



**Report of the Technical workshop
on
“Integrating Social Policies and the Delivery of Social
Protection Floors”**

**Somadevi Angkor Hotel, Siem Reap, Cambodia
29-31 May 2013**



Health care



Public Works



Child protection



Food distribution



Elderly care



INTRODUCTION

The technical workshop on “Integrating Social Policies and the Delivery of Social Protection Floors” was organized by the Royal Government of Cambodia and the International Labour Organization (ILO). Its purpose was to share experiences and innovative ideas for implementing the National Social Protection Strategy for the poor and vulnerable (NSPS) in Cambodia and for developing nationally defined Social Protection Floors (SPFs) in ASEAN countries.

“The workshop is timely and relevant; in order to develop cross-ministerial as well as coordination between national and sub-national levels, and between social programmes.”

***- H.E. Yim Chhay Ly
Deputy Prime Minister & Chairman
of the Council for Agricultural and
Rural Development, Royal
Government of Cambodia***

The SPF aims to provide a basic minimum level of social protection to the people in a country, through healthcare services; education, care, nutrition for children; income security for the working age group; and income security for the elderly and disabled.

The workshop focussed on improving coordination among policies and schemes at the cross-ministerial, national and regional levels, developing integrated packages of services and transfers, linking employment and social protection, and implementing integrated delivery mechanisms, following a single window service approach.



“I hope that the workshop will contribute to building social protection delivery mechanisms and employment services in Cambodia and Asian countries.”

***- H.E. Kumamaru Yuji
Ambassador Extraordinary and
Plenipotentiary of Japan to Cambodia***



The workshop was attended by 120 participants from ASEAN countries, other countries in Asia and the Pacific (India, Mongolia, Pakistan, Solomon Islands and Vanuatu), Africa (Namibia, South Africa and Zambia), Europe (France), and Latin America (Argentina, Brazil, Chile and Colombia).

Over 30 resource persons and experts from different countries across the world shared their experiences of programmes, transfers and initiatives that attempt to establish an SPF in a country.



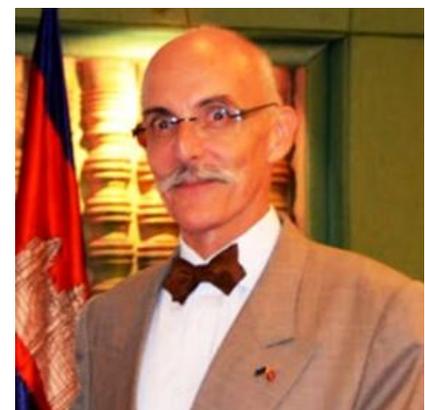
“This workshop represents an enormous opportunity not only for the development of a social protection floor in Cambodia but also to enhance south-south cooperation on social protection, and to use this to build momentum behind the global social protection agenda.”

*- Maurizio Bussi
Director, ILO Decent Work
Technical Support Team for East
and South-East Asia and the Pacific*

The presentations and discussions focussed on various topics including coordination at the national level, providing combined packages of social transfers and services across an individual’s life cycle, delivery of services and benefits through a single window service approach, efficient management information systems for monitoring and evaluation.

The workshop was divided into six sessions by thematic area. Each session included presentations and discussions from different countries on SPF models and practices adhering to that theme.

The technical workshop was a joint activity of the Royal Government of Cambodia, ILO Regional Office for Asia and the Pacific, the ILO Japan Multi-bilateral programme, the South-South exchange initiative and the French GIP-SPSI.



“... expanding social protection ultimately supports inclusive and sustainable growth, as well as improvements in the delivery of public services.”

*- H.E. Jean-François Cautain
Ambassador and Head of the
Delegation of the European Union
to the Kingdom of Cambodia*



“In Cambodia we established an inter-ministerial taskforce to implement the National Social Protection Strategy. The final beneficiaries will have access to social protection through an integrated Social Service Delivery Mechanism (SSDM)”.

***- H.E. Sann Vathana
Deputy Secretary General,
Council for Agricultural and
Rural Development,
Royal Government of Cambodia***



“The UN is striving towards better coordination at the planning level within the UNDAF framework and at the implementation level through the establishment of an SSDM to reduce costs, increase efficiency and sustainability and build human capacity.”

***- Claire van der Vaeren
United Nations Resident
Coordinator in Cambodia***

TECHNICAL SESSIONS

Session I: The SPF and the need for coherent social protection strategies and coordination mechanisms

Designing and implementing national floors of social protection is not the privilege of one ministry or institution; rather the development of the SPF is the shared responsibility of all line ministries and social security institutions, with the participation of social partners, academicians and the civil society. To facilitate this process of national dialogue, there is a need for clear and efficient coordination among the relevant stakeholders. The Council for Agricultural and Rural Development (CARD) has involved all the key stakeholders and social partners in the development of the National Social Protection Strategy in Cambodia. CARD is also facilitating an inter-ministerial taskforce to enhance synergies through the sharing of information across line ministries.

Coordination is also required with the sub-national level to ensure that local administrations play their role in social service delivery. Such coordination mechanisms at the policy and implementation levels will further contribute to the application of the principles stated in ILO’s Social Protection Floors Recommendation, 2012 (No. 202) notably those of universal coverage of all residents and non-discrimination among beneficiaries; coherence with social, economic and employment policies; coherence across institutions responsible for delivery of social protection; efficiency and accessibility of complaint and appeal procedures; regular monitoring of implementation and periodic evaluation; representation and democratic governance, empowerment of populations, local administration and communities.

Development partners may also need to coordinate their efforts in providing support to the development of nationally defined SPFs. This can be done through joint teams at the national level or interagency coordination mechanisms at the global level (such as the Social Protection Inter-Agency Coordination Board in New York).

National stakeholders and development partners can form joint taskforces or working groups. This was done in Thailand with the establishment of a UN/Royal Thai Government joint team on social protection and will soon be established in Lao PDR and Mongolia.

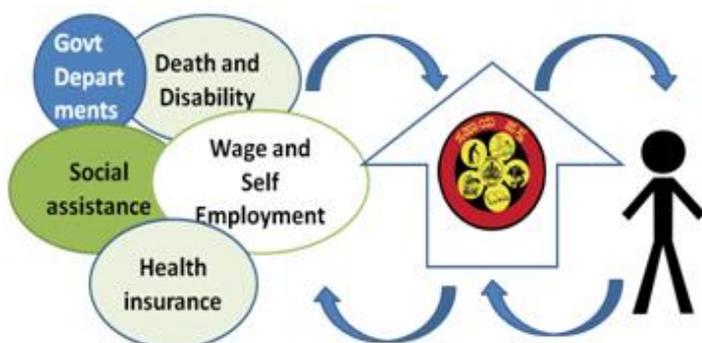
Session II: Increasing out-reach of social protection through better and decentralized social protection services

The SPF aims to reach out to all the people in a country, including informal economy workers and their families, rural workers, poor and vulnerable groups. These people may live in remote places and have little access to information, banking facilities, education and training. Such people may not be aware of their entitlements and may have limited voice.

The presenters in this session gave concrete examples from Australia, India, Indonesia and South Africa and on improving access to social protection through decentralized social service delivery mechanisms that bring social services close to the people, empower local communities and beneficiaries.

The Integrated Community Registration Outreach Programme in South Africa uses a network of trucks that go into interior and rural areas, and are fully equipped with the technology to register beneficiaries and deliver benefits at the doorstep. About 16.1 million payments are made every month, mostly to economically inactive people. The Worker Facilitation Centres in India are set up at the lowest administrative level of the village councils and perform data collection, beneficiary identification, providing information to households, and helping unorganised workers apply to social security schemes. At present, there are 250 centres in 6 districts, which are being further expanded.

Worker Facilitation Centres, India act as a bridge between existing Government Departments (schemes covering different risks) and Unorganised Workers



“We cannot wait for the poor to come to us. We need to go to them.”

- Dr Sok Kanha
Deputy Director of Planning and Health, Ministry of Health, Royal Government of Cambodia



The South African Social Security Agency uses a system of mobile vehicles containing the latest information and communication technology to reach people living in rural and remote areas. It also has a network of medical personnel to provide treatment at the doorstep of the patient.

Session III: Supporting families to graduate out of poverty through integrated packages of services and transfers



“The One Stop Crisis Centre is the first agency to integrate social development services in Thailand. Many ministries are involved – those of education, ICT, interior, justice, labour, public health, social development and human security, foreign affairs.”

- Wanchat Suwankitti
*Head of Social Policy
 Monitoring and Evaluation Unit,
 National Economic and Social
 Development Board,
 Royal Thai Government*



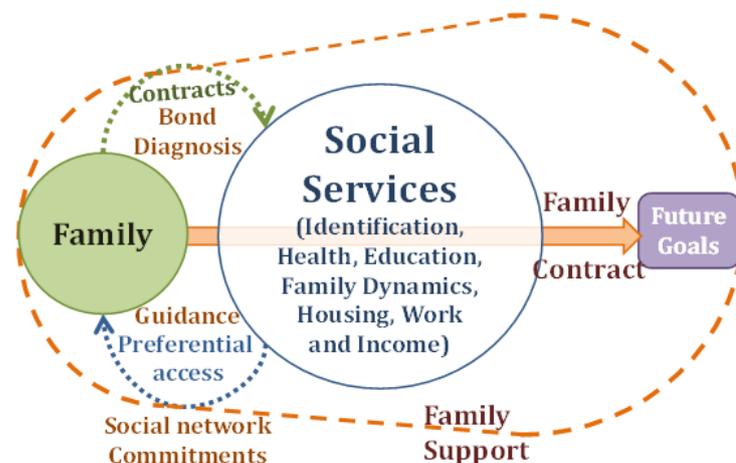
A Single Window Facility Centre in Delhi, India acts as a one-stop service centre for beneficiaries to register themselves under social protection programmes and obtain information.

Cash transfer programmes are not sufficient to lift people out of poverty on a sustained basis. Several determinants of poverty, vulnerability and social exclusion; including low access to healthcare; lack of nutrition, sanitation and clean water; low education and awareness levels need to be addressed.

For this, combined packages of social transfers and services in the fields of healthcare, education, nutrition, income security have to be provided, together with case management and family support.

The Benazir Income Support Programme in Pakistan and Mission Convergence in India provide integrated benefits and social services to poor and vulnerable families and have a coverage of 7.2 million and 1.3 million households respectively. The One Stop Crisis Centre (OSCC) is a multidisciplinary unit that provides comprehensive services for victims of violence in Thailand. Based out of hospitals, the centre is equipped with medical doctors and nurses, representatives of the Royal Thai Police, Office of the Attorney-General, NGOs, emergency shelters, and the Ministry of Social Development and Human Security. At present, there are approximately 108 OSCCs in Thailand. *Chile Solidario* aims to protect citizens throughout their life cycle and is based on a case management system. It assigns a dedicated worker who helps each family achieve some minimum conditions on quality of life.

The Chile Solidario’s family contract system



Session IV: Special focus on active age population: linking employment and social protection

Many ASEAN countries face unemployment and underemployment, persistent vulnerable employment and youth unemployment. To tackle such issues, a three-dimensional strategy is deemed as one of the most effective and efficient combinations to:

1. Protect the unemployed and underemployed and their families against poverty (providing income security);
2. Facilitate return to employment as soon as possible and maintain jobs (stabilising employment);
3. Upgrade skills and capabilities for better employability in changing labour markets (adapting to change).



The presenters in this session elaborated on unemployment insurance, return to work, vocational training and youth employment programmes from Cambodia, Republic of Korea, Viet Nam, and other countries. Malaysia's Return to Work programme for disabled people recognises that early intervention is important for successful rehabilitation and to facilitate smooth return to work.

Following the 2001 economic crisis, Argentina pursued a policy to promote youth employment, whereby counselling and training services along with a monthly cash allowance are provided. The *Revenu de Solidarité Active* programme in France provides a complementary allowance to raise the income of the household to a guaranteed level. The NSPS in Cambodia aims to prevent the impact of risks that could lead to negative coping strategies (e.g. child labour) and further impoverishment through the provision of income security measures, access to social services and measures to increase employability (e.g. providing vocational training). To this end, the National Training Funds provide training grants and micro-credit facilities, especially to the rural population.



“Regardless of whether it is an advanced or a developing economy, vocational training or skill development is considered as a vital social protection intervention to raise people out of poverty in the long-term.”

- **H.E. Heng Sour**
Director-General of Admin and Finance, Ministry of Labour and Vocational Training, Royal Government of Cambodia



“Argentina’s youth employment policy not only allowed beneficiaries to realise the importance of education and vocational training for personal and collective progress, but also contributed to reduction of unemployment in the country.”

- **Enrique Deibe**
Secretary of Employment, Ministry of Labour, Employment and Social Security, Argentina

Session V: Developing sectors of the economy through a combined set of social protection and employment measures



LabourNet supports the development of construction and other economic sectors by facilitating linkages between employers and job-seekers, and helping workers access social security, health and accident insurance.



“The long-term care system in Thailand will lead to the creation of public and private care providers and contribute to the development of a new economic sector. This involves not just designing a benefit package, but also human resource development, standardisation of practices and efficient service delivery.”

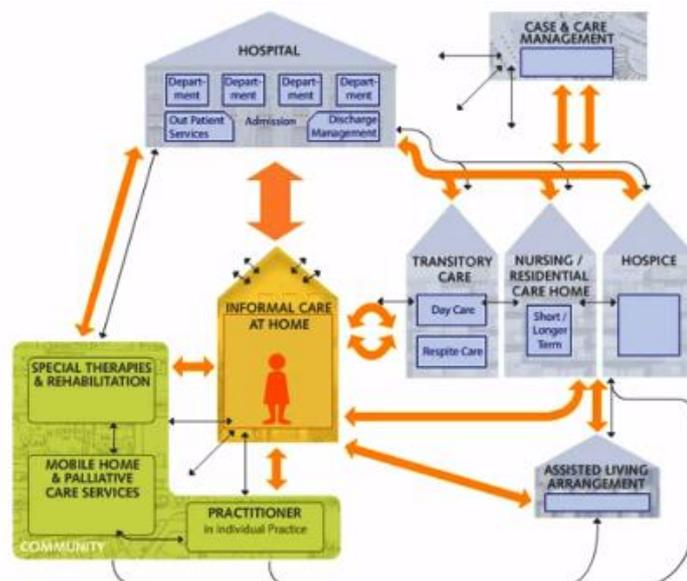
- **Viennarat Chuangwiwat**
National Programme Officer on
Social Security,
ILO Country Office for Thailand,
Cambodia and Lao PDR

Social protection systems contribute to creating a solvent demand for social services; including healthcare services; education; combined services such as provision of food, specialized care, social care for dependent people; child care services; and so on. Demand for social services indirectly creates jobs in various economic sectors such as social and healthcare services and manufacturing, pharmaceuticals and medicine, nutrition, information technology, construction and infrastructure, and so on.

During this session, the presenters analysed the impact of Thailand’s Universal Health Coverage Scheme on economic growth and the potential impact of long-term care policies on the development of new jobs and service providers. The LabourNet initiative in India has helped in the development of certain sectors of the economy such as construction, beauty and others, and the creation of a network of training providers.

Public works programmes (PWP) not only provide short-term job opportunities, but also contribute to building physical infrastructure such as irrigation canals, roads, etc., and to the development of contractors i.e. small and medium enterprises specialized in the field of infrastructure development and maintenance. The *Bolsa Verde* programme from Brazil shows that social protection can contribute to sustainable and green development.

Design of a long term care system



Session VI: Improving transparency and traceability through management information systems

Management information systems help to track the coverage of social protection schemes and the adequacy of benefits; to ensure that the entitled people receive their benefits in a smooth and efficient manner; and to evaluate and assess the programmes and transfers to further improve them. The presentations covered national databases and beneficiary identification systems in India, Brazil, Colombia and Thailand.



The RSBY smart card contains personal details, fingerprints and voice information for identification and verification of beneficiaries

The RSBY smart card in India is based on a paperless and cashless system to disburse benefits to the large informal sector. The SISBEN in Colombia, which is a targeting instrument used to identify beneficiaries, has contributed to reducing costs and increasing efficiencies, integrity and transparency of targeted interventions. It also highlights the need for social protection programmes to be designed in such a way that they have the capacity to be progressively improved. Thailand has in place a 13 digit unique identification number and card which beneficiaries can use to access social protection entitlements and healthcare services.

Brazil's *Cadastro Unico* user interface



“An MIS system must be designed so that it is sustainable; it has to be politically acceptable, socially desirable, technologically feasible and financial resources need to be available.”

- **Anil Swarup**
Additional Secretary & Director
General of Labour Welfare,
Ministry of Labour & Employment,
Government of India



“Information technology is a useful tool that can be used to connect people. The issue is on how to use it properly and effectively.”

- **Netnapis Suchonwanich**
Assistant Secretary General,
National Health Security Office,
Royal Thai Government

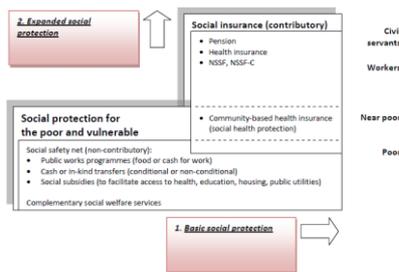
WAY FORWARD

Implementing the NSPS in Cambodia



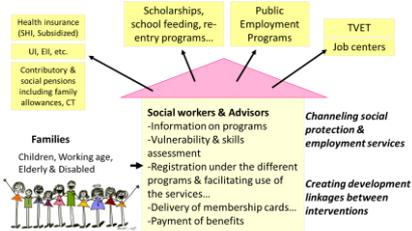
Discussion between Cambodian stakeholders at the workshop

To face the manifold challenges in the area of social protection, the Royal Government of Cambodia under the leadership of CARD, developed a National Social Protection Strategy for the poor and the vulnerable in 2011. The NSPS provides a vision to develop a coherent social protection system in a phased manner, starting with the establishment of an SPF for all those in need of protection and ensuring that more people enjoy progressively higher levels of benefits. During the workshop, the participants from Cambodia prepared a joint document on the way forward for Cambodia.



Horizontal and vertical extension of social protection according to the NSPS

This document highlights similarities between Brazil's *Bolsa Verde* and Cambodia's rural land title distribution campaign, and the Indonesian and Cambodian PWP, the latter being an important rural infrastructure development tool. It mentions about the learning Cambodia can take from India's LabourNet initiative, due to its ability to mobilise job seekers and job providers alike and its financing mechanism. It also talks about Mission Convergence in India, whose single window service approach is synchronous with Cambodia's commitment to the Social Service Delivery Mechanism (SSDM) implementation in the framework of the Decentralisation and De-concentration reform. The Universal Healthcare Coverage System in Thailand, Unemployment Insurance in Viet Nam and Return to Work in Malaysia are models that Cambodia would progressively seek to achieve.



Single Window Service approach

In the short term, Cambodia has to address budget allocation for NSPS implementation, launch the SSDM, introduce health insurance for the private sector and cash transfers for several vulnerable groups. In the medium term, Cambodia needs to look at developing a National Employment Strategy, cooperating with ASEAN countries on implementing social protection interventions, capacity building and awareness generation. In the long term, the country needs to focus on improving labour productivity, enhancing vocational training, improving management information systems and building public-private partnerships. Finally, instilling a culture of social contribution and solidarity in the people of Cambodia can go a long way in improving the tax collection system and financing social protection and employment interventions.

Finally, the technical workshop provided several inputs to the final design and implementation of the Social Service Delivery Mechanism in Cambodia. To implement the NSPS and guarantee efficient coordination, the SSDM was conceived and is being pilot-tested in the Angkor Chum and Srei Snam districts in Siem Reap. SSDM is a one-stop shop for social protection and employment services. It is embedded in sub-national administration bodies in order to help build democratic infrastructure and ensure that social services are close to the people.

The SSDM also aims to inform and empower the beneficiaries, support their registration, and in this way create the demand for social services and transfers. SSDM helps to reach out to more people, make them aware of their rights and entitlements, and thereby increase their expectations. It is also designed to facilitate graduation out of poverty by providing integrated packages of social protection and employment services to final beneficiaries.

Towards ASEAN integration with a human face

Participants from ASEAN countries brainstormed at the workshop on the development of national floors of social protection and an ASEAN Social Protection Framework. During the 21st ASEAN Summit held in Phnom Penh, 15-20 November 2012, the Royal Government of Cambodia proposed an initiative to extend social protection beyond national borders and build an ASEAN Social Protection Framework.

The Framework would aim to support member states to meet nationally defined minimum standards of social protection and further, to expand or establish higher levels of social protection benefits. The Framework would define social protection standards and targets in light of ASEAN integration. It would need to be flexible to accommodate the possibilities and limitations in member countries, notably different fiscal space realities. A regional inter-sectoral network would facilitate the exchange of information, sharing of experiences and common advocacies.



“The province stands ready to facilitate the implementation of the SSDM, improve the capacities of sub-national authorities and look at ways to support the expansion of the SSDM.”

***- H.E. Kim Chhai Hieng
Deputy Governor of Siem Reap
Province, Cambodia***



“We can take the opportunity of all of us being here together to brainstorm on models and ideas for the further development of nationally defined SPFs, and the preparation of an ASEAN Framework on social protection. This discussion would provide inputs to the ASEAN Secretariat inter-sectoral workshop on social protection in June 2013.”

***- Mega Irena
Head of Social Welfare, Women,
Labour & Migrant Workers
Division, ASEAN Secretariat***

Enhancing South-South cooperation on social protection



“South America has the capacity for technical cooperation and support to understand what could be done in Asia; on more specific matters, programmes or themes; and especially to work for vulnerable groups.”

- **Ms Natália Satyro**
Professor, Federal University of
Minas Gerais, Brazil

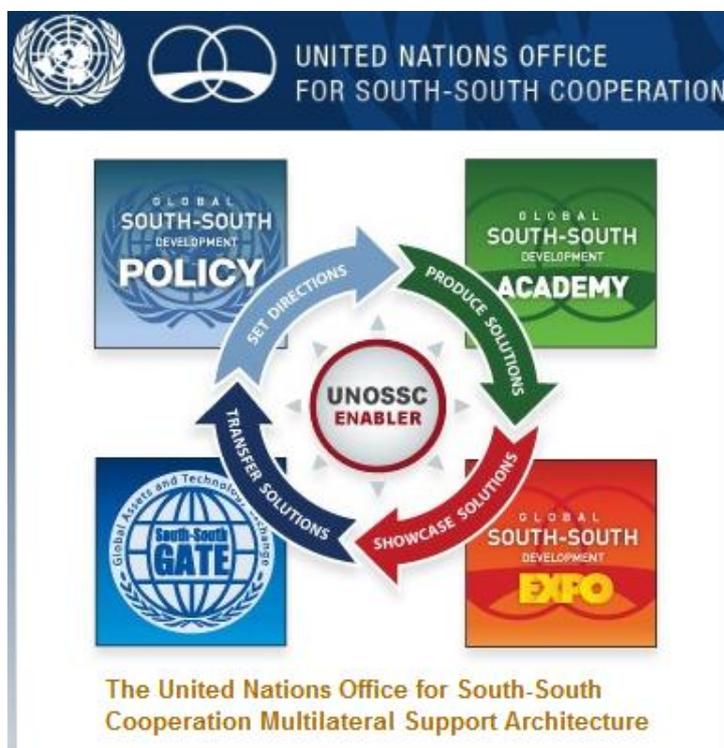
The aim of the South-South Cooperation initiative is to support member countries by facilitating flows of information, resources, skills and expertise on social protection measures, among developing countries at reduced costs. It allows for sharing of experiences and lessons, technology exchanges and strengthening of capacities that could be suitable for meeting similar development challenges faced by other countries of the global South.

The workshop created opportunities for future collaboration and South-South cooperation with Argentina, Brazil, Chile, Colombia and India (LabourNet). Experts and policy makers from these countries have indicated their intention to provide concrete support to the implementation of specific SPF components and single window services in ASEAN countries. They have shown their willingness to offer guidance to the development and implementation of an ASEAN Social Protection Framework.



“On behalf of the entire LabourNet team, I would like to thank you all. LabourNet would like to contribute to and be a part of future cooperation and development partnerships and meetings.”

- **Ms Meena Jain**
Head of Pedagogy,
LabourNet, India



SPF GOOD PRACTICES GUIDE

It was due to the workshop that a reference group of experts was established, comprising technical experts and policy makers from participating countries. The reference group will contribute to the development of an SPF Good Practices Guide on “Integrating Social Policies and the Delivery of Social Protection Floors”, which will be published by the ILO Decent Work Team Bangkok during the course of this year.

The Guide aims to share concrete experiences in developing national social protection strategies and social protection programmes, policies and services. It will be structured in the form of six chapters, which follow the sessions of the workshop. Each chapter will comprise a background note and case studies on countries.

These studies will not only describe the experiences of countries, but also put an emphasis on lessons learned regarding coordinating social protection policies; increasing outreach through single window services, local government and civil society networks; developing integrated packages that respond to the multiple dimensions of poverty and social exclusion; linking income security with measures to facilitate return to work and skills development; developing new sectors of the economy through sectorial approaches and the creation of a solvent demand for social services; using management information systems for transparent, traceable and accountable implementation of national floors of social protection.

Each study will also highlight the contribution made by it to implementing the guiding principles enshrined in the Social Protection Floors Recommendation, 2012 (No. 202) notably the following principles:

- Extension of social protection towards universality of coverage;
- Respect for the rights and dignity of people covered by social security guarantees;
- Social inclusion of all, even those in the informal economy;
- Transparent, accountable and sound financial management and administration;
- Coherence with social, economic and employment policies; coherence across institutions responsible for delivery of social protection;
- Efficiency and accessibility of complaint and appeal procedures;
- Regular monitoring and periodic evaluation;
- Representation and democratic governance, empowerment of local administrations, communities and people.



“The presentations and discussions of this workshop will contribute to an ILO SPF Good Practices Guide on “Integrating Social Policies and the Delivery of Social Protection Floors”, so that the knowledge exchange that took place in the last three days can be shared beyond our group, with more practitioners and experts.”

***- Valerie Schmitt
Social Security Specialist,
ILO Decent Work Technical
Support Team for East and
South-East Asia and the Pacific***

The Workshop Online!



South-South Exchange on "Integrating Social Policies and the Delivery of the Social Protection Floor"

TECHNICAL WORKSHOP HELD AT SIEM REAP, CAMBODIA, 29-31 MAY 2013

The ILO and the Royal Government of Cambodia are organising a technical workshop in Siem Reap, Cambodia along with the partners involved in the implementation of the National Social Protection Strategy. The workshop will take stock of the experiences of participating countries in the development of coherent national social protection strategies. More specifically, the workshop will focus on improving coordination among policies and schemes at the cross-ministerial, national and regional levels, on developing integrated packages of services and transfers, on linking employment and social protection, and on implementing integrated delivery mechanisms for these services, following a Single Window Service approach.

Objectives of the workshop

1. To better understand ILO's strategy for the extension of social security, including linkages with employment promotion;
2. To provide inputs for the effective implementation of the National Social Protection Strategy in Cambodia and to the Social Service Delivery Mechanism (SSDM);
3. To learn from the experiences of ASEAN and other countries, and foster South-South exchange and interagency coordination for the effective implementation of Social Protection Floors and comprehensive social security systems;
4. To explore ways to coordinate social security and employment support policies and related delivery mechanisms at central and local levels.

The workshop will be followed by a meeting of a reference group of experts from the ASEAN and other countries in Asia and the Pacific region, and across the world. They will be invited to share their experiences on integrated social protection and employment programmes, services and initiatives. The reference group will be involved in the drafting of an SPF Good Practices Guide on "Integrating Social Policies and Delivery of the Social Protection Floor".

To read more on Social Protection Floors, social security extension and integrated delivery approaches, please visit our [Online Library](#).

The technical workshop and meeting of the reference group of experts are supported by:



Workshop documents: [Terms of reference](#) | [Agenda and presentations](#) | [List of participants](#) | [Workshop report](#) | [Admin note](#)

Workshop coverage: [Media advisory](#) | [Press release \(English/Khmer\)](#) | [Participant interviews](#)

Reference Group: [Terms of reference](#) | [Agenda](#) | [Structure of SPF Good Practices Guide](#)

To read more about the Guide, please [click here](#).

WATCH VIDEOS

[Social security as a Human Right!](#)

[A Social Protection Floor for all](#)

[PSA in Thailand: Why is social protection important to me?](#)

Press release: http://www.ilo.org/asia/info/public/pr/WCMS_214705/lang-en/index.htm

Webpage of the workshop and the presentations: <http://www.social-protection.org/gimi/gess/ShowProjectPage.do?pid=2207>

Photographs of the workshop: <https://picasaweb.google.com/105542368384290147136>

List of participants: <http://www.social-protection.org/gimi/gess/ShowProjectRessource.do?ressourceId=38603&pid=2207>



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