

## Workshop on Integrating Social Policies and the Delivery of Social Protection Floors

29-31 May 2013, Siem Reap, Cambodia

### Workshop guest interviewees have addressed the below related questions

1. **H.E. Sann Vathana**, Deputy Secretary-General Council for Agriculture and Rural Development (CARD), Cambodia
  - *Could you tell us more about Cambodia's process of consultation with concerned stakeholders in designing and drafting the National Social Protection Strategy (NSPS)?*
  - *Considering NSPS piloted projects in Siem Reap and Banteay Meanchey, what are CARD's lessons learnt in terms of moving from a NSPS draft to its practical implementation on the field?*
  - *Did you identify any ASEAN/Southern country's good practice in terms of SP – especially regarding the Single Window Service (SWS) – potentially useful in improving Cambodia's SP single delivery mechanism?*
  - *(Other formulation: Which example of national process not implemented in Cambodia yet, would you like to see replicated for an enhanced decentralized, sub-national delivery of SP to poor families?)*
2. **H.E. Heng Sour**, Director General of Administration and Finance, Ministry of Labour and Vocational Training, Phnom Penh, Cambodia
  - *How did Cambodia proceed (successive steps?) in order to coordinate the design of its NSPS with other relevant national development policies?*
  - *How did Cambodia proceed to coordinate its delivery among the different national bodies in charge of policy implementation (cross ministerial, national/regional/local)?*
  - *According to you what are possible relations between skills development and social protection:*
  - *...how does Cambodia envisage to link social protection to incentives to work / return to work / skills development and employability schemes?*
  - *Based on the Cambodian experience, what would you recommend to other Southern countries interested in developing national social protection strategies regarding the design and implementation of social protection floors (SPF)?*
3. **Frank Earl**, Executive Director of Grants Administration, Social African Social Security Agency, Pretoria, South Africa / Reaching out to the rural poor groups through the Integrated Community Registration Outreach Programme
  - *Could you briefly describe the Integrated Community Registration Outreach Programme and the ways in which it brings social services and benefits "close to the people"?*
  - *How does this generate efficiencies and synergies in the administration and delivery of national social security and social protection programmes?*
  - *Is there anything you would like to add about the extent of beneficiaries ICROP has reached out to and the advantages of a mechanism rooted in local communities?*
  - *Could you please tell us about the new payment system and its benefits?*
4. **Namerta Sharma**, Senior Technical Expert, GIZ India / Improving access to social security through the single window service: A case of Worker Facilitation Centres from Karnataka, India
  - *Could you briefly describe the approach of the WFCs?*
  - *... How does it help increase outreach and delivery of benefits in an integrated manner?*
  - *How does this generate efficiencies and synergies in the administration and delivery of national social security programmes?*

- *Is there anything you would like to add about the extent of beneficiaries WFCs have reached out to and the advantages of a mechanism rooted in local communities?*
5. **Antonio Asper**, Vice President for External Affairs, Federation of Free Workers, Manila, Philippines / Comment on the need to empower the sub-national level and to be close to final beneficiaries through the SWS approach
    - *What are the advantages of decentralizing SP delivery? (better reflection of local needs/better targeted support programmes/local capacity building, etc.)*
    - *Could this potentially lead to better local governance, including enhanced transparency, traceability, and appeal mechanisms on access, availability and quality of services?*
    - *Do final beneficiary workers have a role to play in SP needs assessment and design at the local level?*
    - *If so, how to collect local knowledge and translate it into concrete recommendations, actions, policies...*
    - *... is there a role for Trade Unions here?*
  6. **José Francisco Fernández**, Coordinator of the Chile Solidario Programme, Ministry of Social Development, Santiago, Chile / Case management and family contract of Chile solidario
    - *Can you define the Chile Solidario's "case management approach" to SP?*
    - *How does it serve the objective of providing more comprehensive and integrated packages of social measures addressing the multi layered dimensions of family poverty?*
    - *Could we conclude from the experience in Chile that "family holistic" SP programmes offer sounder, more sustainable responses to poverty reduction?*
  7. **Vandana Singh**, Advisor Finance, Samajik Suvidha Sangam, Mission Convergence, New Delhi, India / Offering a combined benefit package through a single window service approach
    - *Can you briefly describe SSS' SWS approach?*
    - *How does it help increase outreach and delivery of integrated packages to poor families to help them graduate out of poverty? (e.g. social measures such as cash transfers in addition to support services in education, training or employment)*
    - *To what extent does the SWS mechanism contribute to generating more efficiencies and synergies, ...and to enhancing coordination in the administration and delivery of national social programmes?*
  8. **Wanchart Suwankitti**, Head of Unit, Social Development Policy Monitor and Evaluation, Social Database and Indicators Development Office, National Economic and Social Development Board, Bangkok, Thailand / The One Stop Crisis Center's purpose and design in Thailand
    - *Can you briefly describe Thailand's One Stop Crisis approach?*
    - *Do you think that in the future the One-Stop-Crisis model could be extended to the delivery of more SP programmes and contribute to the better monitoring of SP interventions in Thailand?*
    - *Thailand is rapidly moving toward an ageing society, a society with a lot of elderly and less children. This will have major social and economic consequences. Can you tell us more about Thailand's vision regarding the development of a long term care system?*
  9. **Enrique Deibe**, Secretary, Ministry of Labour, Employment and Social Security, Buenos Aires, Argentina / Guaranteeing employment and vocational training for youth
    - *What specific youth employment related needs/concerns should be taken into account in the design and delivery of integrated packages of social measures for the unemployed youth?*
    - *Could you share with us a few success stories related to the above?*
  10. **Roshaimi Rosely**, Head, Return to Work (RTW) Department, Malaysia / Return to Work approach in Malaysia
    - *How does Malaysia's RTW Programme demonstrate the feasibility of linking employability and productivity enhancement measures for the unemployed to workers' protection?*

- *Could you share with us a few success stories related to the rehabilitation of workers with a loss of working capacity/disabled workers?*
11. **Dr Thaworn Sakulphanit**, Deputy Director, Health Insurance System Research, Ministry of Health, Bangkok, Thailand / The Universal Coverage Scheme in Thailand and its impact on economic growth
    - *How does Thailand's universal health insurance contribute to enhancing economic growth and promoting workers' protection, productivity and employability altogether?*
    - *What advice would you give to other ASEAN countries who wish to implement a universal health insurance scheme in the same perspective?*
  12. **José Roland Moya** / Comment on the role of employers in the development of combined sectorial approaches
    - *What is the role of employers in promoting simultaneously sectoral development, economic growth and workers' protection through extended SP schemes? (e.g. through identifying sectors with a growth potential, assessing related labour demand needs in particular areas of the industry and orienting/promoting hirings accordingly, supporting SP extension and financing...).*
  13. **Natália Satyro**, Professor, Federal University of Minas Gerais (UFMG), Brazil / Linkage between the Cadastro Unico and the Federal Bank of Brazil
    - *What considerations brought your country to opt for a Management Information System (MIS) to accompany the delivery and implementation of SP programmes?*
    - *What is the "plus" brought today by the specific use of the Bank's database in the conduct of SP programmes in Brazil?*
  14. **Martin Hirsch**, President, Civil Service Institute and former High Commissioner for anti-poverty policies and youth policies, Government of France, Paris, France / Increasing youth employability through civil service and evidence from the active solidarity income programme for long-term job seekers (*Revenu de solidarité active*)
    - *Could you tell us about the French civil service approach, and active solidarity income programme (Revenu de Solidarité active - RSA)?*
    - *Countries like Cambodia and Indonesia are currently putting in place decentralized mechanisms for social protection delivery in order to increase outreach of/access to social programmes. How can the French experience be relevant to South East states in that respect?*
  15. **Nouman Ghani, Project Manager**, Benazir Income Support Programme (BISP), Islamabad, Pakistan
    - *Could you give us a short description of the BISP and the integrated services and support it provides to poor families?*
    - *Looking at the basics – At the institutional level, how did you manage the coordination between the national strategy and related processes among the various national stakeholders and social funds involved in the delivery of BISP benefits?*
  16. **Anil Swarup**, Additional Secretary and Directorate General, Labour Welfare Division, Ministry of Labour and Employment, New Delhi, India
    - *Could you please talk about the basic concept, approach and coverage of the Rashtriya Swasthya Bima Yojna (RSBY) and its use of MIS (management information systems), i.e. through biometric smart cards, etc.?*
    - *Could you explain how the RSBY progressively evolved from offering a simple medical insurance to covering more social services, thereby gradually moving towards an integrated social protection approach?*

Abbreviations used:

SP: Social Protection

SPF: Social Protection Floor

NSPS: National Social Protection Strategy

CARD: Council for Agriculture and Rural Development

RTW: Return to Work

MIS: Management Information System(s)