



issa

EXCELLENCE IN SOCIAL SECURITY

ISSA Good Practice Awards Europe 2024

Competition results



www.issa.int/goodpractices

Celebrating excellence

The ISSA Good Practice Award is a celebration of hard work and success in improving the ways of working of social security institutions, in order to achieve excellence in delivering social security.

The Award recognizes good practices in the administration of social security carried out by ISSA member organizations, and provides a unique opportunity for institutions to present their significant administrative initiatives and innovative solutions to a global audience.

The Good Practice Awards are presented on a regional basis over a three-year cycle and are normally announced at a ceremony at each ISSA Regional Social Security Forum.

The Good Practice Award Jury

For the 2023–2025 triennium, the Jury of the ISSA Good Practice Awards is composed of recognized social security experts with global and regional knowledge and experience.

ISSA Good Practice Award topical areas 2023–2025

- Actuarial
- Communication
- Compliance and contribution collection
- Continuity and resilience of services and systems
- Demographic changes
- Digital economy
- Disability
- Employment
- Error, evasion and fraud
- Extension of coverage
- Family benefits
- Governance and administration
- Health
- Human resource management
- Information and communication technology
- Investment
- Maternity
- Migration
- Mutual benefit societies
- Occupational accidents and diseases
- Old age – pensions
- Prevention of occupational risks
- Return to Work
- Service quality
- Shocks and extreme events
- Social assistance
- Social policies and programmes
- Workplace Health Promotion

The ISSA Special Distinction for Innovation

The ISSA is launching in the 2023–2025 triennium the ISSA Special Distinction for Innovation to highlight a good practice that the International Jury finds particularly innovative, with considerable promise to define new pathways to achieve the goals of social security at an institutional, national or regional level. In awarding the ISSA Special Distinction for Innovation, the International Jury considers the originality and creativity of the good practice as well as its potentials to catalyze breakthroughs in social security administration. The good practice that receives the special distinction may have been developed recently and not yet have achieved large outcomes.

Results of the ISSA Good Practice Award for Europe 2024

119 entries from 41 organizations in 26 countries competed for the Award. The Jury decided to give the Award to the Social Insurance Institution, Poland, for *Crisis support for Ukrainian citizens*. The Jury also gave the Special Distinction for Innovation as well as 107 Certificates of Merit, 27 of which received a special mention.

Good Practices on the ISSA Web Portal

All entries to the ISSA Good Practice Award for Europe competition can be found in the ISSA Database of Good Practices at www.issa.int/gp

Good Practices and ISSA Guidelines

The Good Practices provide a rich source of references for the ISSA Guidelines on various aspects of social security administration: www.issa.int/guidelines

Winner

Poland

Social Insurance Institution

Crisis support for Ukrainian citizens

Summary

Due to the armed conflict in Ukraine, the Social Insurance Institution (*Zakład Ubezpieczeń Społecznych – ZUS*) of Poland has been obliged to provide financial support to refugees from Ukraine. This support is provided within the framework of government programmes: Good Start 300+; Family 500+; Family Care Capital; Co-financing of Nursery Fees.

The expected large number of benefit claims, the heavy burden of social responsibility, as well as the tight timetable to prepare for the processing of new claims, forced ZUS to take quick and efficient measures.

Our priority was to support Ukrainian citizens in obtaining benefits for families under Polish legislation by providing benefit claim forms, brochures, information sheets, information on websites in Ukrainian, as well as by supporting translators/interpreters, launching a helpline and e-visits in Ukrainian.

To ensure the efficient handling of the expected high volume of benefit claims, we have developed software that has automated the application process as much as possible. And for cases that could not be handled fully automatically, we have developed software to support staff.

Special Distinction for Innovation

Austria

Federation of Social Insurances

E-prescription: Totally digital

Summary

With the e-prescription in the Austrian Federation of Social Insurances (*Dachverband der Österreichischen Sozialversicherungsträger – DSV*), health insurance prescriptions for all insured persons are issued, filled and billed electronically. Because all the necessary information is available electronically in the pharmacy, paper is no longer necessary. This reduces the administrative workload for everyone involved.

The redemption in the pharmacy works simply with the e-card, the e-prescription code or the prescription ID. With the free social insurance apps, insured persons can keep track of all their own open e-prescriptions and those of their co-insured persons under the age of 14 at all times. An additional advantage is that the prescription fees paid are updated on a daily basis. An exemption therefore takes effect the day after the prescription fee limit is exceeded.

Certificates of Merit with Special Mention from the jury

Albania

Social Insurance Institute

The special protection to unemployed women

Coverage with social security elements of unemployed women due to the need to care for minor children

Azerbaijan

Agency for Sustainable and Operational Social Security (DOST)

Proactive Disability Payments Mechanism

State Social Protection Fund under the Ministry of Labour and Social Protection of the Population of the Republic of Azerbaijan

A modern humanistic approach to the assignment of social benefits in Azerbaijan: Proactive people-centred assignment mechanism

Revolutionizing service delivery and administrative processes within the State Social Protection Fund of Azerbaijan via innovative digital governance strategies

Belgium

Federal Pension Service

A digital mandate for *mypension*: Citizens helping one another online to bridge the digital divide

National Employment Office

Handling the impact of fragmented career paths on social security: Dopflux's data-driven insights for actuarial work

Finland

Farmers' Social Insurance Institution

The Farmer's Work Ability Scale

Farmers can assess their work ability and level of psychosocial stress, get feedback and recommendations for work ability services

Social Insurance Institution

Kela's services for persons fleeing from Ukraine and under temporary protection

Prompt actions in an exceptional situation and enhanced preparedness for similar situations in the future

Sharing family leave between parents: Focus on the facts

How an easy-to-use online calculator can help families make better decisions on family leave

France

National Family Allowances Fund

Dubbing videos about applying for the Disabled Adult Allowance in French sign language

National Sickness Insurance Fund

"Risques chimiques Pros": The solution for preventing occupational chemical hazards

A case from Sickness Insurance - Professional Risks

"TMS Pros": An enhanced process to help companies reduce the impact of musculoskeletal disorders and lower back pain

A case from Sickness Insurance - Professional Risks

URSSAF National Fund

Cash flow: Machine learning forecast of daily private sector social security contributions

A good practice in compliance management and financial efficiency

Mobility and international cooperation: A high-performance digital service to manage the international mobility of workers

Germany

German Federal Pension Insurance

A secure online portal for citizens: The online German Pension Portal created by the German Federal Pension Insurance

The Digital Pension Overview: Good retirement planning starts here

German Social Accident Insurance

AI-supported monitoring and controlling of recovery processes after work accidents: Automatic ICD-10 code extraction and derivation of Weller-Keys

A case of the German Social Accident Insurance Institution for the foodstuffs and catering industry (BGN)

Improving occupational health and safety in the construction sector thanks to artificial intelligence

A case of the German Social Accident Insurance Institution for the Construction Sector (BG BAU)

RehaPlus: Identifying complex rehabilitation cases more quickly thanks to Artificial Intelligence

A case of the German Social Accident Insurance Institution for the Energy, Textile, Electrical and Media Products Sectors (BG ETEM)

Risk assessment in the workplace: Using Artificial Intelligence

A case of the German Social Accident Insurance Institution for the energy, textile, electrical and media products sectors (BG ETEM)

The Vision Zero-based Punjab prevention strategy on safety, health and wellbeing at workplace

Lithuania

State Social Insurance Fund Board of the Republic of Lithuania under the Ministry of Social Security and Labour

Single person's benefit

Malta

Ministry for Social Policy and Children's Rights

Digitalization of the In-Work Benefit Scheme: A key labour market incentive

The Maltese innovative approach in combatting non-take-up through process transformation and automation

Moldova, Republic of

National Office of Social Insurance

Social security contributions included in the single tax: Stimulating the information technology industry

Portugal

Social Security Institute

CSI Additional Health Benefits programme: Medication co-payment

A case of the Informatics Institute

Instant Pension: Automatic approval of old-age pension applications

A case of the Informatics Institute

Spain

Federation of Administrative Bodies of Spanish Social Security

Using the VIVESS app to receive proof of life from those living abroad
A case of the National Social Security Institute

Certificates of Merit

Albania

Social Insurance Institute

Digitalization of social insurance archive

E-reports: Improving services for the provision of short-term benefits through electronic medical reports

Online services: Efficiency, transparency and high quality in the provision of social security benefits and services

Austria

Federation of Social Insurances

GINS and GINO

The Austrian e-card-system is fit for the future

Azerbaijan

Agency for Sustainable and Operational Social Security (DOST)

DOST call centre: Strategy of transformation

Reality, compatibility and integrity

DOST Services: Home-based care

At your service everywhere

DOST Volunteer Programme

DOST-Index: Decision support tool for operational management

Electronic system on Individual Rehabilitation Programme

A case of the Ministry of Labour and Social Protection of the Population of the Republic of Azerbaijan

e-sosial: Unified Social Registry

Unified Labour and Employment Subsystem

State Social Protection Fund under the Ministry of Labour and Social Protection of the Population of the Republic of Azerbaijan

An artificial-intelligence-based solution to the examination of household conditions for the Targeted State Social Assistance assignment in Azerbaijan

Transformative governance: Enhancing social security through optimization and innovation in Azerbaijan

Belgium

Federal Pension Service

Online pension demand in mypension.be

A one-stop shop for citizen's pension administration

National Employment Office

Delivering a better service to citizens by improving internal applications at National Employment Office

Interinstitutional re-use of case management

When a project transforms into a product, and thereby meets the needs of multiple government agencies

KDD tool: An online tool to improve detection of social security fraud

The Athena@ONEM project: A pragmatic approach to tackling technical debt

Solidaris Mutual Benefit Society

Sentinels who give wings for preventive social security

A multifactorial initiative of shared inspiration between Belgium (Solidaris Mutual Benefit Society) and France (Central Fund of Social Agricultural Mutual Benefit Societies)

Finland

Finnish Institute of Occupational Health

Finnish Vision Zero Forum monthly theme

Monthly safety topic

Regional Vision Zero Forum networks

Social Insurance Institution

Kela's Info Tray

A new trilingual web service for research and statistical information on social security in Finland

France

Central Fund of Social Agricultural Mutual Benefit Societies

Knowledge management at the service of a learning organization

How the CCMSA supports its various collaborators with its "Essentiels" documentary portals

Listening to users as part of the Innovative Digital Factory

Using design thinking to create services that meet user needs

Setting up improved social security front office services at the heart of the regions

Providing support to all insured persons from one single location

Council for the Social Protection of Self-Employed Workers

Creating an inter-scheme internal control system: Risk control for processes managed by the sickness, old-age and collection of contributions branches

EN3S - National School of Social Security

Secu-jeunes: Raising young people's awareness of social citizenship for a sustainable social protection system

National Family Allowances Fund

Developing and harmonizing childcare coverage: Building on Comprehensive Territorial Agreement and territorial bonus payments

Disability inclusivity supplement for daycare facilities

Financial support to help disabled children and teenagers access daycare facilities

Interactive tool on having children

Interactive tool to support the separation process

National Serious Fraud Prevention Service: Setting up the service within the Family branch of France's social security system in May 2021

National Sickness Insurance Fund

Building and Public Works Sectoral Programme: Working with project managers from the initial design phase of construction projects

A case from Sickness Insurance - Professional Risks

Preventing exposure to endocrine disruptors: Good habits today for good health tomorrow

A case study from the Primary Health Insurance Funds in Indre and Aisne

Unédic (Unemployment Insurance)

“All about my unemployment rights”: A series of videos to understand all there is to know about unemployment rights

Benchmarking for international unemployment insurance systems

A decision support tool

URSSAF National Fund

Harmonizing exchanges between partners: The coordinated social security offer to support self-employed workers in difficulty

Improving the e-reputation of social security organizations

A good practice from URSSAF Languedoc-Roussillon

Germany

German Federal Pension Insurance

Implementing a customer service centre: Creating a multi-channel customer service and communication centre at the DRV Bund

Meine-Rehabilitation.de: Public reporting by the German Federal Pension Insurance

German Social Accident Insurance

Prevention of fatal and serious accidents in trade and goods logistics

A case of the German Statutory Accident Insurance for the Trade and Logistics Industries (BGHW)

Social Insurance for Agriculture, Forestry and Horticulture

Development of a social media strategy for conveying health and safety information aimed at seasonal agricultural workers

Greece

Electronic National Social Security Fund

Holistic approach for the pension award process with new, client-targeted digital services

Iceland

Social Insurance Administration

Client Ombudsman

Digital Disability Card

Ireland

Department of Social Protection

The introduction of a grant towards the cost of hair replacement products for those suffering from alopecia and cancer

Implementation of a budget measure in a timely customer centred manner

Italy

National Institute for Insurance against Accidents at Work

Addressing psychosocial risks in health care sector: Developments of methodology for work-related stress risk tailored to the health care professionals

Inail project: Prevention and protection of health and environment in laboratories using advanced and innovative biotechnological methods

Management systems and management model for occupational health and safety
Operational guideline for small-sized and craft clothing, mechanical and construction companies
Sport without barriers
Video narration project dedicated to social reintegration services through sport for people with work-related disabilities

Kazakhstan

State Social Insurance Fund

Digital Family Card
Electronic labour exchange
Social services portal

Latvia

State Social Insurance Agency

Personalized dashboard: Online information and services of the State Social Insurance Agency

Luxembourg

Association of Social Security Institutions of Luxembourg

Vision Zero: A national strategy towards a culture of prevention in Luxembourg
A case of the Accident Insurance Association

Moldova, Republic of

National Office of Social Insurance

Agility in ensuring the social benefit payments
Interoperability: Guaranteeing the quality and efficiency of the public services provision

Netherlands

Social Insurance Bank

Pilot programme: Reduce the non-utilization of AIO supplement intended as income support for individuals of AOW pension age

Poland

Agricultural Social Insurance Fund

eKRUS: Digital services for farmers insured with KRUS
"My Vision Zero" Youth Short Film Competition

Social Insurance Institution

Family support services

Portugal

Social Security Institute

360° Vision: Intelligent and inclusive relationship
A case of the Informatics Institute
Automatic assignment of social security identification number to people displaced from Ukraine because of the ongoing war
A case of the Informatics Institute

IT development of the Cultural Professional Statute
A case of the Informatics Institute
The Happy Daycare App
A case of the Informatics Institute

Russian Federation

Pension and Social Insurance Fund of the Russian Federation

Assistive devices for persons with disabilities paid with e-certificates

Serbia

Institute for Social Insurance

Transparency in the application of social security agreements

Spain

Federation of Administrative Bodies of Spanish Social Security

ISM app in your pocket: The app for seafarers

A case of the Social Marine Institute

Service Evaluation System

A case study from the General Treasury of the Social Security

Sweden

Public Employment Service

Automatic search strategy: Measures to increase jobseekers search efficiency

The Activity Report: Actions to improve the user experience

Swedish Pensions Agency

Quick Pension Guide (*Snabbkoll på din pension*)

Türkiye

Social Security Institution

Automatic payment of funeral grants for survivors of civil servants

Digital tracking of inappropriate paid pensions

Digitalization of in-cash healthcare payments and temporary incapacity allowances to individuals

Operation on supporting registered women employment (Women-Up)

Social Security Agreements Healthcare Entitlement Verification System (YUPASS)

Transfer of central payments to pensioners' bank accounts

Universal Health Insurance Instructions Databank

United Kingdom

Institution of Occupational Safety and Health

Reaching the unreached: Assessing and documenting risk in emerging economies for a vision of a future with zero harm

Attestations

France

National Family Allowances Fund

Creation of a "Parenting lab"

National roll-out of a local good practice

Implementing a service to help protect and create *crèche* places

Support from the Centre of Expertise for the Care of Young Children

Unédic (Unemployment Insurance)

"In the spotlight" video series: Unédic experts tell their stories in 90 seconds

The new unedic.org website: Improving accessibility and mobile use

Italy

National Institute for Insurance against Accidents at Work

Injuries and prevention rating: An index for public procurement system

Systematic monitoring of work accidents' rate of OSH MS certified companies

A method to verify the efficiency of Inail prevention policy

Technical support to work reintegration projects of disabled people due to work accidents and occupational diseases

Türkiye

Social Security Institution

Employee Suggestion System

Provincial Performance Targets Study

Universal health insurance online application system for international students

Promoting excellence in social security
Promouvoir l'excellence dans la sécurité sociale
Promoviendo la excelencia en la seguridad social
Förderung von Exzellenz in der sozialen Sicherheit
За повышение стандартов в социальном обеспечении
促进卓越的社会保障
دعم التميّز في الضمان الاجتماعي



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The International Social Security Association (ISSA) is the world's leading international organization for social security institutions, government departments and agencies. The ISSA promotes excellence in social security administration through professional guidelines, expert knowledge, services and support to enable its members to develop dynamic social security systems and policy throughout the world. Founded in 1927 under the auspices of the International Labour Organization, the ISSA counts more than 320 member organizations in over 160 countries.