

HUMANITARIAN INNOVATION FUND Seed Funding Final Report

Please try not to exceed 8 pages (Arial, 12pts) excluding attachments

Lead organisation name	HOST International
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Project title	Refugee Assets
Partner 1 name	HOST International
Partner 2 name	Refugee Talent
Location of activities	Asia Pacific
Start Date	1 November 2017
End Date	30 June 2018

Total funding (please specify any other contributions to the project)	Total: 17,084GBP comprised of: HIF: 10,000GBP; HOST International: 7,084GBP
Total spent	17,084GBP

ACHIEVEMENTS AND ACTIVITIES

1. Please describe the planned outcomes of this seed funding grant.

- Undertake a mapping exercise to identify existing labour migration schemes, work visa and naturalisation options within the Asia Pacific with specific focus on Malaysia, Indonesia, Japan and South Korea
- Gather further information about labour market needs within the region including engagement with business in relation to current recruitment strategies
- Identify 1-2 corporate business partners who are willing to pilot a refugee recruitment program to assist with design and implementation



2. Was the project successful in achieving its planned outcomes?

- Completely successful
- Significantly successful
- Partially successful
- Completely unsuccessful

Please explain further, considering whether your project has succeeded in demonstrating the feasibility or effectiveness of the innovation, and what evidence you have generated (eg results from a proof of concept or pilot).

Feasibility of the project has been confirmed with evidence including:

- The report 'Access to Safe and Lawful Employment for Refugees: research on the laws relating to the right to work for refugees in Malaysia, Thailand, Indonesia, the Philippines, India, Bangladesh, South Korea and Japan' demonstrating that there is potential for skilled migration as a complementary settlement pathway;
- The report 'Market Insights: an examination and analysis of recruitment techniques employed across the Asia-Pacific region' providing evidence of current recruitment techniques and how our proposed approach can complement existing recruitment practices related to corporate CSR programs.
- Business partners willing to engage/support the project and to employ refugees if they can do so legally (John Holland, Nokia).
- NGOs in Malaysia and Indonesia willing to partner and support entering refugee skills profiles on the Refugee Talent database, making refugees visible to potential employers.

3 & 4. Please describe the activities carried out as part of this seed funding grant, and how they achieved the project outcomes. Attach the last approved workplan. Describe any changes or amendments to the planned activities that have not been detailed in an *Agreement Amendment Form*, and explain why the changes were implemented.

- In partnership with Asylum Access Malaysia, Nokia and TrustLaw (Thomson Reuters Foundation), reviewed existing research and conducted new research into expanding legal & legitimate labour market opportunities for refugees. The latest work plan (attached) states we would do this for Malaysia, Indonesia, Japan and South Korea, however, this was expanded to include Philippines, India

and Bangladesh. Securing pro bono support through Nokia and TrustLaw allowed us to expand the refugee hosting and potential destination countries we were able to research. This resulted in the report 'Access to Safe and Lawful Employment for Refugees' attached.

- In partnership with Australian Presence, conducted market research on existing recruitment models in the region including:
 - examination and analysis of recruitment practices used by corporate entities within the Asia Pacific region (specifically, how cross border recruitment is facilitated where the applicants are members of the general population as well as marginalised cohorts) and how government policies impact the recruitment process in cross-border scenarios both on the side of the originating and receiving jurisdiction;
 - examination and analysis of how corporate entities in the Asia-Pacific region undertake their Corporate Social Responsibilities (CSR) component to take a more targeted angle when 'pushing' private sector engagement;
 - examination of programs developed because of CSR policies, in particular, those programs where CSR focuses on marginalised populations;
 - review of labour shortages in the Asia Pacific Region, and what strategies are being employed by State and Non-State Actors to address these strains on the economy.
 - This resulted in the report 'Market Insights: an examination and analysis of recruitment techniques employed across the Asia-Pacific region' attached.
- In partnership with CSR Asia, targeted engagement with private companies experiencing labour shortages, discussed the untapped economic potential of Asia's refugees through a CSR Asia Summit discussion panel, and conducted post-summit discussion with companies including Singtel and Microsoft.
- Through ongoing networking and discussion with private sector entities, identified John Holland (infrastructure company operating in Asia that is a current client of Refugee Talent in Australia) and Nokia (our partner in legal research for this project) as key private sector 'champions' to support the pilot stage of the project. Letter of support from John Holland attached.
- Through ongoing networking and discussion with NGOs in the region, identified 3 key NGO partners in Malaysia and 3 in Indonesia to support the sourcing of local skilled refugees and make them visible on the Refugee Talent platform, and support their potential skilled migration journey.

5. All projects should have the needs of affected people at the forefront of their planning and development. Please describe how your project has engaged affected people to date, and/or how you have ensured that the needs of affected people are fed into your project.

We worked closely with partner NGOs who have direct, daily contact with refugees in Indonesia, Malaysia and Thailand. Through consistent communication and open dialogue with these organisations, we have ensured that the progress of the project has been absolutely aligned with the needs of refugees who have increasingly limited pathways to access settlement.

6. On reflection, was your approach, project design or methodology appropriate? What would you do differently if you were starting again?

We believe our project design and methodology was appropriate for the time frame and funding level. There are no significant changes we would make if starting again, however, the process clearly demonstrated to us that partnerships are critical to the progression and success of this project.

OBSTACLES AND CHALLENGES

7. Please list up to three significant obstacles or challenges faced during the project, describe how they impacted the project plans and activities, what steps were taken to address them, and whether the solutions were effective.

Obstacle/challenge	Impact/solution/result
1 Depth of research required and engagement of international partners took longer than grant timeframe agreed with HIF	Negotiated contract extension with HIF. Additional time granted was sufficient to complete project.
2 Partnership with Japanese universities did not develop as expected	Negotiated contract variation with HIF to change workplan to align with this change
3	

PARTNERSHIPS AND COLLABORATION

8. Please describe the value that different members of your partnership brought to the project, and the ways in which your combined skillset has helped to address the problem.

Partnerships and collaboration have been key to the project’s success and will be key in the project going forward. Each partner has, and will continue, to bring

expertise in a specific area, creating a robust portfolio of combined skills to ensure project success. These include:

- Grassroots NGOs in the region: liaise directly with affected refugees; provide support to upload refugee skills data on the Refugee Talent platform; provide psychosocial and material support to refugees who may access complementary settlement pathways (skilled migration).
- Refugee Talent provides the platform and technology to make refugee skills profiles visible to employers in the Asia Pacific region. They also provide private business contacts through their existing client base in Australia who have operations in the Asia Pacific region.
- CSR Asia provides: a communications channel (website, newsletter, social media) and a discussion forum (CSR Asia Summit) to promote the untapped economic potential of Asia's refugees directly to businesses in the region; and supports the brokering of partnerships with businesses who want to engage with the project through their CSR programs.
- TrustLaw (Thomson Reuters Foundation) provides access to pro bono legal support from the best law firms and corporate legal teams in the world. Our partnership with them allowed us to access Nokia as a key partner in the project – both to provide legal advice and potential refugee employment and other project support in the future.
- Asylum Access Malaysia provides legal and advocacy expertise, and will support the launch and promotion of 'Access to Safe and Lawful Employment for Refugees' throughout Asia Pacific-based networks.

9. Did any members leave or join the partnership during the course of the project? If so, why?

Partners that joined were TrustLaw (Thomson Reuters Foundation) and Nokia Global Compliance & Operations Program. These partners joined to support the legal research component of the project and to produce the report 'Access to Safe and Lawful Employment for Refugees: research on the laws relating to the right to work for refugees in Malaysia, Thailand, Indonesia, the Philippines, India, Bangladesh, South Korea and Japan'.

DISSEMINATION AND NEXT STEPS

10. Please provide links to any articles, blog posts or reports about this project that you have published.

ADRRN TOKYO INNOVATION HUB:



https://adrrninnovationhub.org/case/ks_11/

<https://adrrninnovationhub.org/case/refugee-assets/>

CSR Asia:

<http://www.csr-asia.com/newsletter-the-untapped-economic-potential-of-asia-s-refugees>

<http://csr-asia.com/newsletter-world-refugee-day-how-business-can-step-up-when-government-retreats>

HOST International and Refugee Talent also used LinkedIn and Twitter to provide project updates regarding progress and achievements.

11. Do you have current plans to take the project forward?

Yes

No

Maybe

Please describe further:

In partnership with Asylum Access Malaysia, we plan to launch the report 'Access to Safe and Lawful Employment for Refugees' at the end of the Global Compact for Refugees in September 2018. The launch will include an interactive website, an accompanying report, media outreach highlighting new and surprising data revelations and multi-media human interest profiles suitable for blogs, tweets etc. Moreover, the information in the report will be used to support the following initiatives (some of which will be incorporated into the official launch activities):

- The report will support HOST & Refugee Talent's advocacy efforts with influential stakeholders in the research countries including governments, the Bali Process, UNHCR, private businesses, other employers and other civil society organisations to promote refugee work rights across the region. We wish to provide examples to government of feasible work rights schemes from around the region to support our advocacy for the adoption of better law and policy on this issue.
- It is also anticipated that other partners, including international and local organisations active in the region, will make use of the research and will be encouraged to do so by Asylum Access and HOST by distribution through networks such as the Asia Pacific Refugee Rights Network.

We intend to take the project to pilot stage via the following steps:



- Establish Refugee Talent Asia business model: review market research findings from HIF Seed Funded project; develop preferred business model in consultation with business development specialist; trial business model; evaluate results.
- Confirm NGO partners working with refugees in Indonesia and Malaysia: develop MOUs and operating procedures/agreements; implement NGO partnerships in the field; review and evaluate NGO partnerships and operating procedures.
- Refugee receiving country or countries confirmed: review legal and visa mapping report from HIF Seed Funded project; determine most appropriate receiving country/countries & develop necessary legal processes, procedures and visa pathways/conditions; map potential NGO partners in receiving country/countries; based on mapping, confirm best NGO partners and develop MOUs and operating procedures/agreements.
- Establish Refugee Talent Asia platform: adapt existing platform for identified source and destination countries; trial Refugee Talent Asia platform; refine Refugee Talent Asia platform based on feedback and user experience.
- Refugee employment profiles collected & visible on Refugee Talent Asia platform; support NGO partners in refugee source countries to enter refugee employment data including incentive payments; review processes and procedures for data entry; review data integrity.
- Engage relevant business partners: develop business outreach marketing and engagement strategy; implement business outreach marketing and engagement strategy; evaluate business outreach, marketing and engagement strategy.
- Complete report and evaluation of pilot to inform the next phase of project development.

In addition, we will work with the [TENT Foundation](#) to develop a presence in South East Asia to assist with business engagement. The TENT Foundation mobilises the private sector to improve the lives of forcibly displaced people, primarily through employment-focused programmes. We have been liaising with them throughout the project, and met face-to-face in June 2018 to confirm that we will work collaboratively to achieve employment outcomes for refugees and leverage their existing partnerships with multinational corporations who have a presence in South-East Asia.

12. For the project to move forward, please list the three most important issues that will need to be addressed, in order of importance.

1. Securing further funds to sustain next steps of the project.



2. Developing sustainable model for NGO partners in the sending and receiving countries to participate in supporting refugees move through the skilled migration process.

3. Developing the right model for private sector employment partners to participate in pilot scheme of skilled migration for refugees.

YOUR FEEDBACK

We are always thinking about ways that we might improve our processes and extend the support that we offer to innovation teams. We would welcome your thoughts in responding to the following questions.

13. Please describe your experiences of the HIF's seed funding process from the initial workshop application to date, including our processes and general accessibility, what we have done well, and what we might improve.

- Initial workshop – this was extremely positive as the firm structure allowed us to do the real, hard work of refining our idea to pitch level. The opportunity to pitch to an esteemed panel of UNHCR representatives and the representative of a venture capital company, was extremely beneficial due to the high-value of the feedback and the overall visibility it provided for our project. The networking opportunities at the initial workshop provided the chance to learn from others and make valuable connections. Post workshop, we met with UNHCR Indonesia as a representative was on the pitch panel, and we have continued to be referred to other helpful partners via this contact. Knowing that participating in the workshop made us eligible for seed funding provided a great sense continuity and motivation – it was not just a one-day hackathon or one-off event, but a process that was genuinely iterative where we could develop and test our idea with the potential to gain funding.
- Allowing an extension/variation of the initial seed funding contract was extremely beneficial as we hit a key development milestone later than expected, however, it was bigger and better than we expected, with additional international partners coming on board and the work was more in-depth and comprehensive as a result.
- It is a shame that the opportunity for HIF Development Funding came so soon after the seed funding was awarded. Although we applied for Development



Funding, we had not yet had the chance to demonstrate sufficient success/progress with the seed-funded project – it would have been better to have this funding round open once the seed funding (4-month) period was complete.

14. What further forms of support might you have found helpful? Please select up to three in order of importance, including your own suggestions if applicable.

- PDF toolkit or guidance for managing innovation projects
- Video explainers for managing innovation projects
- Webinars on seed funding application process
- Online community for peer-to-peer support
- Mentoring by previous HIF grantees
- Other

If you have selected “other”, please specify: