

**Concept Note**  
**Study visit to Migrant Resource Centres – Cambodia**

**1. Background**

The establishment of Migrant Workers Resource Centers (MRCs) has benefited many migrant workers. MRCs are now found in many sending and receiving countries, and they take various forms - sometimes supported by governments, CSOs, employers, trade unions or even migrants themselves. MRCs can play an important role in ensuring migrants' access to information, legal services and skills training, and can also serve as a means to promote greater social inclusion and interaction.

In countries of origin and destination, the GMS TRIANGLE project has partnered with local government, trade unions and civil society organizations to provide support services to women and men migrants and potential migrants. GMS TRIANGLE supports the operation of 19 MRCs in Cambodia, Lao PDR, Malaysia, Thailand and Viet Nam, run by government, trade unions and non-government organisations (NGOs). Additional MRCs will be set up in Myanmar in 2013. Over the course of the project (2010-2015), at least 25,000 beneficiaries will be prevented from entering or withdrawn from exploitative working conditions. To date, the project has assisted 21,177 beneficiaries. The mid-term evaluation suggested that the services provided through the MRCs in the job centres (in all three sending countries) are sustainable and scalable.

MRCs serve as a focal point for migrants and potential migrants to obtain accurate information and counselling on safe migration and rights at work, countering the misleading information provided by some unethical recruitment agencies, unscrupulous brokers and employers. Migrants can receive legal assistance in dispute settlement, and some cases have been pursued through the court system. The MRCs can also be a channel through which to deliver safe migration training, capacity building for migrant associations and coordinating local efforts to combat unsafe migration.

In Cambodia the GMS TRIANGLE project has established and supported the MRCs in three provinces: Battambang (run by the National Employment Agency), Kampong Cham (run by the Phnom Srey Organization for Development) and Prey Veng (run by the Cambodian Labour Confederation). The MRCs and relevant agencies disseminate information on safe and legal migration, provide counselling and support services, train and coordinate with relevant stakeholders and strengthen the knowledge base. The MRC Operational Manual was developed and piloted in the 3 target provinces and staff have also been trained on developing IEC materials in accordance with the Regional Communications Plan.

The GMS TRIANGLE Mid-term evaluation pointed to several lessons learned from MRCs:

1. The services provided through the MRCs in the job centres in all three sending countries are potentially sustainable and scalable.
2. Migrants and potential migrants are sometimes unwilling to visit the MRCs run by government partners.
3. Simply delivering practical messages on knowledge of safe migration and rights at work is insufficient. Knowledge needs to be taught with communication skills.
4. Even after receiving counselling at the MRCs, some migrants will still use irregular channels to migrate because of the complexity and delays in processing documents and the costs of the legal channel.

Improvements that can be made in service delivery through MRCs include increasing provincial level outreach campaigns to potential migrant workers, focusing on peer-to-peer education, improving some management arrangements, sharing of resources and approaches in dealing with similar problems.

## 2. Objectives

In an effort to identify, document and share good practices in the delivery of support services through MRCs, the ASEAN TRIANGLE Project will organize a study tour to see the operation and management of MRCs in Cambodia, followed by a workshop to allow sharing of experiences amongst the 5 participating sending countries.

Specifically, the objectives of the study tour are to:

1. Share and document good practices in the delivery of support through the use of MRCs
2. Understand the actual operations and management of MRCs in Cambodia
3. Compare the different modalities of operating and MRC – through the government institutions, civil society and trade unions

## 3. Schedule

The 3-day study visit will be organized on the 17<sup>th</sup> – 21<sup>st</sup> September 2013 and will consist of 3 visits to MRCs in Phnom Penh, Kampong Cham and Prey Veng, and three half-day workshops days for reflection and sharing of good practices. Participants will arrive on the day before the first workshop (17<sup>th</sup> September) and leave the day after the last workshop has been completed (21<sup>st</sup> September)

	Date	Activity
<b>Day 0</b>	Tuesday, 17 <sup>th</sup> Sep 2013	Arrival of Participants
<b>Day 1</b>	Wednesday, 18 <sup>th</sup> Sep 2013	08.00-12.00: Workshop 12.00-13.30: Lunch 13.30-15.00: Workshop 15:00 – 17:00 Visit to MRC Phnom Penh
<b>Day 2</b>	Thursday, 19 <sup>th</sup> Sept 2013	08.00-10.00: Travel to Kampong Cham 10.00-11.00: Morning Tea and Discussion at MRC 11.00-13.00: Travel to Phnom Penh 13.00-14.00: Lunch 14.00-17.00 Workshop
<b>Day 3</b>	Friday 20 <sup>th</sup> Sept 2013	08.00-10.00: Travel to Prey Vent 10.00-11.00: Morning Tea and Discussion at MRC 11.00-13.00: Travel to Phnom Penh 13.00-14.00: Lunch 14.00-17.00: Closing Workshop
<b>Day 4</b>	Saturday, 21 <sup>st</sup> Sept 2013	Participants Departure

## 4. Participants

- 2 government officials from Cambodia, Lao PDR, Myanmar, and Vietnam; 1 Government official from the Philippines (PESO) (9)
- 1 trade union official from Cambodia (CLC) and Lao PDR (LFTU) (2)
- 1 civil society reps from Cambodia (PSOD) (1)
- MRC Staff in Cambodia (Battambang, Prey Veng, Kampong Cham) (3)

- National Project Co-ordinators from Cambodia, Lao PDR, Myanmar, Viet Nam and Philippines (5)
- ILO regional office (2)
- ILO Cambodia Office (2)

Total: 24 participants

## **5. Workshop Agenda Items (To be further developed)**

Workshop Day 1 (0800-1500):

1. Introductions and Expectations
2. Rationale for setting up an MRC
3. Modalities for setting up an MRC
4. Self-reflection: Lessons learnt on MRC operations through the GMS TRIANGLE Project evaluation
5. Sharing of experiences in the operation of Battambang MRC
6. Sharing of experiences in the operation of MRCs in Lao PDR (Trade

Workshop Day 2 (14.00-17.00)

1. Reflection on study visit and different operations and management of Kampong Cham MRC
2. Union)
3. Sharing of experiences in the operation of MRCs in Viet Nam (Government)
4. Sharing of experiences in the operation of MRCs in the Philippines

Workshop Day 3 (14.00-17.00)

1. Reflection on study visit and different operations and management of Prey Veng MRC
2. Group Work and Plenary Discussion
  - Developing outreach strategies, including peer-to-peer learning to reach out to migrants
  - Sharing of resources and approaches in dealing with similar problems
  - Discussion of message selection and delivery methods
3. Closing

## **6. Structure of the MRC Visits**

Each MRC visit will last approximately 1 hour. Local government staff and members of the migrant community will be invited to attend the site visit.

The MRC staff will prepare a 15 minute briefing to cover:

- Tour of the MRC
- Overview of services provided to clients
- Overview of how the MRC was set up, including choosing location, hiring staff, developing resources, advertising services etc
- Challenges faced in the operation of the MRC and identify areas for improvement
- Good practices

The local government will be invited to give a 5-10 minute briefing on:

- Why an MRC is required in their local area
- Changes that have been noted since the MRC was set up

Members of the local community (potential migrants, those who have used the services, community leaders) will be asked to provide a briefing on (this may also be in a focus group discussion format):

- The types of services clients have availed of and the types of services that are required by the community
- Feedback on MRC services

There will be sufficient time for question and answers by the group. Morning tea will be served during the briefing.

### **7. Financial Support**

Financial support will be provided by the ASEAN TRIANGLE Project and hosted through the Ministry of Labour and Vocational Training, Kingdom of Cambodia.

The GMS TRIANGLE Project will cover travel costs for the National Project Coordinators.

### **8. Translation**

NPCs will facilitate translation during the study visit.

Simultaneous translation will be provided during the workshops. The following translation will be made available:

- English – Khmer
- Khmer – Laos
- Khmer – Vietnamese
- Khmer – Burmese OR Burmese-English (TBC)