

Concept Note

Training on advocacy and online complaints mechanism for migrant workers

16-18 August 2018, Avani Atrium, Bangkok, Thailand

1. Background

While ASEAN recognizes the role of stakeholders in the effective governance of labour migration, workers' organizations need effective involvement in developing regional labour migration policies and influencing their implementation at the national level. Trade unions must be able to highlight their practical experiences and good practices in improving the conditions of migrant workers based on international labour standards. Existing mechanisms and processes for labour migration at the ASEAN and national levels provide the appropriate venue for union engagement.

The ASEAN Labour Ministers is expected to adopt the Action Plan to implement the ASEAN Consensus on the Protection and Promotion of the Rights of Migrant Workers which was signed by the heads of the ASEAN Member States in November 2017. The ASEAN Committee on Migrant Workers (ACMW) is key in the preparation of both documents. On the other hand, the annual ASEAN Forum for Migrant Labour (AFML) allows the participation of workers', employers' and civil society organisations in formulating recommendations to improve governance of labour migration. In all instances, reflecting inputs of workers in regional policies challenges trade unions to be creative and effective in engaging decision makers in ASEAN mechanisms and processes.

The ASEAN Trade Union Council (ATUC) as a representative regional grouping of national trade union organisations in nine ASEAN states needs to strengthen collaboration with the ILO and other stakeholders in advocating for regional policies based on international labour standards. ATUC affiliates as national union organisations can increase awareness and articulate union inputs especially in the implementation of adopted policies and frameworks by the individual ASEAN Member States. Activities such as public campaigns pushing for adoption or implementation of national regulations and policies for migrant workers based on international labour standards enhances union goodwill.

Strengthening the role of affiliates' focal points for labour migration would enhance their effectiveness in lobbying for the implementation and monitoring of labour migration policies at the national level. Their experience and understanding in handling migrant workers' concerns make them more capable in articulating workers' and trade union interest in improving national frameworks for labour migration. The focal points can validate the draft user manual of the online ATUC Information System (ATIS) for Migrant Workers which is scheduled for piloting.

2. Objectives

Based on recommendations from ATUC papers and statements in TRIANGLE in ASEAN I, commitments under the TRIANGLE in ASEAN II and union priorities from the 10th AFML Recommendations, the activity will:

- Train the focal points for labour migration on advocacy, lobbying and campaigning to promote the rights of migrant workers;

- Present and discuss the ATUC advocacy priorities for labour migration in ASEAN and identify specific activities to achieve the advocacy objectives;
- Guide the focal points on how to write progress reports based on the template for reporting; and
- Walk through focal points in using the draft user manual of the improved ATUC Information System (ATIS) for Migrant Workers on the online complaints mechanism and referral system.

3. Expected outputs

The training is expected to achieve the following:

- An agreed advocacy plan pushing for trade union involvement in improving and implementing regional and national policies and frameworks for labour migration;
- Public campaign messages for specific target audiences;
- Adoption of the template for reporting on progress of advocacy interventions and provision of services to migrant workers; and
- Suggestions for improving ATIS and its user manual.

4. Methodology

The training will be interactive and participatory. It will have the focal points and advocates for labour migration who will engage advocacy targets and interact with migrant workers. The training will benefit from the contributions of the participants who deals with workers' rights, including migrant workers' rights, in their respective countries. This will facilitate discussions in planning an advocacy campaign and using the online ATIS for inquiries and complaints of migrant workers.

5. Target date and venue

The activity will be held on 31 July – 2 August 2018 at Avani Atrium Bangkok, Bangkok, Thailand. Participants will arrive on 30 July and will depart late evening of 2 August or morning of 3 August 2018.

6. Target participants

Thirty-nine focal points for labour migration, alternate focal points from ATUC affiliates and ATUC Secretariat and guests from ILO ACTRAV are expected to participate in this activity. Below is the breakdown:

- 33 from the 18 ATUC affiliates from nine ASEAN countries and Timor Leste

No. of Pax	Organization	Country
6	<ul style="list-style-type: none"> • Cambodia Confederation of Labour (CLC) • Cambodia Confederation of Trade Unions (CCTU) • Cambodia Union Federation (CUF) 	Cambodia
6	<ul style="list-style-type: none"> • KonfederasiSerikatPekerja Indonesia / Confederation of Indonesian Trade Union (K-SPI /CITU) • KonfederasiSerikatPekerjaSeluruh Indonesia / Confederation of All Indonesian Trade Union (K-SPSI) • KonfederasiSerikatBuruh Sejahtera Indonesia / Confederation of Indonesia Prosperity Trade Union (K-SBSI) 	Indonesia
2	<ul style="list-style-type: none"> • Lao Federation of Trade Unions (LFTU) 	Lao PDR

2	• Malaysian Trade Union Congress (MTUC)	Malaysia
2	• Confederation of Trade Unions - Myanmar (CTUM)	Myanmar
4	• Federation of Free Workers (FFW) • Trade Union Congress of the Philippines (TUCP)	Philippines
1	• National Trade Union Congress (NTUC)	Singapore
1	• Timor Lorosa'e Trade Union Confederation	Timor Leste
8	• Labour Confederation of Thailand (LCT) • National Congress of Private Industrial of Employees(NCPE) • State Enterprise Workers' Relation Confederation (SERC) • Thai Trade Union Congress (TTUC)	Thailand
1	• Vietnam General Confederation of Labour (VGCL)	Vietnam

- 2 resource persons (1 programmer from the Philippines, 1 from ILO), 1 from ILO ACTRAV, 2 from ATUC Secretariat, 1 coordinator

7. Provisional program

Thursday, 16 August	
08:30 – 09:00	Registration
09:00 – 09:20	Opening Session ATUC, ILO ACTRAV
09:20 – 09:40	Getting to know each other Participants will go around the room and get to know as many as they can. A guide sheet will focus the introduction of participants to each other.
09:40 – 10:00	Training overview The session will introduce the training objectives and level off expectations.
ADVOCACY AND LOBBYING	
10:00 – 10:30	Differentiating advocacy, lobbying and campaigning The session will introduce the concept of advocacy, lobbying and campaigning. It will surface the various experiences and lessons of focal points in advocating for causes, including migrant workers' rights.
10:30 – 11:00	Coffee/tea break
11:00 – 12:30	Advocacy planning Participants will go through the process of planning an advocacy and lobbying campaign based on the ATUC advocacy priorities. They will identify the target decision makers and allies and explore partnerships.
12:30 – 14:00	Lunch
14:00 – 15:30	The changes we want: ATUC advocacy priorities for migrant workers in ASEAN For this exercise and before the training, focal points should identify the key government officials representing their countries in ASEAN bodies dealing with labour and migrant workers. They should research, find out as much information about the target ASEAN bodies and government officials as possible. These session will identify specific activities to achieve the advocacy targets/indicators.
15:30 – 16:00	Coffee/tea break
16:00 – 17:30	Facing the media and writing human face stories of labour migration ILO Communications

	The session will share pointers on how to deal with the media with what it needs.
Friday, 17 August	
09:00 – 10:30	Developing messages for different target groups ILO Communications The session will train focal points on how to create an advocacy message tailored to different target audiences.
10:30 – 11:00	Coffee/tea break
11:00 – 12:30	Other messaging methods, using social media effectively The session will explore various messaging methods to ensure that the message is delivered in the most appropriate and effective way and form. Participants will practice messaging in different platforms.
12:30 – 14:00	Lunch
14:00 – 15:30	Reporting on progress of advocacy campaigns The session will guide the focal points on how to write progress reports based on the template for reporting. Participants should be prepared for the exercise by getting updates on the affiliates' migrant labour advocacy from 2017 using the reporting template developed by the ATUC Secretariat.
15:30 – 16:00	Coffee/tea break
ATUC INFORMATION SYSTEM (ATIS) FOR MIGRANT WORKERS	
16:00 – 17:30	Revisiting the standard forms for inquiries and complaints The session will group the participants to discuss challenges and solutions in using the three standard forms: standard inquiry form, standard complaint form and standard monitoring form.
Saturday, 18 August	
USING THE ATIS MANUAL	
09:00 – 10:30	Creating account, logging in Creating and verifying inquiries Based on the user manual, the session will review creating accounts and registration both by public and focal point users. It will show how to use the Inquiry application, which is for managing and creating inquiries. Verification is for the process of verifying inquiries made online by public users. Focal points will be able to review inquiry details and mark them as verified. Depending on the action requested, an inquiry may or may not proceed to a complaint.
10:30 – 11:00	Coffee/tea break
11:00 – 12:30	Filing and updating complaint The session will guide focal points in making a completely new complaint record or from an existing inquiry record.
12:30 – 14:00	Lunch
14:00 – 15:30	Monitoring complaints For monitoring and updating of ongoing cases. This is where a case can be declared as resolved.
15:30 – 16:00	Coffee/tea break
16:00 – 17:00	Generating reports

	The session shows how to generate reports based on pre-set criteria for each of the application. These pre-set reports show tables with total figures for a combination of any two or three sets of data such as country of origin, age group, sex, marital status, nationality, education, occupation, and other information.
17:00	Commitments setting Closing