



INTERNATIONAL SOCIAL SECURITY ASSOCIATION
ASSOCIATION INTERNATIONALE DE LA SÉCURITÉ SOCIALE
ASOCIACIÓN INTERNACIONAL DE LA SEGURIDAD SOCIAL
INTERNATIONALE VEREINIGUNG FÜR SOZIALE SICHERHEIT

ISSA Technical Seminar on Continuity and Resilience of Social Security Services and Systems in Southern Africa

Cape Town, South Africa, 1–3 March 2023

PROVISIONAL PROGRAMME

Wednesday, 1 March 2023

17:00–17:30 **Registration of participants**

17:30–18:30 **Welcome speeches**

Welcome remarks
Linton Mchunu
Acting Director-General
Department of Social Development
South Africa

Welcome remarks
His Royal Highness Prince Lonkhokhela Dlamini
Chairperson for the ISSA Liaison Office for Southern Africa
Chief Executive Officer
National Provident Fund
Eswatini

Welcome address
Lindiwe Zulu
Minister of Social Development
South Africa

18:30–21:00 *Welcome dinner*

Thursday, 2 March 2023

08:30–09:00 Final Registration

09:00-16:20 Continuity and Resilience of Social Security Services and Systems

Social security institutions are an important face of government. The public turn to social security for support, especially in times of need at various phases of their life course. The public has grown to expect the predictable and timely delivery of social security benefits and services in normal circumstances, as well as in highly disruptive and extreme situations, as evidenced by the recent experience with the COVID-19 pandemic. Unforeseen shocks and extreme events can significantly stress and overwhelm the capabilities of social security

institutions, which can lead to serious disruptions in providing benefits and services and, ultimately, to a loss of public trust. Cognizant that shocks can easily translate to social crises, social security institutions must have the capacity to quickly scale and deploy resources and collaborate with other government units as part of a concerted national response. The objective of the sessions is to present and discuss practices to ensure continuity and resilience in the region in light of the *ISSA Guidelines on Continuity and Resilience of Social Security Services and Systems*.

- 09:00–09:10 **General introduction to the Technical Seminar**
Thembinkosi Popho Mnisi
Liaison Officer for Southern Africa
Eswatini
- 09:10–09:40 **ISSA Guidelines on Continuity and Resilience of Social Security Services and Systems**
Ernesto Brodersohn
Senior Officer in Social Security, Social Security Development Branch
International Social Security Association
- 09:40–10:10 **Discussion**
- 10:10–10:40 *Coffee break and group photo*
- 10:40–12:10 **Role of partnerships in times of crisis for continuity and resilience: Case of South Africa**
Eldrid Jordaan
Chief Executive Officer
GovChat
- 12:10–12:30 **Discussions**
- 12:30–14:00 *Lunch*
- 14:00–14:30 **Country experience: South Africa, Department of Social Development**
Brenda Sibeko
Deputy Director General
- 14:30–15:00 **Country experience: Eswatini, National Provident Fund**
Futhi Tembe
General Manager Finance and Business Development
- 15:00–15:30 **Country experience: Kenya, Local Authorities Pension Trust**
Hosea Kimutai Kili
Managing Director
- 15:30–15:50 *Tea break*
- 15:50–16:20 **Discussions**

- 16:30–17:00 *Meeting of the Liaison Office Steering Committee and Directors (Heads of Social Security Institutions)*
- 18:00–21:00 *Networking event*

Friday, 3 March 2022

- 09:00–09:30 **Country experience: Zambia, National Pension Scheme Authority**
Ronnie Kamanya
Director Strategy and Business Performance
- 09:30–10:00 **Country experience: Zimbabwe, National Social Security Authority**
Nyaradzai Tasaranarwo
Deputy Director, Acturial and Data Services
- 10:00–10:30 **Discussions**
- 10:30–11:00 *Tea break*
- 11:00–11:30 **Country experience: Madagascar, National Social Insurance Fund**
Hanitra Ravalison
Head of Missions
- 11:30–12:00 **Country experience: Namibia, Social Security Commission**
Milka Mungunda
Executive Officer
- 12:00–13:30 **Country experience: Botswana Public Officers Pension Fund**
Otlaabotsa Tsie
Director, Risk and Compliance
- 13:30–13:45 **Discussion**
- 13:45–14:00 **Wrap-up and conclusion**