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

"Digitalisation to Promote Decent Work for Migrant Workers in ASEAN"
27 September 2018, Swiss-Bel Residence, Kalibata-Jakarta, Indonesia

Recommendations

Digitalisation of migrant labour management

1. Improve coordination between ministries and integrate existing tools for migrant protections and lodging and tracking complaints mechanisms into one platform. Ensure platform is fully supported by resources from relevant agencies.

2. Provide an online one-stop service which allows migrant workers to process their administrative documents online before departure.

3. Encourage sharing of data and information between sending and receiving governments on migrant workers, legal service providers, health services, and the status and accreditation of recruitment agencies and employers.

4. Ensure digital services developed meet and answer identified needs of migrant workers and involve employers' organizations, workers' organizations, and CSOs in planning, implementation, and monitoring digital services to hold governments accountable.

5. Coordinate stakeholders in fact-checking services and resources, and monitoring for false information shared through digital channels so migrant workers have access to credible resources.

Digital services to migrant workers

6. Disseminate information through mainstream and social media to migrant workers in sending and receiving countries on existing digital tools and how to use these tools.

7. Incorporate digital literacy trainings and socialize digital tools into pre-departure programs in sending countries, and socialize digital services and increase access to and attention by embassies in receiving countries.

8. Ensure migrant workers can access mobile phones in receiving countries.