Vietnam National Recommendations for the 11th ASEAN Forum on Migrant Labour
"Digitalisation to Promote Decent Work for Migrant Workers in ASEAN"
10 September 2018, Muong Thanh Hotel, Hanoi, Vietnam

Recommendations

1. Continuously **update databases** on migrant workers, labour market needs, employers, and agencies, and **ensure improvements** to databases through automated software and infrastructure updates as well as routine surveys identifying needs and emerging issues.

2. Create an app that serves as a **one-stop app for migrant workers' issues and concerns**, including cases of labour conflict, and that connects migrant workers with appropriate offices, agencies, and resources and services.

3. Strengthen migrant workers' **understanding of existing information** and provide **training and capacity-building for migrant workers** to use existing digital tools.

4. Equip migrant workers with **mobile banking** and easy-to-access information on **remittance services** through banks, including remittance rate comparisons.

5. Ensure digital tools and apps are **transparent, accessible, interactive, practical, and use simplified interfaces**.

6. Enhance **groups and networks that link migrant workers**, for instance groups and networks that utilize Zalo, Facebook, and WhatsApp.

7. Strengthen efforts to **verify online data and information for accuracy** and eliminate deliberate misinformation.

8. Develop legal provisions to ensure that migrant workers' **personal information in digital platforms is secure and protected**.

9. Strengthen the **right of migrant workers to use and access digital information** in workplaces.