

Virtual Social Security Forum for Asia and the Pacific 22–24 February 2022

PROVISIONAL AGENDA

Please adapt the timing of the sessions to your time zone. This agenda is indicating the time in Geneva, Switzerland (UTC/GMT+1 or CEST).

Please refer to the end of this agenda for indication of time zones (as per capital city)

Tuesday 22 February 2022

SOCIAL SECURITY IN ASIA & PACIFIC: PROGRESS, CHALLENGES AND SOLUTIONS

06:00–06:15 **Opening session**

During the opening session, the President of the International Social Security Association (ISSA) will welcome the participants, and provide an overview of the programme and objectives of the Virtual Social Security Forum for Asia and the Pacific.

06:15–07:30 **Social security in Asia and the Pacific: Progress, challenges and solutions**

Social security has made important progress in recent years in terms of both coverage and administrative excellence. The COVID-19 pandemic has once again emphasized the key importance of social security but has also highlighted existing coverage gaps and the need to strengthen efforts to extend schemes across the region.

Based on a new report by the ISSA, the session will discuss enabling factors and barriers for the development of social security in Asia and the Pacific. Spotlighting the key priorities and prospects for improving social security coverage, financing, benefits and services and analysing the short-term and long-term impact of COVID-19, the session will set the foundation for the subsequent topical exchanges during the Forum.

07:30–07:45 **Networking break**

The virtual platform hosting the Forum will provide a range of networking functionalities for participants.

07:45–08:15 **Special session: Presentation of the ISSA Good Practice Award for Asia and the Pacific**

The triennial ISSA Good Practice Award for Asia and the Pacific is the most important award dedicated to the outstanding work of social security institutions in the region. This special session will be the occasion for the announcement of

the winning institution, but also to celebrate the Attestations, Certificates of Merit and Certificates of Merit with Special Mention achieved by the 30 ISSA member institutions in 19 countries in Asia and the Pacific that participated in the 2021 Good Practice Award competition.

08:15–08:30 **Networking break**

08:30–09:30 **Spotlight parallel sessions: Social security priorities in Asia and the Pacific**

Zooming in on challenges and solutions for specific social security branches and priority cross-cutting topics, two rounds of parallel sessions will provide unique opportunities for focussed exchanges and networking.

Parallel session 1

COVID-19 and protection of vulnerable groups

Parallel session 2

COVID-19, social security and national resilience

Parallel Session 3

COVID-19 and digital transformation of social security institutions

Parallel Session 4

COVID-19, investment strategies and financial sustainability

09:30–10:00 **Networking break**

10:00–11:00 **Spotlight parallel sessions: Social security priorities in Asia and the Pacific (continued)**

Parallel session 5

Strengthening prevention, work injury compensation and rehabilitation

Parallel session 6

Health coverage, cost containment and health service efficiency

Parallel session 7

Responding to the social security needs of an ageing population

Parallel session 8

Building and strengthening unemployment insurance systems

Wednesday, 23 February 2022

INNOVATION IN SOCIAL SECURITY ADMINISTRATION

06:00–07:30 **The future of social security management in Asia and the Pacific**

To respond to increasing public expectations while meeting the objectives for coverage extension, financial sustainability and quality service delivery, social security institutions in Asia and the Pacific have adopted new strategies and innovative approaches. They are built on the use of modern technology, investment in human resources and increased collaboration with partner institutions.

Against this backdrop, the COVID-19 pandemic has led to unprecedented innovation, and in particular accelerated the trend towards the digital transformation of social security institutions. The capacities of social security institutions have been key enabling factors for national responses to mitigate the impact of the pandemic, and have emerged as key pillars of national resilience.

Taking into account long-term trends and the lessons learnt during the pandemic, this plenary session will discuss the changing roles of leadership, technology, people and partnerships in a dynamic environment, and also point to strategies to strengthen the resilience of social security administrations in the region.

07:30–07:45 **Networking break**

07:45–08:15 **Special Session: Highlighting excellence in social security administration**

This special session will feature the technical presentation of the good practice that won the ISSA Good Practice Award for Asia and the Pacific 2021. It will also highlight social security institutions in Asia and the Pacific that have recently obtained the ISSA Certificate of Excellence for compliance with the ISSA international professional standards in social security administration (ISSA Guidelines).

08:15–08:30 Networking break

08:30–09:30 **Good practice parallel sessions: Practical approaches to excellence in social security administration**

Featuring good practices from social security institutions across Asia and the Pacific, two rounds of parallel sessions will provide unique opportunities to learn about effective solutions to key administrative and management challenges. Focussed on the practical aspects and lessons that can be learnt from each good practice, these sessions will also allow for enhanced interaction and link to ISSA international professional standards in social security administration (ISSA Guidelines).

Parallel session 1

Improving service delivery through integrated approaches

Parallel session 2

Increasing affiliation, contribution collection and compliance

Parallel session 3

Fostering inter-institutional and stakeholder coordination

Parallel session 4

Enhancing investment processes and strategies

09:30–10:00

Networking break

10:00–11:00

Good practice parallel sessions: Practical approaches to excellence in social security administration (continued)**Parallel session 5**

Digital transformation of social security institutions

Parallel session 6

Increasing health coverage and health system performance

Parallel session 7

Strengthening service delivery, trust and communication

Parallel session 8:

Fostering innovation in social security administration

Thursday, 24 February 2022

STRATEGIES FOR MEETING SOCIAL SECURITY NEEDS IN ASIA AND THE PACIFIC

06:00–06:45

Meeting the social security needs of the population – A conversation

During this session, the ISSA Secretary General will interview a high-level expert in the field of social protection and social development to discuss risks and vulnerabilities of the population in Asia and the Pacific, and strategies for meeting these needs through social security.

06:45–07:00

Networking break

07:00–08:00

Meeting social security needs: Strategies of international organisations

Social security needs in Asia and the Pacific are diverse and innovative responses are required to reach the objective of universal, sustainable and adequate coverage. Climate change, demographic ageing, socio-economic and technological transitions as well as increasing migration create new vulnerabilities and needs for social protection. Against the backdrop of these long-term challenges, the COVID-19 pandemic has been a watershed moment.

Highlighting the key importance of social security and institutional implementation capacities for the population, economies and resilience, the pandemic and its long-term impact on social security extension strategies, institutional development and financial sustainability require reshaping existing strategies.

In this dynamic context, this session will discuss strategies and approaches of international and regional organizations to strengthen social security as a key investment in social development and resilience in the region.

08:00–08:30

Networking break

08:30–09:30

High-level Special session

Meeting social security needs: Political visions and strategies

Reforming and adapting social security schemes to strengthen levels of protection, sustainability and coverage requires strong political commitment and a holistic strategy across different branches, types of schemes and financing mechanisms. The role of social security institutions in the implementation of new approaches as well as the long-term opportunities and challenges brought about by the COVID-19 pandemic will be questions to be answered as part of reshaped long-term social protection strategies.

This High-level Special session will bring together policymakers from Asia and the Pacific to outline their political visions and strategies for the development of social security in the region. It will be a highlight of the Virtual Forum and a call to social security institutions to strengthen their role in national strategies to meet the evolving social protection needs of the population in the region.

09:30–10:00

Closing session

Indication of time zones (as per capital city)

	Tuesday, 22 February	Wednesday, 23 February	Thursday, 24 February
Geneva (UTC/GMT+1 or CET)	06:00–11:00	06:00–11:00	06:00–10:00
UTC+2 Jordan, Lebanon, State of Palestine	07:00–12:00	07:00–12:00	07:00–11:00
UTC+3 The Kingdom of Bahrain, Kuwait, Qatar, Saudi Arabia	08:00–13:00	08:00–13:00	08:00–12:00
UTC+3.30 Islamic Republic of Iran	08:30–13:30	08:30–13:30	08:30–12:30
UTC+4 Oman, United Arab Emirates	09:00–14:00	09:00–14:00	09:00–13:00
UTC+5 Maldives, Pakistan	10:00–15:00	10:00–15:00	10:00–14:00
UTC+5.30 India, Sri Lanka	10:30–15:30	10:30–15:30	10:30–14:30
UTC+5.45 Nepal	10:45–15:45	10:45–15:45	10:45–14:45
UTC+6 Bangladesh, Bhutan	11:00–16:00	11:00–16:00	11:00–15:00
UTC+6.30 Myanmar	11:30–16:30	11:30–16:30	11:30–15:30
UTC+7 Indonesia, Thailand, Viet Nam	12:00–17:00	12:00–17:00	12:00–16:00
UTC+8 Brunei Darussalam, China, Malaysia, Mongolia, Philippines, Singapore	13:00–18:00	13:00–18:00	13:00–17:00
UTC+9 Japan, Republic of Korea	14:00–19:00	14:00–19:00	14:00–18:00
UTC+11 Australia	16:00–21:00	16:00–21:00	16:00–20:00
UTC+12 Fiji, Kiribati	17:00–22:00	17:00–22:00	17:00–21:00
UTC+13 New Zealand, Samoa	18:00–23:00	18:00–23:00	18:00–22:00