado para o vosso bem-estar? (EXPLORAR) ● De que serviços/apoio precisam? (EXPLORAR)
<p>1.4. Em que medida é que o projecto foi concebido de forma adequada para atingir os seus objectivos mais amplos?</p>	<ul style="list-style-type: none"> ● Se tiverem um problema (saúde, pensão/fundos de previdência, contractos etc.), falam com alguém / uma organização? Qual? Porquê? ● Conhecem a AMIMO? ● O que é a AMIMO? O que é que a AMIMO faz? ● São membros da AMIMO? Se não, porquê?
EFICÁCIA	
<p>3.1. Em que medida é que os outputs esperados foram produzidos e de que forma contribuíram para os resultados esperados?</p>	<ul style="list-style-type: none"> ● Ouviram o programa de rádio da AMIMO? Onde e quantas vezes? Se sim, o que aprenderam com esse programa? O que podia ser melhorado num programa de rádio como este? ● Viram/receberam as brochuras/folhetos da AMIMO? Quais? Onde é que os viram/receberam? Açam que são úteis? Porquê? Podem dar um exemplo. ● Sabem como entrar em contacto com a AMIMO? Algum de vocês já contactou a AMIMO? ● Se sim, eles dão resposta aos vossos pedidos/ problemas?
IMPACTO	

<p>4.1. Quais são as evidências de que o programa contribuiu para o impacto pretendido?</p>	<ul style="list-style-type: none"> ● Vocês tomaram conhecimento da AMIMO recentemente ou já conheciam? ● SE RECENTEMENTE – Como ficaram a conhecer a AMIMO? ● Depois de conhecerem a AMIMO, procuraram a AMIMO/ estabeleceram contacto com a AMIMO? ● SE SIM: Quais foram os serviços prestados pela AMIMO? Ficaram satisfeitos com o serviço que eles prestaram? ● A AMIMO contacta convosco para dar a conhecer os seus serviços ou apenas quando vocês os procuram com uma questão específica? ● Um dos problemas de saúde que mais afecta os mineiros é a tuberculose. Conhecem um mineiro que já tenha tido esta doença? Como é que ele fez para se tratar (explorar sese tratou na mina, unidade de saúde na Africa do Sul. Se veio a Moçambique, porque? e completou o tratamento antes de voltar?)
<p>4.3. Que mudanças é que este programa trouxe para os principais interessados e beneficiários?</p>	<ul style="list-style-type: none"> ● Alguns de vocês aqui já conheciam a AMIMO... Acham que a AMIMO mudou alguma coisa nos tempos mais recentes? Notaram alguma coisa de diferente nos últimos 2 anos- maior actividade, maior proximidade aos mineiros, visitas às minas...? EXPLORAR OUTRAS EVIDENCIAS QUE POSSAM IDENTIFICAR. ● E notaram algum tipo de mudança de atitude em relação aos mineiros? (EXPLORAR). SUGERIR: Por exemplo da parte do Governo moçambicano, ou Governo sul-africano, da TEBA, dos guardas nas fronteiras, dos Sul-africanos em geral? (EXPLORAR). Gostariam de acrescentar alguma coisa? Muito obrigada pela vossa colaboração.