



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



WORLD SOCIAL
SECURITY FORUM
BRUSSELS 2019

World Social Security Forum

RESULTS & RESOURCES

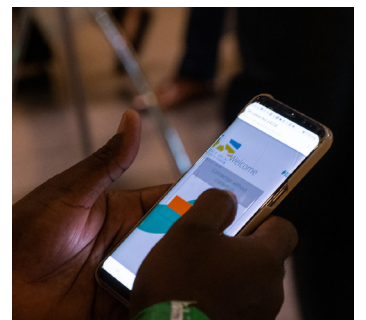
14–18 OCTOBER 2019
BRUSSELS, BELGIUM

*Protecting people
in a changing world*

Hosted by:



www.issa.int/wssf2019



More photos on: www.issa.int/flickr

Protecting people in a changing world

The biggest and most successful ever World Social Security Forum (WSSF) took place in Brussels, Belgium, 14–18 October 2019. Under the theme “Protecting people in a changing world”, the WSSF gathered 1300 social security leaders and experts from around the world for a week of learning, sharing and networking.

“We are proud to have organized the biggest World Social Security Forum ever, and we are grateful to the public social security institutions of Belgium for hosting this important global event. We will build on this powerful experience and all the knowledge shared in Brussels to further strengthen the ISSA’s support to its member institutions”, said Secretary General Marcelo Abi-Ramia Caetano.

Key messages from the WSSF included:

- *Social security institutions are tackling the challenges of our time by driving forward innovative solutions and practices*
- *The digital age offers both challenges and solutions, and social security institutions must take a pro-active approach to reap the benefits for its customers*
- *More can be done to include difficult-to-reach groups, and at the same time we must make sure that workers in the digital economy are integrated into social security*
- *Universal social protection is an achievable goal if policy makers, institutions and other stakeholders work together*

The fifth World Social Security Forum organized by the International Social Security Association (ISSA), was hosted by the public social security institutions of Belgium.



In addition to a safety net, our social security must become more of a stepping stone. A social security system that protects and activates. #ISSAWSSF #protectingyou2019



Maggie De Block (@Maggie_De.
18 days ago



Key figures

- 5 days
- 80 sessions
- 150 countries
- 170 speakers
- 380 organizations
- 1,300 participants



Opening ceremony & Belgian national presentation



“Protecting and changing” was the theme of the opening ceremony and national presentation of the Belgian hosts, and Maggie De Block, Minister of Social Affairs and Public Health, Asylum and Migration, gave the opening speech.

75 years of social security in Belgium

The public social security institutions of Belgium hosted the WSSF as part of its own celebrations of 75 years of social security in the country. Through a variety of high-quality videos and presentations, WSSF participants could see how social security in Belgium has developed, ensuring both comprehensive coverage and flexibility that is required for a modern society and active working lives.

Four key areas were highlighted:

- Equality – Closing the coverage gap
- Digitalisation – New technologies equal new opportunities
- Labour markets – Everyone matters
- Health and ageing – Improving quality of care

On behalf of the hosts, presentations were given by the President of the National Organizing Committee, Jean-Marc Vandenberghe of the Auxiliary Unemployment Benefits Fund, and the President of the Public Social Security Institutions of Belgium, Johan De Cock of the National Institute for Health and Disability Insurance.

In addition, Bea Cantillon, Director of the Foundation for International Studies on Social Security at the University of Antwerp, and François Pichault, Titular Professor at the University of Liège, and Pierre Vandervorst, President of Smals, contributed with quality perspectives on the history, development and modernisation of social security in Belgium.



Innovative responses to key global challenges



The ISSA presented its new flagship report *Ten Global Challenges for Social Security 2019 – Developments and Innovation*. Building on the knowledge and experiences of ISSA members, the report demonstrates how social security institutions are finding new and innovative ways to tackle the major challenges of our time to improve and extend social protection.

To meet the challenges, institutions concentrate their efforts in four areas:

- Sustainable Funding
- Comprehensive Coverage Extension
- Responsive – Meeting Expectation
- Dynamic – Adapting to changing environment

To pursue these efforts institutions use four levers/enablers:

- People
- Technology
- Coordination
- Leadership

10 global and regional challenges

The 2019 global report ends a three year project, which started with the first global challenges report in 2016, followed by regional reports for Africa (2017), the Americas (2017), Asia and the Pacific (2018) and Europe (2019).



“Social security institutions in all regions of the world are drivers of innovation and solutions. These changes will help provide better services for more people in the coming years.”

Marcelo ABE- RAMIA CAETANO,
Secretary General of the ISSA



Social security for the digital age



Discussions on day 2 were framed by a new *ISSA report on Social security for the digital age*. The report addresses major trends in digital technologies that are influencing social security, and how social security institutions are making use of the same technologies.

The report describes how digital technologies now permeate all aspects of human activities, with immeasurable and increasing impact on modern society and social security.

Making the best of technologies and meeting the challenges it brings requires attention in six areas:

- Clarify the digital worker legal status
- Enhance financial sustainability through collection of contribution
- Protect data and privacy
- Place people at the centre of everything
- Develop skills, foster desire to learn, values and ethics
- Ensure portability: move focus to the individual, not the job

Parallel sessions were dedicated to:

- Social security and new forms of work
- Service delivery: Keeping up with public expectations
- Supporting human capital in the digital age
- Emerging technologies: Seizing opportunities

International Social Security Review

In addition, the Special Issue 2019 of the *International Social Security Review* – “Social security and the digital economy” – was prepared to accompany the WSSF. It offers varying perspectives on challenges and possible responses for social security institutions in respect of the emerging digital economy.



“The digital economy opens exciting new opportunities to improve people’s lives. While there are challenges, digital technologies provide us with new tools to face the future provided we use them wisely.”

Dominique La Salle, Director for Social Security Development at the ISSA



Social security for the digital age

Addressing the new challenges and opportunities for social security systems

INTERNATIONAL SOCIAL SECURITY ASSOCIATION



Supporting excellence: Six years of ISSA Guidelines



The ISSA Guidelines are the foundation of the ISSA Centre for Excellence and for international efforts to achieve excellence in social security administration. The Guidelines are useful for all social security institutions and over 100 ISSA members are already using them.

New and revised ISSA Guidelines

At this World Social Security Forum, the ISSA launched new *Guidelines on Error, Evasion and Fraud in social security systems*, as well as eight updated and revised sets of Guidelines.

Error, evasion and fraud is an increasing preoccupation for social security institutions worldwide, and the new ISSA guidelines propose an integrated approach on these issues. Working with the ISSA global membership to develop the new guidelines, a key observation was that these issues were traditionally tackled in a fragmented way.

Interactive sessions

At the WSSF, thirty interactive sessions presented the latest developments for the various ISSA Guidelines, and the outputs of projects aiming at the improvement of administrative excellence, and provided opportunities to discuss and exchange with other members on areas of common interest.

A notable development in the updated guidelines is the inclusion of branch perspectives into cross-cutting guidelines, such as on Good Governance, Information and Communication Technology (ICT) and Service Quality. The ICT Guidelines now include specific chapters on e-health and business processes taking into consideration the different branches.



"The menu of Guidelines is large and you need to choose and implement bit by bit the pieces that are most relevant for you."

John McKeon
Department of Employment Affairs
and Social Protection, Ireland

ISSA Guidelines

New 2019

- Error, evasion & fraud

Revised 2019

- Contribution Collection & Compliance
- Good Governance
- Information & Communication Technology
- Investment of Social Security Funds
- Prevention of Occupational Risks
- Return to Work & Reintegration
- Service Quality
- Workplace Health Promotion

Edition 2016

- Actuarial Work
- Communication
- Coverage Extension
- Sustainable Employment

#protectingyou2019

The International Social Security Association (ISSA) invited its members and partners to share stories on how social security protects people in a changing world. Here are some of the contributions.



At NSSA we have been caring for the wellbeing of our customers and stakeholders since 1994. We go beyond caring about every Zimbabwean. We protect. We lead. We share. We achieve. Whatever happens, we will ...

NSSA (@nssazw) 17 days ago



Without receiving my monthly pension, taking care of my children will be difficult.

SSNIT, impacting lives, protecting the people. #SSNIT #protectingyou2019 #ISSAWSSF @ssnitghana

SSNIT - Ghana (@SSNITGhana) 21 days ago



If the plan doesn't work, change the plan, but never the Goal. Retire in style. #fulfillinglives #protectingyou2019

CPF Financial Services (@CPFK...) 29 days ago



A RAÍZ DE ESO ESTE... LA NUTRICIÓN PARENTAL LE LLEVA SIEMPRE PESO IT WAS AT THAT MOMENT THAT PARENTAL NUTRITION ALLOWED HER TO GAIN THE WEIGHT

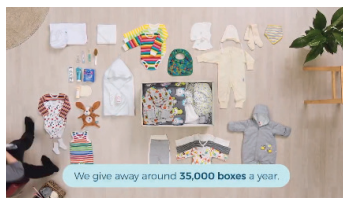
EsSalud participará del próximo Foro Mundial de la Seguridad Social (@ISSACOMM) - #ProtectingYou2019. Conoce más sobre Nutribest, programa que implementa y ejecuta un sistema de prescripción protocolizada...

EsSalud (@EsSaludPeru) 5 weeks ago



La protection sociale c'est aussi pour l'IPRES corriger l'injustice sur la périodicité du paiement des pensions. La Mensualisation est entrée en vigueur en 2017 #protectingyou2019

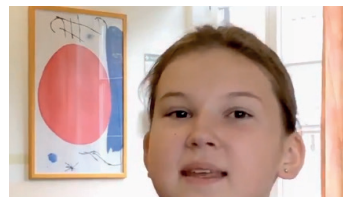
ndèye ndella diouf (@dioufaa) 29 days ago



We give away around 35,000 boxes a year.

In Finland, families have enjoyed the maternity package for over 80 years. The basic concept behind the package has remained the same; supporting newborn babies and their families during the babies' first m...

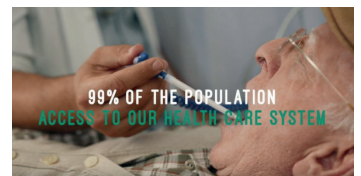
Kela Fpa (@KelaFpa) 17 days ago



Hallo, ich bin Lea, ich bin 11 Jahre alt (Hello, I'm Lea and I'm 11 years old)

Gemeinsam stark: Zusammen mit ihrer Mutter hat Lea (11) während ihrer #Rehabilitation gelernt, mit ihren gesundheitlichen Problemen umzugehen #protectingyou2019 #kinderreha

Deutsche Rentenversicherung (D...) 20 days ago



99% OF THE POPULATION ACCESS TO OUR HEALTH CARE SYSTEM

En Belgique, la protection sociale fait partie de notre mode de vie. you.tu.be/0ljpRvs9bS0 #protectingyou2019 #ISSAWSSF

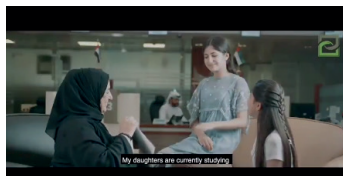
RSZ ONSS LSS (@rsz_onss) 16 days ago



Thanks to the EPB, we can have access to essential health data in no time at all.

La révolution numérique transforme aussi les services publics de sécurité sociale. #ISSAWSSF youtube.com/watch?v=14UUAU... #protectingyou2019

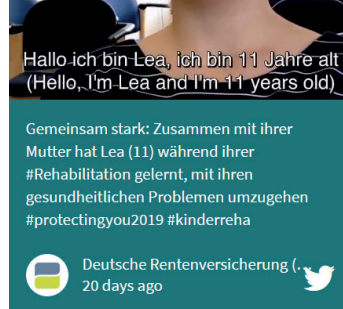
SPF Sécurité sociale (@SPFSecu) 16 days ago



My daughters are currently studying

ابوطني للتقاعد يضمن حياة كريمة للأجيال المتعاقبة. على مدار الرحلة نحن معك ونحن نهتم بك Abu Dhabi Pensions Fund guarantees the new generation's future. Throughout the journey... we are with you. #We_care_a

صندوق ائوطني للتقاعد (@ADPension) 6 weeks ago

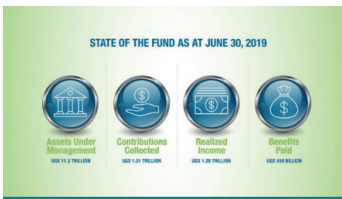


SGK

ARE YOU AWARE OF YOUR RIGHTS? You and your family are wholly covered by the Universal Health Insurance System lead for 76,75€ 13.4€

Unlimited Health Service Only 1, 3, 4 \$ (76,75€) #ProtectingYou2019

SGK (@sgksosyalmedya) 5 weeks ago



NSSF Uganda is committed to paying qualifying members their benefits. We paid UGX 450 billion in 2018/19, a 25% increment from UGX 360 billion in 2017/18. #ProtectingYou2019 #ABetterLife

NSSF Uganda (@nssfug) 28 days ago



In Malaysia, we are progressively enhancing our social security protection. This "What If" video inspires us and we would like to share it with you. #protectingyou2019 #PERKESOPrihatin

PERKESO | SOCSO (@PERKESOofficial) 22 days ago



The Story of Ms. Ryu Ye-jun Staff of COMWEL Seoul Seocho Branch instagram.com/p/B2QpE9MBx_o/... #protectingyou2019 #ISSAWSSF

JungSujin (@fayejung) 16 days ago



نحن هنا من أجلك #نظام العاملين لحسابهم الخاص ومن في protectingyou2019# حكيم

@ta... للتأمينات الاجتماعية سلطنة عمان 5 weeks ago

SOCIAL MEDIA
#ISSAWSSF

Participants shared actively from the WSSF in social media all through the week.



@VaIASchmitt @soc_protection presenting the ILO recommendation Working for a brighter future: #SocialProtection shall 1. be stronger than ever 2. adapt 3. deal with risk sharing, solidarity and equity and ...

Tanja Blomqvist (@Tanj... 15 days ago



Wonderful way to wrap up the week at the #issawssf with amazing delegations from Turks and Caicos Islands 🇹🇨, Cambodia 🇰🇲 and Belgium 🇧🇪! Thanks to @ISSACOMM and to all participants for making the event a huge su...

ILO-Brussels (@ILOBrussels) 13 days ago



Session parallèle #ISSAWSSF #protectingyou2019 #CNPSCIV

Herve Doumouya (@HD... 16 days ago



Los empleadores no deben estar exentos del desarrollo de habilidades, pues se debe impulsar que estos desarrollen la "habilidad" de cumplir primero con sus responsabilidades para con los trabajadores: @gibr...

CISS (@CISS_org) 16 days ago



5 ISSA Presidents at the World #SocialSecurity Forum Johan Verstraeten served as ISSA President 1998 – 2004 and today received the Medal of Merit Here with other ISSA Presidents Errol Frank Stoové,...

ISSA-Social Security (@ISSACO... 16 days ago

Congratulations @ISSACOMM on such a well-attended World Social Security Forum - your focus on the importance of social security in the digital age is a critical consideration #ISSAWSSF twitter.com/ISSACOMM/status

Louise Logan (@elologan) 17 days ago



It's been a great week of discussions and networking around Protecting people in a changing world. Over 150 Nationalities, 400 social security institutions and 1300 participants including @CPFKenya Well...

irene (@irene_mbonge) 13 days ago



CARICOM meets with ISSA Secretary General #protectingyou2019

David A. Matthias (@Dav... 15 days ago



I was grateful to receive the #ISSACertificateofExcellence in Social Security Administration for #Contribution #Collection and #Compliance on behalf of SOCSO at #ISSAWSSF 2019 here in Brussels. #PERKESOPrihatin ...

Dr. Azman Aziz (@DrAz... 15 days ago



Looking forward to sharing perspectives on #futureworkforce and the power of new technologies like AI and VR to transform the human services case-worker experience and help them build new skills. Join m...

Gaurav Gujral (@gauravgujral1) 16 days ago



جلالة الملك يصدر مرسومًا بتعيين إيمان المرابطي رئيسًا تنفيذيًا لهيئة التأمين الاجتماعي

We at kingdom of Bahrain are so proud to have the first female CEO for Social Insurance Organization at GCC level. #issawssf #issacomm

Fatima (@fatima179) 16 days ago

” #spreukmakeover #issawssf ‘with older olds , come newer needs’ Dominique La Salle @ISSAworldwide

“ paul soete (@PaulSoete) 16 days ago



The beauty of the World #SocialSecurity Forum Perspectives on emerging technologies from Brazil 🇧🇷 Cape Verde 🇸🇩 China 🇨🇳 Norway 🇸🇦 Saudi Arabia 🇸🇦 Argentina 🇦🇷 #ISSAWSSF

ISSA-Social Security (@ISSACO... 16 days ago

ISSA Recognition



As part of the session on the ISSA Guidelines, seven ISSA member institutions from four continents received Certificates of Excellence in six different guideline areas for their successful participation in the ISSA Recognition programme.

New Certificates of Excellence

Good governance

- Pension Fund of Morocco (CMR), Morocco

Information and Communication Technology

- BPJS Ketenagakerjaan, Indonesia

Prevention

- Social Security Corporation, Jordan

Return to work and re-integration

- Social Insurance Fund of the Russian Federation
- BPJS Ketenagakerjaan, Indonesia

Service quality

- Department of Employment Affairs and Social Protection, Ireland

Re-certifications

Contribution collection and compliance

- Bank Employees' Pension Fund (CJPB), Uruguay
- Social Security Organisation (PERKESO), Malaysia



Innovation Zone



The ISSA Innovation Zone was specifically tailored to demonstrate and discuss concrete innovative developments.

Innovation requires courage and leadership, and a methodical approach to innovation accelerates the development, testing and adoption or dismissal of approaches.

The Innovation Zone provided hands-on demos and video-based presentations of thirty innovative approaches tested by members and industry partners.

A summary presentation is available, entitled: "Innovation zone: Demonstrations of innovative experiences in the WSSF Programme"

It can be found on the ISSA website here: ww1.issa.int/wssf2019/day3



The Centenary of the ILO: Social security for a brighter future



The ISSA dedicated a special session at the WSSF to the Centenary celebrations of the International Labour Organization (ILO), its long-standing partner. The ISSA and the ILO have been partners ever since the ISSA was established, in Brussels in 1927.

The ISSA-ILO success formula

The success of the ISSA-ILO partnership lies in their mutual benefits and complementary roles, with the ILO focussing on the tripartite cooperation between governments, employer and employee organizations, and the ISSA focussing on excellence in social security administration at the institutional level.

More than just looking at historic developments and achievements, the session at the WSSF was an opportunity to look to the future, as the ILO and ISSA are working together to promote and achieve the United Nation's Sustainable Development Goals on universal social protection.

ISSA members were encouraged to participate actively in the upcoming ILO's Global Social Protection Week in November 2019.



"Since the earliest days, the ISSA and the ILO have stood side by side in the development of social security, contributing to the overarching objective of promoting social justice across the world."

Guy Ryder
Director General of the ILO

www.ilo.org/100



Social security for changing societies



One plenary and four parallel sessions on day 4 of the WSSF were dedicated to “Social security for changing societies”. The objective was to look at how social security can mitigate risk, provide opportunities, and ensure social cohesion and inclusive growth, in view of major social, economic and demographic trends.

Key messages from the sessions included:

- **Meeting the evolving needs of an ageing population:** The importance of providing a continuum of care that supports ageing-in-place models to increase well-being, reduces pressure on health system and postpones institutional long-term care.
- **Reaching and protecting difficult-to-cover groups:** To extend coverage to the self-employed and low-income groups, programmes need to be designed with specific funding and administrative arrangements.
- **Reducing inequalities, building resilience:** To ensure inclusive growth and ensure that no one is left behind, special efforts are needed to increase the participation of marginalised populations.
- **Universal social protection and the role of contributory systems:** The best way to achieve sustainable and adequate social security is through a mix of universal, tax-financed basic social protection complemented by publicly managed, risk-pooled (solidarity) contributory schemes.



World Social Security Summit



The Summit on the last day was one of the highlights of the WSSF. Bringing together high-level representatives of governments and international organizations, the Summit aimed to address strategies for protecting people against evolving risks in the context of a changing world of work and remaining coverage gaps.

This changing world needs social security more than ever.

The first panel discussion focussed on the extension of social protection, in line with the United Nations Sustainable Development Goals, with ministerial participation from Algeria, Malaysia and Jamaica, and representatives from the United Nations, World Bank and ILO.

The second panel focussed on the needs and ways to adapt social security in order to strengthen the protection of people in a changing world, with government representatives from Belgium, China, Lithuania and the Russian Federation, and representatives from the European Commission and the ISSA.



“We must break the inter-generational inequalities and injustices, and to ensure inclusive social security we need to focus on availability, accessibility and adequacy.”

Maria-Francesca Spatolisano,
Assistant Secretary-General for
Policy Coordination and
Inter-Agency Affairs, United Nations



Rwanda: ISSA Award for Outstanding Achievements



The ISSA Award for Outstanding Achievements in Social Security was presented to the Government of Rwanda for achieving almost full health insurance coverage in less than 20 years and reaching the highest health coverage rates in Sub-Saharan Africa.

Rwanda's success formula

- Complementary community-based health insurance schemes combined with the advantages of compulsory health insurance;
- Combining community-level schemes with the professional management structures of the existing social security scheme;
- Important domestic financing input complemented by donor funds instead of the other way around;
- Compulsory coverage of community-based schemes based on the realization that voluntary coverage cannot achieve universal coverage;
- Compulsory contributions and co-payments, even if at a low level.



Rwanda 🇷🇼 has achieved major improvements to #socialsecurity and wins the ISSA Award for Outstanding Achievement at the World Social Security Forum #ISSAWSSF A key to Rwanda's success has been community based heal...



ISSA-Social Security (@ISSACO...
14 days ago



Excellence in social security
Excellence en sécurité sociale
Excelencia en la seguridad social
Exzellenz in der sozialen Sicherheit
Высокие стандарты управления в социальном обеспечении
التميّز في الضمان الإجتماعي
卓越的社会保障

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www.issa.int/WSSF2019

Social media

#ISSAWSSF
#protectingyou2019
@ISSACOMM

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