Thailand National Recommendations for the 11th ASEAN Forum on Migrant Labour
"Digitalisation to Promote Decent Work for Migrant Workers in ASEAN"
14 September 2018, Pullman Kingpower, Bangkok, Thailand

Theme 1: Digitalisation of migrant labour management

1. Encourage governments in countries of origin and destination to **create migration management databases** that cover the whole migration cycle, that include information on employers of migrant workers (including address), their recruitment, their labour rights, and benefits under social protection. Databases need to be adequately resourced and up-to-date.

2. Encourage **integration of government databases** that include information on migrant workers (including bio data), including from Immigration Bureau, MOI, MOL, MOPH, and MFA.

3. Create **e-migrant ID cards** with a QR code that can be scanned to access information on migrant workers' work permit, employment, the rights and social benefits they are entitled to, and their change of employer. The card could be used by migrant workers as an ID with all these authorities.

4. Policies need to be put in place to **ensure cyber-security and protection of migrant workers' data privacy**.

5. The cost of e-cards and development of the databases should not be borne by migrant workers.

Theme 2: Digital services to migrant workers

6. Promote **access of migrant workers to digital services**, including irregular migrant workers and those working in the informal sector.

7. Promote **digital literacy** of migrant workers to build their capacity to meaningfully use digital services to protect themselves, including through cooperation between countries of origin and destination.

8. Promote use of digital platforms for **networking and organizing** of migrant workers.

9. Promote development of **services** that are user-friendly, migrant-centred, and available in migrant workers' own languages, using visual messaging, video, audio, and easy language. Services should be developed in consultation with migrant workers, and allow migrant

workers to provide user feedback. Services should be tailored to identified needs of migrant workers in different sectors, and may include mobile banking services, mobile reporting systems, and crisis response.

10. Implement **public information campaigns** targeting migrant workers on available digital services and risks of false information available online.

11. Promote **collaboration** between relevant stakeholders to provide digital services to migrant workers.