



Cambodia National Recommendations for the 11th ASEAN Forum on Migrant Labour

“Digitalisation to Promote Decent Work for Migrant Workers in ASEAN”

3 October 2018, Phnom Penh Hotel, Phnom Penh, Cambodia

Sub-Themes:

- 1. Digitalisation of migrant labour management**
- 2. Digital services to migrant workers**

Sub-theme 1: Digitalisation of migrant labour management

Noting existing digital migration management platforms that are being implemented, particular those between Cambodia/Republic of Korea, noting that the limitations include the systems being destination-specific and a lack of adequate human resources (including within the authorities) and individual ability to access/use digitalisation services and platforms, the goals of digital labour migration management systems must be their operation to benefit migrant workers and create more positive migration experiences. Isolated workers, and those with literacy challenges may be especially disadvantaged as the digitalisation of migration increases and this risk must be mitigated.

1. Access to mobile phones, data and the internet should be considered a basic right for all migrant workers, regardless of destination or sector, and should be enshrined in laws, MOUs, BLAs and similar instruments enabling regular migration. Specific attention should be paid to ensure that isolated workers retain access to communication channels, including through the internet.
2. Digital initiatives must be fully informed through research, assessment and implementation of best practices and reflect successes/challenges in digital migration management systems. A focus on minority groups' access should be paramount in research and assessment of initiatives. Systems must be pilot tested to ensure appropriateness for the Cambodian context. Digitalization must be ONE option and should not be a barrier to accessing regular migration channels.
3. The private sector is an important partner in digitalization innovations. Partnerships with leading technological service providers should be developed, including funding and resource support, but privacy and data security must be ensured, especially when the private sector delivers official migration management systems. Government and other stakeholders, including migrant workers and civil society, should be supported to build their capacity to work within digital labour migration management systems.
4. Access to information for families, migrant workers and civil society organizations in origin and destination must be managed through an official process that protects the privacy and best interests of the migrant worker.

Sub-theme 2: Digital services to migrant workers

Noting that digitalization services have expanded greatly in the job seeking and remittances areas, similar progress has not been made on online services to migrant workers for lodging complaints or accessing vital services. Keeping service systems up-to-date is a challenge for many information portals, and language and translation issues remain. Access for migrant workers to digital platforms is mixed, and the ability to use a digital platform *effectively* can be a limitation for an individual seeking to access services.

1. Access to complaints mechanisms is vital, and a gap for many migrant workers. Job platforms should link to official complaints mechanisms to ensure accountability, and these in turn, should link to labour and law enforcement processes. Digital services are not a substitute, but an entry point for access to justice. Complex problems require personal attention from service providers and the quality of digital service provided needs to be monitored and evaluated systemically.
2. Privacy and security of data must be ensured to create a system that builds trust with migrant worker populations. Private sector companies who gain – through contract or otherwise – access to migrant workers’ information must operate ethically and with respect to privacy concerns.
3. Migrant workers without access to technology must not be forgotten. The most vulnerable migrant workers will be unable to access digital platforms and specific outreach should be ensured to reach these workers through appropriate methods with rights-based and gender considerations.
4. Where civil society and other organisations are encouraged to develop digital solutions, resources should be realistic and adequate for the sustainability of that innovation. Government and development partner funding, or private sector partnerships should be mindful of sustainability of digital initiatives.
5. Migrant workers digital literacy should be strengthened as a part of pre-departure and post-arrival training, through specific training and through general education systems. Efforts should be made to ensure user-friendly digital platforms, including using simple language, pictures, video and audio where appropriate.
6. Skills recognition and systems that certify skills gained by migrant workers during their migration should be developed, and utilised to during return and reintegration. These systems may also be linked to existing national job seeker platforms.