

AGENDA

WORKSHOP TO ROLL-OUT THE MIGRANT WORKER RESOURCE CENTER OPERATION MANUAL TO EMPLOYMENT SERVICE CENTERS

Hanoi 31 July 2015

Venue: Army Guest house, 33A Pham Ngu Lao, Hoan Kiem Hanoi

Time	Contents	Person in charge
8:00-8:30	Registration	
8:30-9:00	Opening speech by MOLISA Remarks by DFAT	DOLAB DFAT
9:00-9:15	Introduction of the MRCs model: objectives, target, achievements and lesson learnt on how to integrate counselling and support services into ESCs Q&A	DOLAB
9:15-9:25	Video on the MRCs	DOLAB
9:25-9:40	Introduction of the MRC Ops. Manual rationale, objectives, structure and how to use it.	ILO
9:40-10:00	Showcasing how MRCs can provide support for migrant workers. - Migrant workers to share benefits of receiving information from MRCs before departure and support for complaints	4 migrant workers from Thanh Hoa and Phu Tho
10:00-10:15	Tea break	
10:15-10:45	Experiences and lessons learnt of MRCs supported by GMS TRIANGLE project in the GMS region Q&A	ILO regional
10:45-11:15	Establishment of MRCs in ESCs and MRC services including counselling and networking	DOLAB

	with the other organizations to provide support for migrant workers Q&A	
11:15-11:45	Sharing of the preliminary findings of the study on complaint mechanism	ILO
11:45-12:00	Q&A	
12:00 – 13.30	Lunch	
13:30-13:45	Sharing experiences from Thanh Hoa on providing legal assistance for migrant workers	Thanh Hoa DOLISA
13:45-14:00	Sharing experiences from Quang Ngai on building capacity for local authorities and IEC activities for migrant workers	Quang Ngai DOLISA
14:00-14:15	Sharing experiences from Bac Ninh on establishing, operating and provide support for migrant workers at MRCs in ESCs	Bac Ninh ESC and DOLISA
14:15-14:30	Q&A	
14:30-14:45	Introduction CoC-VN and role of DOLISA and MRCs in support the CoC-VN monitoring and evaluation Q&A	VAMAS
14:45-15:00	VGCL action plan on protection of migrant workers and possible linkage with province and MRCs	VGCL
15:00 – 15:15	Tea break	
15:15-15:30	Introduction of the MRC setup by DOLAB and IOM	Mr. Nguyen Ba Hai
15:30-15:45	Communication plan for MRCs	ILO
15:45-16:00	Monitoring and evaluation of MRC services	ILO
16:00-16:15	Proposed next steps for establishing and operating MRCs in ESC	DOLAB and ILO
16:15-16:30	Closing remarks	DOLAB and ILO