

# Regional Workshop on Social Service Workforce Strengthening

Kick off meeting for the development of an ASEAN Declaration on Promotion of Social Work



**Hanoi, Viet Nam**

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Summary Report



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# ACRONYMS

<b>ACWC</b>	ASEAN Commission on the Promotion and Protection of the Rights of Women and Children
<b>ASEAN</b>	Association of Southeast Asian Nations
<b>ASWC</b>	ASEAN Social Work Consortium
<b>GSSWA</b>	Global Social Service Workforce Alliance
<b>MOLISA</b>	Ministry of Labour, Invalids and Social Affairs
<b>NGO</b>	Non-governmental organization
<b>SDGs</b>	Sustainable Development Goals
<b>SOMED</b>	Senior Officials Meeting on Education
<b>SOMHD</b>	Senior Officials Meeting on Health and Development
<b>SOMSWD</b>	Senior Officials Meeting on Social Welfare and Development
<b>SOMY</b>	Senior Officials Meeting on Youth
<b>UNICEF</b>	United Nations Children's Fund

# BACKGROUND

The social service workforce plays a central role in supporting and enhancing the well-being of children, families and vulnerable groups by alleviating poverty, identifying and managing risks, and facilitating access to and delivery of social and protection services, including linking vulnerable persons and families to social protection, and ensuring families who are in receipt of this support can access the welfare services that they need. A well-developed social service workforce is key to promoting social justice, reducing discrimination, challenging and changing harmful behaviours and social norms, and preventing and responding to violence, abuse, neglect and exploitation and family separation. Development of the social service workforce is a critical factor in achieving social inclusion for children, persons with disability and marginalized groups.

The recent mapping<sup>1</sup> of social service workforces in East Asia and the Pacific highlighted that there is significant variation in the ASEAN region as to the types of social services that have been developed, how social work is defined and the extent to which social work has developed as a profession. Differences in defining social workers and the social service workforce make it difficult to understand the extent of the workforce deployed in each country. Differences in the language that is used to describe the people who work in social services or in allied sectoral services, such as health and education, also contribute to a confused picture of the state of the workforce in many countries.

In most countries in the region, social services are delivered both by government and non-government service providers. Social workers and other social service workers are often poorly paid and work in challenging environments. Generally, there are low levels of trust in the workforce and a perception that social work is not a professional area, but one made up of volunteers.<sup>2</sup> It has also been a common challenge across the ASEAN region to enshrine the social work profession in legislation, to clearly define the functions required for statutory social work, usually requiring assessment and decision-making, and to ensure that the workers fulfilling these functions are equipped with the competencies (skills, knowledge and behaviours) to be able to execute these functions.

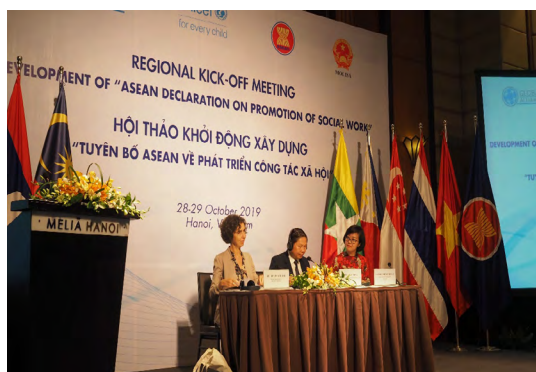
The ASEAN Social Work Consortium (ASWC), a mechanism under the supervision of the ASEAN Senior Official Meeting on Social Welfare and Development, has a vision to “strengthen solidarity among social work practitioners, educators and schools of social work” in the ASEAN region and its partners. One of its purposes is to promote greater support of policy makers for the role of social work in social development. As such, under the Workplan of ASWC 2016-2020, Viet Nam is leading the development of an ASEAN Declaration on Promotion of Social Work, contributing to the establishment of a national career development plan for social workers in the region. It is expected that the Declaration will be submitted to ASEAN leaders for adoption in 2020 under Viet Nam Chairmanship of ASEAN and ASWC and will direct the development of ASWC’s future strategy and workplans, as well as the strengthening of the social service workforce. This two-day regional workshop is the kick-off meeting for development of the Declaration.

1 UNICEF and Global Social Service Workforce Alliance, *The Social Service Workforces in the East Asia and Pacific Region: A Multi-country review*, UNICEF 2019.

2 Ibid.

# WELCOME REMARKS

The welcoming remarks for the meeting were delivered by *Ms. Ha Thi Minh Duc*, Chair of the ASEAN Social Work Consortium; *H.E Le Tan Dung*, Vice Minister of Labour, Invalids and Social Affairs and *Ms. Lesley Miller*, Deputy Representative, UNICEF Viet Nam.



## Key themes of the remarks include:

- **A well-functioning social welfare system is essential to support and strengthen family environments and protect children from all forms of violence**, abuse, neglect and exploitation in all settings. The most important component of this system is the social service workforce consisting of government and non-governmental professionals and paraprofessionals working across sectors. This workforce plays a central role in identifying, preventing and managing risks, and responding to situations of vulnerability and harm. The social service workforce facilitates access to and delivery of social services, poverty reduction, promotion of social justice, tackling discrimination, and challenging harmful behaviours and social norms.
- **ASEAN countries are facing common challenges**, including child neglect and exploitation, poverty, social exclusion, violence against women and children, ageing populations, migration, youth unemployment, and man-made and natural disasters. These challenges are becoming more complex requiring efforts in terms of professionalizing the social service workforce to meet the needs of vulnerable populations.
- **The importance of social work has not yet been recognized in many countries in the region**, despite the large number of people needing the support of social workers to cope with the difficulties in their lives and facilitate access to services.
- **The social service workforce is often under-resourced, under-staffed and under-supported**. Investing in the social service workforce will yield high returns for children, families and communities. A lack of investment will hinder the implementation of policies and laws and undermine efforts to create effective case management and service delivery systems.
- **Strengthening the social service workforce is critical to the achievement of the Sustainable Development Goals (SDGs) and targets**. One quarter of the world's children live in this region; therefore, a failure to achieve the SDG targets here will prevent global achievement of the Goals. With 10 years remaining to achieve the SDGs, this process in ASEAN to strengthen the social service workforce is extremely timely.
- The ASWC has been tasked to work closely with ASEAN members to **develop concrete actions towards development of a draft Declaration on Promotion of Social Work**. The draft Declaration is expected to be submitted to ASEAN leaders for review in November 2020.

# OVERVIEW OF CURRENT ASEAN FRAMEWORK AND WORKSHOP OBJECTIVES

*Presented by Dr. Sita Sumrit, ASEAN Secretariat*

In recent decades, social work has emerged as a leading profession to provide direct social services and has been developed in over 100 countries globally. In 2019, a regional review of the social service workforce in East Asia and the Pacific was carried out by UNICEF and the Global Social Service Workforce Alliance. The review highlighted that although there has been progress across the ASEAN member states, there are also a number of challenges. There is significant variation in the situation across the region as to the types of social services that have developed, how social work is defined and the extent to which social work has developed as a profession. There are also considerable differences in how social workers and the social service workforce is defined in each country.

## Key gaps highlighted in the review include:

- Few countries have legal framework for the professionalization of social work.
- There is a low ratio of social workers per population.
- There is limited capacity of the workforce in some countries.
- There are insufficient training institutions for social work.
- There is limited budgetary allocation – important to engage ministries of finance.

The ASEAN Social Work Consortium and Senior Official Meeting on Social Welfare and Development, spearheaded by the Government of Viet Nam, has therefore launched an initiative to support the strengthening of the social work profession and social welfare workforce across the region by establishing a regional consensus and mandate of social service workforces, enhancing capacity in the region to plan, develop and support the social service workforce, and developing a declaration on social work development. This initiative builds on a series of ASEAN initiatives to strengthen social welfare and social work and supports implementation of the ASEAN Regional Plan of Action on the Elimination of Violence against Women and Violence against Children, as well as achievement of SDG targets 5 and 16. It also complements the establishment of the ASEAN Training Centre for Social Welfare and Social Work.

This meeting is the first in a series of meeting on social service workforce strengthening and the development of the Declaration. The objectives of this kick-off meeting are:

- To promote the strengthening of current legislation and policies of ASEAN Member States on social work and the social service workforce.
- To advance understanding, commitment and planning for a trained, resourced, skilled, decentralized and well-supported social work and social service workforce; and
- To reach a consensus on the need for, content of and scope of a declaration on social work/social service workforce strengthening.



# 1. OVERVIEW OF GLOBAL STANDARDS AND GOOD PRACTICES FOR SOCIAL WORK DEVELOPMENT AND SOCIAL SERVICE WORKFORCE STRENGTHENING

## Key pillars for social work and social service strengthening

Presented by Aniruddha Kulkarni, Child Protection Specialist, UNICEF Headquarters

### Key concepts and terms

The social service workforce is: “an *inclusive concept* referring to a broad range of *governmental and nongovernmental professionals and paraprofessionals* who work with children, youth, adults, older persons, families and communities to ensure healthy development and well-being.”

The key actors that forms the social service workforce are very diverse and include:

- **Social workers:** Social workers are professionals with an academic degree who promote social change and development, social cohesion and the empowerment of people. In the absence of an official regulation of this profession in some countries, many other social service workforce representatives are referred to as ‘social workers,’ however it is important to reserve this professional title for qualified social workers.
- **Other professionals:** The social service workforce also includes other professional groups such as child and youth care workers and psychologists.
- **Para-professional workers:** These are supervised para-professional staff or volunteers who play a vital role in delivering social services to vulnerable individuals, including children and families, at the community level. They work together with social workers and other professionals, but they are also trained and certified to perform their functions. It is important to recognise their existence and acknowledge the contribution they make.
- **Volunteers:** They provide their services voluntarily i.e. they are unpaid for the services they provide; any professional or para-professional can thus be a volunteer if they are not paid fees for the services they offer. Often volunteers are taken for granted, but they should always be included when talking about the social service workforce. Further, volunteers should also be supervised irrespective of whether they are professionals or para-professionals.

### Launch of The Social Service Workforce in East Asia and the Pacific: Multi-country Review

The regional research on The Social Service Workforce in East Asia and the Pacific: A multi-country review was formally launched and shared at the meeting and the key findings were used to inform the discussions.





**Allied workers:** They are professionals and paraprofessionals involved in sectors such as education, health and justice who have critical roles related to care, support, prevention, empowerment and protection and promotion of the rights of people. They work alongside the social service workforce, but they are established within another sector.



Figure 1. The social service workforce and allied workers

### The roles and functions of social service workers

The social service workforce contributes to promoting social justice; reducing discrimination; challenging and changing harmful behaviours and social norms; preventing and responding to violence, abuse, neglect and exploitation and family separation.

Table 1. Functions of the social service workforce

Promotive	Preventive	Response
<ul style="list-style-type: none"> <li>Advocacy</li> <li>Community mobilization</li> <li>Establishing and promoting standards and practice</li> <li>Research, monitoring and evaluation</li> <li>Social service administration</li> <li>Education of social service providers</li> </ul>	<ul style="list-style-type: none"> <li>Early identification of vulnerabilities</li> <li>Work with children, families and communities</li> <li>Provision of and access to preventive services such as early childhood development, education</li> <li>Gatekeeping</li> </ul>	<ul style="list-style-type: none"> <li>Child participation</li> <li>Case management</li> <li>Psychosocial support and/or counselling</li> <li>Support to delivery of services</li> <li>Victim protection and support</li> <li>Reintegration and rehabilitation</li> </ul>

## Strategies to strengthen the social service workforce

There are three pillars of strengthening the social service workforce: planning, developing and supporting.

Table 2. Key pillars to strengthen the social service workforce

Planning the social service workforce	Developing the social service workforce	Supporting the social service workforce
<ul style="list-style-type: none"> <li>• Policy and legislation</li> <li>• Define types, functions, ratios</li> <li>• Costing and financing for social service work</li> <li>• Regulatory framework for education, accreditation, licensing</li> <li>• Human resource policies, and practice and organizational standards</li> </ul>	<ul style="list-style-type: none"> <li>• Multisector collaboration for education and training</li> <li>• Align education and training to national priorities and standards</li> <li>• Integrate fieldwork and indigenous knowledge in education and training</li> <li>• Offer ongoing and continuing opportunities</li> </ul>	<ul style="list-style-type: none"> <li>• Improve recruitment and retention of workers</li> <li>• Support associations and councils</li> <li>• Invest in quality supervision</li> <li>• Promote career development and progression</li> <li>• Invest in promoting the image of social service workers</li> </ul>

## Defining the scope of the social service workforce

Reaching clarity on the members of the social service workforce enables planners to define the scope of work in respective sectors, plan and budget for worker deployment, and to track progress against workforce-specific indicators. This is an essential element of strengthening the workforce.

Participants worked individually to write down one title each of a professional social service worker, a para-professional social service worker and an allied worker from government or NGOs. The results were discussed in plenary. GSSWA and UNICEF recently developed a guidance tool to support the development of a national, contextualized definition of the social service workforce. It is available on UNICEF SharePoint<sup>3</sup> and will also be available on the GSSWA website in late 2019.

<sup>3</sup> <https://unicef.sharepoint.com/:b:/s/PD-ChildProtection/Ec9CUiFPp5hltqom8mYeVkB7QpqTm7AXTPp1BdLyyDYg?e=FxZ96b>

# The Social Service Workforce in the East Asia and Pacific Region: Multi-country Review

*Presented by Natia Partskhaladze, Senior Technical Adviser, Global Social Service Workforce Alliance*

In partnership with UNICEF, the Global Social Service Workforce Alliance (GSSWA) has supported workforce mapping and assessments in 31 countries, 15 of which are within the East Asia and Pacific region<sup>4</sup> (including eight ASEAN Member States). The purpose of the mapping was to provide an overview of the context for workforce planning, development and support and identify recommendations for social service workforce strengthening applicable for child protection, as well as for the delivery of countries' social welfare systems. Although focusing on child protection, the findings are applicable to social service workforce strengthening in general. The Alliance developed a mapping toolkit<sup>5</sup> to guide this process, and guidelines<sup>6</sup> were developed with UNICEF to strengthen the social service workforce for child protection.

## Planning the workforce

**Identifying the human resource needs and gaps for the social welfare system; and ensuring that required laws, policies, and registration, accreditation and licensing system are in place for an effective workforce**

The findings show there has been progress in planning social service workforces in all countries in the region. Some have relatively well-planned social service systems and workforces with some degree of a normative framework in place for social work, a national strategic plan, a system for registration or licensing and practice standards, while others lack the frameworks and systems necessary for an effective and professionalized social service workforce.

While all countries in the review are actively engaged in planning for the workforce, planning, as well as advocacy, is severely constrained by the lack of or limited nature of systematic data, especially on the number of social service workers overall and/or workers responding to the needs of children and child protection. Comparative analysis across the region is further hampered by the widely differing definitions used by countries to determine the scope of their workforces.

The reported size of the social service workforce and social worker-to-child population ratio in each country varies hugely. Low ratios tend to correlate with limited policies and laws, a lack of clarity on the definition of social work and social workers, a lack of or limited professionalization, and limited training opportunities. Furthermore, most countries only include government workers in the data they collect, although the non-governmental sector often plays a significant role in the delivery of social services for children and families and child protection.

## Key recommendations:

- Reliable, government managed data about the social service workforce should be systematically collected and used to support planning, developing and supporting the workforce.
- Systems and structures should be planned based on system readiness using phased approach to introducing standardized registration and licensing and other proactive quality assurance mechanisms.
- Legal and policy framework should be developed to support workforce strengthening (Session 3).

4 East Asia: Cambodia, Indonesia, Lao PDR, Malaysia, Mongolia, Myanmar, Philippines, Thailand and Vietnam. Pacific region: Fiji, Kiribati, Papua New Guinea, Solomon Islands, Timor Leste, Vanuatu.

5 See: <http://www.socialserviceworkforce.org/resources/social-service-workforce-mapping-toolkit>

6 See: <https://www.unicef.org/reports/guidelines-to-strengthen-social-service-workforce-for-child-protection-2019>

## Developing the workforce

Providing effective and quality pre-service and in-service training and education; aligning training with needs and gaps in the workforce, establishing prevailing accreditation systems, international best practices and the national context

The number of social work courses in the ASEAN countries reviewed are growing, with all having bachelor and master's degree courses in social work. However, most participants in the review believed that the available social work education and training is insufficient to develop a strong professional social service workforce. Some faculties do not have appropriately qualified and experienced teaching staff largely because the profession is relatively new. The review also found that education and training programmes for paraprofessionals exist in all ASEAN countries included in the in-depth review, however they varied in terms of course titles, the types of education providers and recognition/accreditation mechanisms.

### Key recommendations:

- Prioritization should be given to developing and making available appropriate education and training at all levels of the social service workforce, including professionals and paraprofessionals
- Prioritization should be given to establishing social work degree programme in academic institutions
- Training and education of the social service workforce should be aligned with national priorities related to child and social protection and other relevant fields
- Faculty and instructors should themselves be appropriately trained and experienced in the relevant field
- In countries where there are limited qualified social work educators, partnerships should be established between international institutions and service agencies to support the development of contextually and locally informed training and education programmes.
- Social service organizations and academic institutions should collaborate to provide viable practice learning experience to the students/trainees.
- Professional supervision standards and parameters should be set to standardize supervision system and qualification of supervisors.
- In-service and pre-service training programmes should be developed and endorsed by the government and/or a nationally approved training provider and supported in a systematic way that provides a basis for national recognition to workers who have completed the training.
- Paraprofessional social service workers should be recognized as a formal category of workers and should have access to technical support and training leading to professional recognition.

## Supporting the social service workforce

Improving recruitment and retention of workers, including through improving job satisfaction and opportunities for career development and progression; enhancing performance of the workforce through quality supervision; supporting professional associations, which are empowered to set standards, including codes of ethics, and hold members of the profession accountable; and tackling negative public perceptions of the workforce.

The review found that the availability of professional associations is of key importance as they are instrumental in providing supervision to professional social workers and para-professional workers. These are more advanced in East Asia and the Pacific than in other regions. For example, all five countries in the in-depth review have a government recognized professional association for social work and four have publicly disseminated codes of ethics. The survey for the in-depth review recorded that most workers had supervisors. However, satisfaction with the quality of supervision varied.

Perceptions of upward mobility for social workers varied amongst those surveyed as part of the in-depth review, although largely opportunities were seen to exist to some extent. Across the region, all social workers reported that recognition of their role as a profession is impacted by cultural and historical understanding of social service work being related to 'doing good in the community'. This perception is also widely held by politicians and lawmakers. Thus, social work is not viewed as a profession and is often low paid and under-resourced.

### Key recommendations:

- Investments should be made to ensure all members of the workforce have consistent access to quality supervision and support.
- Professional associations should be formally recognized by governments and supported to play a key role in promoting professional standards, professional code of ethics advancing sound policies based on local practice innovations and promoting positive perceptions of social work and social workers.
- Appropriate support mechanisms and career structures should be created or strengthened to create career advancement opportunities for the workforce.
- Professional bodies should be enabled to create and disseminate a code of ethics, which is endorsed and signed by the members of the association, and protocols for addressing non-adherence to the code.
- Key messages and communication strategies should be developed to tackle negative perceptions regarding social work and social workers.

It is important to use a phased approach when implementing recommendations given the different stages of development and readiness of countries.

## 2. REFLECTIONS ON THE CURRENT STATUS OF SOCIAL WORK AND SOCIAL SERVICE WORKFORCE STRENGTHENING IN ASEAN MEMBER STATES: WHAT NEXT?

Participants worked with representatives from their country to reflect on the mapping and assessment findings, guided by the following questions:

- What is your country doing well in relation to social work and social service workforce strengthening?
- Where are the largest gaps and what are the most significant challenges in relation to social work and social service workforce strengthening?
- What are the top five key considerations and actions your country should take in order to strengthen social work and the social service workforce?



The feedback indicates that compared to other regions, the trend in ASEAN countries is a move from planning to a focus on developing and supporting the social service workforce (see Table 3).

**Table 3. Main actions to strengthen the social service workforce in ASEAN Member States**

Pillar	Action area	Number of ASEAN countries identifying that action
Planning	• Development of legal frameworks and laws	7
	• Increasing budget allocation and engaging in budget planning	7
	• Mapping of the social service workforce	4
	• Establishment/strengthening of licensing and accreditation system	4
	• Establishing a database to monitor and track the social service workforce	2
Developing	• Strengthening in-service and pre-service training	8
	• Increasing multi sectoral collaboration	5
Supporting	• Strengthening the supervision system	8

### 3. STRENGTHENING LEGISLATION AND POLICY FOR SOCIAL WORK IN ASEAN MEMBER STATES

#### Main findings of the Multi-Country Review: Legal and policy frameworks and accreditation in ASEAN Member States

*Presented by Natia Partskhaladze, Senior Technical Adviser, Global Social Service Workforce Alliance*

Global experience indicates there is a need for legislation to regulate and protect the social service workforce profession. Such legislation should include a law formally recognizing the specific roles and responsibilities of the social service workforce, providing them with a legal mandate to perform their job and protecting them should they encounter physical or legal risks while carrying out their work. Laws and regulations should further establish minimum standards for service provision, specifying personnel qualifications and numbers, and include mechanisms for the ministries overseeing social service provision to enforce minimum standards. Legislation should include formal recognition of standard social service workforce titles and their inclusion in the government organogram or list of civil service positions which can be held in government ministries.

In general, countries that have more clarity with their legal and policy frameworks are more successful with developing their social service workforce. On the contrary, a lack of such frameworks hinders the provision of standardized quality services.

#### Key recommendations:

- Laws and policies on the social service workforce should:
  - reflect a shared vision for the system of social welfare (including the child protection system).
  - aim to increase the professionalization of the social service workforce.
  - outline and define functions (roles and responsibilities) of the workforce.
  - establish a competency framework, practice standards and common accountability frameworks to increase efficiency and effectiveness.
- Development of informed, contextualized national strategic plan on progressively strengthening the social service workforce based on the human resources needs of the vision for the social welfare system.
  - Plans for social service workforce strengthening should be costed.
- Policies should be developed on recruitment and retention of the qualified workers nationwide.
  - Establish salary equity across regions of the country and in urban/rural areas, taking into account comparative equity against other professions.
- Plans for social service workforce strengthening should be integrated into social protection, child protection and other relevant national strategic frameworks in order to ensure holistic approach.

**Three countries in the region have a law regulating professional social work:**

The Philippines (1965/2007)  
Thailand (2013)  
Indonesia (2019)



## Country experiences on developing and implementing legal and policy frameworks for social work, including licensing and accreditation

### National policy on improving the roles of social workers in Indonesia

*Presented by Dr. Rara Endah Sulistyarningsih, Ministry of Social Affairs, Indonesia and Miryam Nainggolan, Indonesia Social Work Consortium*

On 3 September 2019, Indonesia's Parliament passed the Social Worker Law (No. 14), after a long journey to develop the Law, which began in 2012. During this time, many efforts were undertaken to sell the idea of the Bill to the Ministry of Social affairs and Parliament. For example, a needs assessment was conducted, several national seminars and conferences on social work were held, and a public hearing took place in Parliament.

Several challenges were faced along the way. For example, it was difficult to convince the Government and Parliament that social workers are different to other social service workers and have a specific education and professional background. Ongoing advocacy and lobbying was required with Parliament to encourage them to consider the Bill. At one point, some workers (graduates from the social sciences) wanted to be included in the Bill as social workers even though they are not professional social workers.

The success of the issuance of the Law was also determined by the effective use of the consortium of various social work stakeholders in Indonesia to influence policy makers in Government and Parliament. This consortium consists of various institutions and associations, such as the Indonesian Social Worker Association, the Indonesian Association of Schools of Social Work, the Community Social Workers Forum, the Ministry of Social Affairs, the Social Welfare Student Communication Forum, and the Association of Social Extension Workers.

#### **Box 1. Content of Indonesia's Social Worker Law (2019)**

Chapter I:	General provisions
Chapter II:	Social work practice
Chapter III:	Standard of social work practice
Chapter IV:	Education of social worker profession
Chapter V:	Registration and licensing
Chapter VI:	Rights and responsibilities
Chapter VII:	Social worker organization
Chapter VIII:	Honorary Council of Ethics
Chapter IX:	Duties and authority
Chapter X:	Community participation
Chapter XI:	Transitional provisions
Chapter XII:	Closing provisions

### Strengthening legislation and policy for social work in the Philippines

*Presented by Joseline P. Niwane, Assistant Secretary for Policy and Plans, Department of Social Welfare and Development*

The evolution of the social work profession in the Philippines dates back to 1917 and the first Act to regulate the practice of social work and the operation of social work agencies was passed in June 1965, known as Republic Act No. 4373. Nowadays, social work is a well-established profession in the Philippines and one which is evident across a range of government and nongovernmental settings. The passage of Republic Act 4373 created an interest in social work and in the field of social welfare, encouraging the pursuit of formal education in social work, the improvement of practice standards because of the consciousness of it being a profession, and the development of more relevant educational curricula.

In 1967, the Republic Act 5175 was passed amending Republic Act 4373, specifically providing for:

- The upgrading of the educational requirements of members of the Board of Examiners from a bachelor's degree to a master's degree in social work;
- Protection of the rights of workers holding at the time of the passage of the law, provisional appointments to social work positions for another ten years during which they should work for the bachelor's degree in social work and qualify to take the board examination;
- Extension of the period within which workers who have the qualifications required by the law may register without examination; and
- Inclusion of master's degree holders in social work in the list of those who qualify for the board examination.

### **Professionalization of social work practice**

The Philippine Association of Social Workers, now known as the Philippine Association of Social Workers, Incorporated, was founded in November 1947 and actively pursued the passage of the Republic Act 4373, resulting to a major breakthrough for the professionalization of social work practice in the Philippines. In follow up, the Association actively continued to monitor further amendments to this law to protect workers who, while in the service of public and private agencies, did not qualify for registration for lack of a formal social work degree. The Philippine Social Work Code of Ethics was adopted in 1964.

### **Regulating the social work profession**

In June 1973, the Professional Regulation Commission was first created as a national government agency by Presidential Decree and was mandated to enforce the laws regulating the various professions. Under this Commission and in accordance with Republic Act 4373, the Professional Regulatory Board for Social Workers was created to: promulgate, administer and enforce the rules and regulations necessary to carry out the provisions of the Republic Act 4373 and to administer, supervise and regulate the registration, licensing and practice of social workers in the Philippines.

### **Promotion of social work education**

When Republic Act 4373 was passed, a re-assessment of the content of both undergraduate and graduate social work curricula became necessary. Three national workshops on social work education were held in 1967, 1968 and 1969. In 1969, the Schools of Social Work Association of the Philippines, a formal organization of schools to promote the cause of social work education in the country, was established. The Association assumed a new name in 1990 as the National Association for Social Work Education, Incorporated. The Association pushed for establishing stronger linkages with international social work organizations like the Asian-Pacific Association of Social Work Education and the International Association of Schools of Social Work. To date, the Association is composed of 95 member schools.

### **Continuing professional development**

Acknowledging the critical role of social workers as advocates of change, the government, academe, various social work associations and the private sector continue to collaborate in order to strengthen social work and the social welfare workforce through capacity building activities. The Professional Regulatory Board for Social Workers issued Operational Guidelines on the implementation of Republic Act No. 10921 – the “Continuing Professional Development Act of 2016 for Social Workers”.

The Continuing Professional Development Programme refers to a set of learning activities accredited by the Continuing Professional Development Council such as seminars, workshops, technical lectures or subject matter meetings, non-degree training lectures and scientific meetings, modules, tours and visits which equip the professionals with advanced knowledge and skills in a specialized or an inter- or multidisciplinary field of study, self-directed research and/or lifelong learning.

In 2018, there are 226 approved training programmes and as of August 2019, there were 159 trainings, seminars and conventions for social workers on topics such as child protection, empowerment of social workers, case management, social work and sustainability, and working with young people. The government, various social work associations and authorized organizations also conduct trainings and capacity building activities for social work in different settings. For example, the government through the Department of Social Welfare and Development builds capacities of its institutional partners, intermediaries and stakeholders through trainings and capability building, knowledge management and technical assistance to enable them to become empowered, pro-active and highly supportive partners in the delivery of coordinated social services.

### **Social work professional associations**

Social work education and practice in the Philippines is continuously being championed by various social work professional associations in different settings. Following the first ASEAN Social Work Consortium Conference in 2011, the Philippines established a national mechanism of coordination and organization of the different social work associations to implement Philippine commitments to the ASEAN Social Work Consortium. Currently, there are nine member associations of the Social Work Consortium in the Philippines.

## **Key barriers and solutions for the establishment and implementation of a legal and policy framework for social work – group work**

A critical aspect of planning is ensuring that requisite laws, policies and systems are in place to support an effective workforce. Participants worked together in groups to discuss the current situation with regard to laws and policies for the social service workforce, including the key barriers, gaps and challenges to establishing and implementing a strong normative framework, and the potential solutions for overcoming the barriers and challenges (see Table 4).

**Table 4. Feedback from group discussions on the barriers and solutions to establish and implement a legal and policy framework for social work**

	<b>Key barriers and challenges</b>	<b>Potential solutions</b>
LEGAL AND POLICY	<ul style="list-style-type: none"> <li>• Lack of understanding of the role of the social service workforce</li> <li>• Low status/lack of recognition of social work as a profession</li> <li>• No uniform definition of social work/ social worker/social service workforce</li> <li>• Lack of evidence/cost benefits of strengthening the social service workforce</li> <li>• Weak/no professional association</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness raising/advocacy</li> <li>• Multi-sector engagement and collaboration</li> <li>• Adopting international standards/learn from other countries</li> <li>• Empowering professional associations</li> </ul>
EXPANSION OF THE WORKFORCE	<ul style="list-style-type: none"> <li>• Lack of clear career progression</li> <li>• Lack of clarity of social work training</li> <li>• Understanding of value of social work training</li> <li>• Salary inequity</li> <li>• Lack of recognition of profession itself – belief that it is similar to volunteer work. Value proposition for investment not well articulated</li> <li>• Uneven distribution of human resources across the country</li> <li>• Social workers do not work in the field once qualified – brain drain – attrition after graduation</li> </ul>	<ul style="list-style-type: none"> <li>• Framework or law to recognize social workers</li> <li>• Mindset change for public and private figures – value of the profession</li> <li>• Need social work positions in ministry and in decentralized administrations</li> <li>• Need clear budget allocation for social worker positions</li> <li>• Multidisciplinary team role - need to elevate social work to the same level as other team members</li> <li>• Clarity on niche tasks that social workers can perform</li> <li>• Understand the ratio</li> <li>• Bridging courses for paraprofessionals and social workers – grandfathering – social service practitioners into social work arena</li> <li>• Salary review</li> <li>• Establish schools of social work</li> </ul>

## 4. REVIEW OF CURRENT STATUS OF AND DEVELOPMENTS FOR SOCIAL SERVICE WORKFORCES IN ASEAN MEMBER STATES: DEVELOPING AND SUPPORTING THE SOCIAL SERVICE WORKFORCE

### Main findings of the Multi-Country Review: Developing and supporting the workforce in ASEAN Member States

*Presented by Betsy Sherwood, Director at Global Social Service Workforce Alliance*

#### **Education and capacity building**

There are a growing number of available social work courses in the countries reviewed, and all countries that participated in the in-depth review have bachelor and master's degree courses in social work. However, most participants in the review did not believe that currently available social work education and training is sufficient to develop a strong professional cohort. Furthermore, some faculties do not have appropriately qualified and experienced teaching staff largely because the profession is relatively new. Although all courses meet the international standard for having supervised and assessed field practice, the quality and effectiveness of such learning is seen as highly variable.

The review found that paraprofessionals undertake a variety of forms of education and training at diploma or certificate levels. Such programmes exist in all the countries included in the in-depth review, but the value of these programmes is often difficult to assess because of the variation in course titles, the types of education providers and limited recognition/accreditation mechanisms. In all countries reviewed, part of the workforce comprises people who have degrees in other disciplines, whether or not they have the job title of social worker. This is regarded by many of the respondents as a weakness because it limits the way in which professionalisation may strengthen the sector and means that degrees in social work are not regarded as necessary to become a social worker. This results in many social work graduates being unable to obtain work within the sector.

#### **Key recommendations:**

- Prioritization should be given to developing and making available appropriate education and training at all levels of the social service workforce, including professionals and paraprofessionals.
- Prioritization should be given to establishing social work degree programme in academic institutions.
- Training and education of the social service workforce should be aligned with national priorities related to child and social protection and other relevant fields.
- Faculty and instructors should themselves be appropriately trained and experienced in the relevant field.

- In countries where there are limited qualified social work educators, partnerships should be established between international institutions and service agencies to support the development of contextually and locally informed training and education programmes.
- Social service organizations and academic institutions should collaborate to provide viable practice learning experience to the students/trainees.
- Professional supervision standards and parameters should be set to standardize supervision system and qualification of supervisors.
- In-service and pre-service training programmes should be developed and endorsed by the government and/or a nationally approved training provider and supported in a systematic way that provides a basis for national recognition to workers who have completed the training.

### **Establishing and strengthening associations and councils**

The review explored whether or not there is recognition of professional associations by governments. In countries in which there is legislation governing social work or social services more broadly, such associations are often designated for particular roles in relation to setting standards, including codes of ethics, and in holding members of the profession to account for their conduct. Even where there is no specific legislation, government might still work collaboratively with the profession through an association to achieve these ends, contributing to the strengthening of the workforce in that way.

All six countries reviewed had a government recognized professional body and five countries have more than one professional body. The Philippine Association of Social Workers was the first one to be formed in the region in 1947, while Cambodia was the last among the six countries to establish such an entity in 2015.

#### **Box 2. Professional code of ethics**

A code of ethics is a statement of principles by which good and bad practice can be defined and understood. Such a code is produced and implemented by a profession independently of any employing organization and is expected to be used by every member of that profession as a standard for each person's practice. A code of conduct is a set of behavioural standards that is defined by an organization to apply to all its employees, irrespective of which role or function they perform. The Philippines, Thailand, Mongolia and Viet Nam have publicly disseminated codes of ethics for social workers. The Philippines and Thailand are also the countries with the most developed professional associations and have a legislative mandate for the social work profession.

#### **Key recommendations:**

- Professional associations should be formally recognized by governments and supported to play a key role in promoting professional standards, professional code of ethics advancing sound policies based on local practice innovations and promoting positive perceptions of social work and social workers.
- Professional bodies should be enabled to create and disseminate a code of ethics, which is endorsed and signed by the members of the association, and protocols for addressing non-adherence to the code.

### **Tackling negative perceptions related to the social service workforce**

Across the region, and apparently independent of the degree of professionalization in the country, the general public, and even other professions, still view social work as a charitable endeavour. As a result, social work is not viewed as a legitimate profession, is often low paid and under-resourced, with the roles and functions of social workers in different settings being ill defined. This perception is often shared by policy makers, undermining efforts to professionalise and strengthen the workforce.

#### **Key recommendation:**

- Key messages and communication strategies should be developed to tackle negative perceptions regarding social work and social workers.

### **The role and responsibilities of para-professional social workers**

In many countries, the professional cadre of social service workers is typically found at the district, provincial or municipal level, and only cases considered more serious, such as sexual exploitation and abuse and children in conflict with the law, are referred to this level. In such contexts, paraprofessionals or volunteers serve as the first line of response at the community level, often in tandem with community-based child protection mechanisms. This is especially relevant in a context where professional social workers are not available at the community level to provide direct services to children and families due to lack of human and financial resources. The risk, however, is over-reliance on a less-qualified and less-costly workforce and consequently poor investments in developing a more qualified and better supervised cadre of the social service workforce. Countries have very different approaches to paraprofessionals and whether they form part of the formal workforce.

#### **Key recommendation:**

- Paraprofessional social service workers should be recognized as a formal category of workers and should have access to technical support and training leading to professional recognition.

### **Supervision and mentoring for the social service workforce**

Within employing organizations, the workforce can also be supported through supervision and in-service training. In social services, 'supervision' has a particular meaning, which is not simply whether or not an individual's work is scrutinised in terms of accomplishing tasks, but more importantly whether the worker has access to supportive guidance that enables them to ensure they maintain a high standard in their work and are able to manage the interpersonal and personal demands of working in complex areas of human need (such as child protection). There are two common but crucial factors in whether supervision is effective: whether the supervisor responds to workers' needs for advice and support in a timely manner, and the supervisor's capacity to grasp the nature of the work and the issues with which workers are dealing. This second point refers to the extent to which supervisors are trained and understand the nature and demands of social service work. In the region, supervision is often seen entirely in terms of fulfilling organizational functions and not as support and professional development. While the survey in all countries suggests that there is a framework for supervision in place, anecdotal evidence suggests that understanding of professional supervision may differ from the global definition of this concept.

The survey for the in-depth review recorded that most workers had supervisors. However, satisfaction with the quality of supervision varied. Largely, supervision was reported to focus on fulfilling organizational functions, rather than providing support and professional development, reflecting the limited training and experience of supervisors in some countries.



### Key recommendations:

- Clearly defined standard operating procedures should be developed and endorsed which set supervision standards, parameters, and targets for practice hours for students in their learning placements.
- Investments should be made to ensure all members of the workforce have consistent access to quality supervision and support.

## Establishing the ASEAN Training Centre for Social Work and Social Welfare

*Presented by Inspector General, Mdm. Saranpat, Representative of the ASEAN Training Centre for Social Work and Social Welfare*

The ASEAN Training Centre for Social Work and Social Welfare is aimed at developing and providing training courses and curriculum on social work and social welfare for technical and professional skills development in ASEAN through collaboration amongst relevant stakeholders in training among ASEAN Member States. Establishment of the training centre is one of the deliverables during Thailand's ASEAN Chairmanship under the theme of "Advancing Partnership for Sustainability".

Part of the work of the training centre will be to develop online training courses, along with two regular training courses on social work. In September 2019, the training centre successfully conducted training on social protection in ASEAN in order to test adaptability of the methodology. The centre hopes to complete the development of a regular training course in May 2020.

- **Structure:** There is a governing board with representatives from ASEAN States.
- **Budget and funding:** The Government of Thailand will bear the costs related to establishment of the training centre and initial operating costs. Additional costs will be obtained from revenue streams of the training centre.
- **Timeframe:** On 22 November 2018, the terms of reference for the training centre were endorsed in Singapore. The training centre will be officially launched on 3 November 2019 in Bangkok. It will start operating in 2020.

## World Café Conversations: Progress, bottlenecks and way forward – Group work

Participants gathered in groups to discuss a set of questions across five focus areas: education and capacity building, establishing and strengthening associations and councils, tackling negative perceptions related to social work and the social service workforce, the roles and responsibilities of para-social workers, and supervision and mentoring for the social service workforce. The feedback is summarised under each of the questions below.

## 1. Education and capacity building

- What should be done to address the gaps and challenges in bachelors and masters level programmes in social work with regards to a) relevance of the curriculum, b) availability of qualified teachers, and c) improving the quality of field placements and practice?
  - Define job descriptions and develop curriculum based on competencies aligned with job descriptions
  - Qualifications to be matched with career growth and progression
  - Curriculum development:
    - » Needs to be evidenced based – based on social work research to ensure the curriculum is relevant, localized and contextualized
    - » Periodic review of curriculum
    - » Balancing generic curriculum versus specialized courses
    - » Standardization of national curriculum
  - Enhancing the quality of teaching:
    - » Mandatory upgrading of knowledge of teachers
    - » Twinning teachers and field practitioners to deliver the course
    - » Enhance remuneration/incentive for teachers
    - » Aspirational - mandatory connection with field practice
  - Enhance quality of field placements:
    - » Ensure adequate supervision
- What can social work schools and educators do to ensure that paraprofessionals are adequately trained and supported to perform their functions effectively and work alongside professional social workers?
  - Must have standard setting for paraprofessional training, not ad hoc
  - Potential role for schools of social work to deliver training
  - Use research findings to engage practitioners
  - Universities and governments should develop training together
  - Provide paid study leave
  - Alumni discounts for training

## 2. Establishing and strengthening associations and councils

- What is/can be a role of professional associations in strengthening social work and the social service workforce in your country?
  - Development and enforcement of code of ethics
  - Advocacy and awareness raising
  - Development of core competency, practice standards
  - Role in certification and licensing
  - Support field education/academic education
  - Quality assurance/complaints handling
  - Knowledge sharing/continuing education
  - Communication plan on the role of the social service workforce and social work
  - Link the role with key national and global priorities/demographic trends
  - Protection of labour rights
- What concrete steps are required for strengthening recognition and capacity of professional associations in your country?
  - Legal recognition of professional associations
  - Creating partnerships between the associations and Government, international NGOs and academic institutions
  - International partnerships/membership of international networks
  - Awareness raising of the role of the association

## 3. Tackling negative perceptions related to social work and the social service workforce

- What concrete steps or actions could be taken to improve the image and perception around the role of social service workers in this region?
  - Highlight unique expertise in holistic community-based work, including workers understanding of how to navigate the system to access support.
  - Role in addressing 21st century problems e.g. online protection, drugs, climate change, migration.
  - Sharing case studies of what it takes to be a professional social worker/to have a professional social service workforce.
  - Amplify the voices and experiences of social service users to show the impact of the workforce/ how individuals and families have benefitted.
  - Engage in multidisciplinary-based research generation to show workforce impact.

- Articulate the role of the workforce in achieving SDGs and human rights.
- Recognize workers through awards and scholarships.
- Engage the media.
- Strengthening the workforce is also critical to enhance the perception of the workforce.

#### 4. The roles and responsibilities of para-social workers

- What could/should be the roles and responsibilities be of paraprofessionals in a social welfare system?
  - Agreement that paraprofessionals are a part of the social service workforce and have a key role to play in the social welfare system (especially at community level).
  - Their role should be promotive work, preventive work and response service.
- What steps would need to be taken to formally recognize paraprofessionals as part of the social service workforce?
  - Formal recognition in law – with roles and responsibilities clearly defined.
  - Map the current workforce (including paraprofessionals).
  - Include paraprofessionals in the human resources required to deliver the social welfare system/ national strategies for social work.
- What steps would need to be taken to ensure that paraprofessionals can fulfil their roles and responsibilities in the social welfare system?
  - Develop job descriptions ('task over title').
  - Standardized training delivered by accredited bodies – certificate training and have opportunities for continuing training.
  - Include a transition clause in the law to ensure system is not left without professional or paraprofessional social workers.
- What are the ways in which supervision of professionals and paraprofessionals can be integrated within existing education programmes?
  - Develop standard operating procedures for supervision.
  - Have a clear pathway from para to professional social worker/career development.
  - Provide coaching and mentoring.

## 5. Supervision and mentoring for the social service workforce

- What are the key barriers and challenges in developing a strong professional supervision and mentoring system in a) government and b) non-governmental organizations?
  - The current supervision approach is more administrative than professional development and support.
  - Lack of quality of supervision – related to qualifications, but also lack of field experience.
  - Geographical challenges.
  - Lack of incentives to supervise.
  - Retention issues, burnout, high turnover.
- What concrete steps are required from the responsible state entity for strengthening the supervision system?
  - National strategy to include supervision.
  - Framework of supervisor, standard operating procedures/guidance including ratios of supervisors and social workers.
  - Standard requirements, competencies and training in supervision (approved by government and social work associations).
  - Use of technology e.g. Primero, as well as Skype for isolated social/case workers.
  - incentivise supervision!

# 5. FINANCING THE SOCIAL SERVICE WORKFORCE

## Costing and financing the workforce

Presented by Rachel Harvey, Regional Adviser, UNICEF East Asia and the Pacific Regional Office

A long-term public financing strategy is critical for social service workforce strengthening. This **costing needs to be based on a vision for the social welfare system**, which identifies the numbers of workers and skills that are needed at each level to deliver the system. The costing will estimate the resources needed to implement the strategy and needs to consider public sector reform. The costing should also be phased, reflecting the reality that the workforce will be expanded incrementally or in stages.

However, costing it not enough to mobilise additional resources. Effective advocacy is critical to securing increased allocations to the sector and for workforce strengthening. Key steps in advocating for increased resources for the social service workforce:

1. **Gathering information:** Evidence and information needs to be generated that will be persuasive in demonstrating the need for investment. This will also need to be tailored to the audience and the local context. Evidence products may include information on the prevalence of violence (e.g. through population-based surveys), the impact of vulnerabilities and violations (e.g. cost of inaction/cost of violence studies), system mapping and gap analyses to highlight where investment is needed most, estimations of service demand, and public expenditure review to highlight how much is currently being allocated to the sector/workforce.
2. **Visioning the system and costing:** Costing needs to be based on a vision for the system. The vision for the system needs to consider the minimum package of services that the State will deliver, the service delivery system (including prevention and response services, case work management, social welfare institutions and management information systems), the required staff (social service workforce) that need to be trained and in place at different levels), and the role of the State vis a vis non state delivered services as this will impact the workload for the social service workforce. Costing needs to consider both the operational costs and the set up and strengthening costs. It is also important to present different scenarios: current scenario and needs of the system does not evolve, ideal scenario and pragmatic scenario.
3. **Budget advocacy:** This requires understanding public financing systems and processes and public service management. It also requires an advocacy strategy to engage with goal setting and planning processes (e.g. national development plans and sector/ministry plans), as well as budget processes. The advocacy strategy should define:
  - a. Who you are trying to influence?
  - b. When are the most effective times to engage them?
  - c. How are you seeking to influence them?
  - d. What messages/information do they require?

It is critical that the planning department in line Ministries and the Ministries of Planning and Finance are engaged from the very beginning of the process and involved in the generation of evidence and costing exercises.

4. **Monitoring and evaluation:** This includes strengthening management information systems, making progress with system strengthening, monitoring budget advocacy success and monitoring performance information.

Ministries and sectors also need to analyse if they are spending their current allocated resources effectively and efficiently.

## Establishing ratios for the social service workforce and the population/children

Presented by Aniruddha Kulkarni, Child Protection Specialist, UNICEF Headquarters

While it is important to set ratios for the number of social workers per population and to determine the current ratios in a given country, there is no overall guidance on what the 'ideal' ratio should be. However, it is important to acknowledge that social service workforce ratios can greatly differ based on the issues they handle, the populations they cover (e.g. children, the elderly) and the nature of their functions. It is also important to define the scope of the social welfare workforce before defining the ratios. The social service workforce is part of several ministries, sectors and systems and each system may have their own human resource management systems, which need to be informed by requirements.

There are several **opportunities and complexities** in defining the ratios of the social service workforce. For example, there are extensive developments in the health and education sectors and improved understanding of the functions and tasks. However, social service workers perform complex tasks, often deal with individuals, families and communities, perform multiple functions and spend a significant amount of time on coordination. Social service workers are also faced with many extraneous factors beyond their control.

To define ratios for the social service workforce, there are several **keys steps** to follow:

- **Step 1:** Develop a common agreement at the national level on the definition of the social service workforce and their functions.
- **Step 2:** Collect data and calculate the current ratio based on populations and vulnerable populations.
- **Step 3:** Develop nationally relevant standard ratios.

Throughout this process, there are several **considerations** to keep in mind:

- The extent and nature of issues being/to be addressed
- Population density and disparities
- Design and structure of the system
- Including political and economic realities and influences
- Cultural norms related to ways of addressing issues
- The complexity of tasks
- Administrative responsibilities of workers
- Time taken to develop referrals, partnerships, training, etc.
- Availability of time saving tools and technology
- External factors e.g. time taken with court proceedings, which are beyond the control of the workers



## Developing a business cases for investing in the social service workforce in Cambodia

*Presented by H.E. Samheng Boros, Secretary of State of the Ministry of Social Affairs, Veterans and Youth Rehabilitation, Cambodia*

In Cambodia, the ratio of social worker to the population is currently 1/12,000. The need for the social service workforce has been recognized in different policies, including the Juvenile Justice Law (2016) and the National Social Protection Policy Framework (2016-2025). In recent years, the Ministry of Social Affairs, Veterans and Youth Rehabilitation has been building the capacity of social work at both national and sub-national levels. As part of this work, UNICEF has supported the Ministry and Friends International via the Partnership Programme for the Protection of Children to recruit and finance 32 social workers to work with them in five focal provinces: Kandal, Phnom Penh, Preah Sihanouk, Battambang and Siem Reap.

With the support of UNICEF, the Ministry of Social Affairs, Veterans and Youth Rehabilitation has been developing the business case for investing in the social service workforce in order to increase financial and human resources investment for strengthening the social service workforce nationwide. Two committees were planned to support this work. The first is a High-Level Committee made up of high-level government representatives from the Ministry of Social Affairs, Veterans and Youth Rehabilitation, the Ministry of Interior, the Ministry of Economy and Finance, and the Ministry of Civil Service. The primary purpose of the High-level Committee will be to review and adopt the concept note and the final report. The second is a Management Committee consisting of technical experts from different departments within the Ministry of Social Affairs, Veterans and Youth Rehabilitation. The purpose of the Management Committee will be to coordinate consultative meetings with relevant government officials, review and comment on the draft and final report, submit the final report to the Minister for approval, and develop and advocacy strategy to ensure the business case is implemented.

Progress to date includes:

- Development and finalization of a concept note
- Completion of a programme review and data analysis
- Completion of data analysis through key informant interviews
- A case study conducted
- A business case for the social service workforce is being developed and reviewed
- A draft action plan is being reviewed by the Management Committee

Moving forward, the high-level committee will be established to adopt the final business case, which will then be submitted to the Prime Minister for approval. The business case includes three financial scenarios with estimations based on the number of positions (professional social work posts at provincial level, professional social workers at district level and para-professional social workers at commune level) and the associated annual personnel costs.

## 6. ASEAN DECLARATION ON THE PROMOTION OF SOCIAL WORK

### Setting the purpose, scope, content and key messages

*Presented by Ha Thi Minh Duc, ASWC Chair/SLOM Focal Point of Viet Nam, Deputy Director General, International Cooperation Department, Ministry of Labour, Invalids and Social Affairs*

Mme. Duc introduced the session and presented the potential scope of the Declaration (see Box 3). The remainder of the session focused on individual and group work for participants to share their ideas and reach agreement on the purpose, scope, content and key messages of the Declaration on the Promotion of Social Work.

#### **Box 3. Proposed scope of the Declaration on the Promotion of Social Work**

1. Setting out the background and framework for the declaration
  - Framework to include regional and international frameworks
2. Statement on the importance of social work and the social service workforce
3. Definition of social work and the workforce
4. Setting out the purpose of the declaration
5. Key commitments for action
  - Key elements of planning, developing and supporting the workforce
6. Next steps
  - Road map, monitoring

Participants worked individually and in groups to identify recommendations for the scope and content of the Declaration. These recommendations are as follows:

- What do we hope to change or achieve at national and regional level through the ASEAN Declaration?
  - Higher level political commitment and leadership.
  - Enhanced status and recognition of social work.
  - Clear ASEAN priority linked with operationalization of other Declarations.
  - One voice for enhancing social work practice in the ASEAN region.
  - Greater learning, knowledge sharing and exchange of technical expertise.
  - Enhanced regional cooperation and networking for development of social work.
  - An increase in the number of professional social workers at national level.
  - One voice, one commitment and a common understanding of the role and value of social workers.

#### **1. Background and framework for the Declaration**

- The Preamble should link to and complement the SDGs (especially target 16.2) and other relevant declarations, including the ASEAN Declaration to End Violence against Women and Children, the ASEAN Declaration on Strengthening Social Protection and the ASEAN Enabling Masterplan 2025 on Mainstreaming the Rights of Persons with Disabilities.

- It should clearly articulate the added value of this Declaration in relation to others - none of the others can really work without the social work sector.
- Include why an ASEAN Declaration on the Promotion of Social Work is needed.
  - To increase visibility and investment in social work.
  - To increase understanding of the role of the social service workforce.
  - To support more resource allocation for social work.
  - To increase recognition of social work as a profession.
  - To serve as a basis for action in the region.
  - To help ASEAN Member States become one community working on this important topic.
  - To accelerate the scaling up of the social service workforce in the ASEAN region, including the number and quality of social workers.
  - To support the sharing of share knowledge and tools.
  - To create uniform definitions of social work, social workers and the social service workforce.

## **2. The importance of social work and the social service workforce**

- Agreed that a statement on the importance of social work and the social service workforce should be included, encompassing both micro and macro impact – e.g. social work plays a critical role in improving the lives of vulnerable populations thereby reducing poverty and supporting ASEAN Member States to achieve the SDGs.

## **3. Definition of social work and the workforce**

- Agreed that clarity on the definition of social work, the paraprofessional social service workforce, volunteers and their areas of responsibilities is important to include in the Declaration.
- While the definition should align with international definitions the implications of the definition in the ASEAN context should be explained.

## **4. Setting out the purpose of the Declaration**

- What should be the purpose of the Declaration?
  - To act as a legal framework on social work at the regional level.
  - To unify commitment among ASEAN Member States in promoting and strengthening social work.
  - To provide a common framework for social work in the region.
  - To agree on a common set of priorities for strengthening social work and the social work sector in ASEAN.
  - To build collaboration among ASEAN Member States in the area of social work.
  - To coordinate standards of practice, career pathways and curriculums (education).

## 5. Key commitments for action

### Planning for the workforce

- **Legislation and policy:**
  - Harmonized legal framework promoting social work role and mandate.
  - Uniform regulatory framework.
  - Professional standards and competency frameworks for professionals and paraprofessionals.
  - Cross regional professional recognition and educational standards.
- **Data:**
  - Develop or enhance government information management systems, including human resources data.
- **Public financing:**
  - Allocate adequate resources to strengthen the social service workforce, including financing education for the social service workforce.

### Developing the workforce

- **Education and capacity building:**
  - Develop professional standards and competency frameworks for professionals and paraprofessionals, nationally and for the ASEAN region, covering practitioners, educators, and social service administrators (management of social services).
  - Ensure that education and training opportunities, using culturally contextualized materials, are available for all levels of the social service workforce, including paraprofessionals. These should be in line with international standards.
  - Make available international training opportunities within the ASEAN region.
  - Ensure periodic reviews for curriculum revision.
  - Promote generation of indigenous knowledge to contribute to curriculum development through national/local level research
  - Develop or increase in-service training opportunities through universities or work placements both nationally and internationally. The training should reflect the required competencies of the positions.
  - Ensure field placements to provide opportunities for learners to work in the field.
  - Develop mentoring programmes for professional social workers to act as mentors to enhance student learning.
- **Partnerships:**
  - Enhance interagency coordination among national agencies (including social welfare, health, education, justice, labour, community development, finance) and ensure laws and mechanisms in these sectors explicitly reference the social service workforce.
  - Encourage national associations or councils of social workers to foster partnerships with allied workers and civil society associations.
  - Actively engage with ASEAN partners at the regional level, including international organizations and civil society organizations.
  - Enhance/strengthen cross-sectoral collaboration at the regional level e.g. with health (SOMHD), education (SOMED), social welfare and development (SOMSWD), women and children (ACWC), youth (SOMY).
  - Develop a roadmap together with partners to enhance cross-sectoral collaboration.
  - Enhance international cooperation with the International Federation of Social Workers and the International Association of Schools of Social Work.
  - Showcase best practices from the ASEAN region globally.
  - Organize/foster professional exchange programmes, including for frontline workers.

## Supporting the workforce

- **Supervision:**
  - Develop regional guidelines for the supervision of social work and social workers, including paraprofessionals.
  - Conduct a desk review of global standards and practices in supervision of the social service workforce.
  
- **Recruitment and retention:**
  - Improve the terms of employment of all social workers.
  - Track and monitor all vacancy rates of government social service workforce posts and commit to making sure they are filled.
  - Set transparent and fair salary scales for all levels of the social service workforce.
  - Adopt policies that protect the social service worker from harassment and mistreatment and improve terms of employment for all qualified workers, protecting them from external influences that would result in unfair termination.
  - Commit a percentage of the budget for continuing education and professional growth of social service workers.
  
- **Professional associations:**
  - Promote the establishment of national associations or councils of social workers.
  - Empower and collaborate with professional associations to develop and set standards based on core competencies and skills for all levels of the social service workforce in both government and non-governmental roles.
  - Share regional best practices on the role of professional associations.
  
- **Codes of ethics:**
  - During the 2015 ASEAN conference, the group finalized and conceptualized the ASEAN code of ethics. Countries should set the ASEAN consortium code of ethics as a basis for developing their country code of ethics.
  - ASEAN Member States with a code of ethics to use the regional code to enhance their existing code and refer to the ASEAN code of ethics as the basis.
  
- **Negative perception:**
  - Develop a media engagement strategy and guidelines to strengthen public perceptions of the social service workforce.
  - Engage with local media to enhance the image of the social work profession.
  - Build the capacity of the media to understand the role and profession of the social service workforce.
  - Promote research on the role of the social service workforce and share the findings in the public arena in accessible formats.

## **6. Next steps**

Reference to the development of a regional plan of action or road map should be included in the Declaration to promote its operationalisation.

## 7. NEXT STEPS AND WRAP UP

### Recommendations, next steps and commitment to action

*Presented by Ha Thi Minh Duc, SOMSWD Viet Nam*

Following the kick-off meeting, a number of key steps were proposed for the development of and consultation on the draft Declaration on the Promotion of Social Work (see Table 5). It was suggested that a drafting committee will develop the first draft of the Declaration, followed by a series of consultations and revisions. The plan is to adopt the final Declaration in November 2020 at the ASEAN Summit.

**Table 5. Proposed next steps for development of the draft Declaration**

Dates	Next steps
October 2019	Kick-off meeting for the development of an ASEAN Declaration on the Promotion of Social Work
November 2019 - February 2020	Drafting of the Declaration by the Drafting Committee
March - May 2020	SOMSWD/ASWC meeting in quarter 1 or 2 – first review of the draft <i>A day will be added to this meeting to review the first draft.</i>
May/June 2020	Regional Conference (including a focus on public financing) and consultation on the draft Declaration  <i>Once the draft has been revised, it will be shared with government and non-government actors for consultation at a Regional Conference. This conference will bring together experts on social work and social service workforce strengthening from the region and beyond, as well as governments and NGOs to share the latest research, learnings and national experiences. A focus of the regional conference will be on public financing for the social service workforce.</i>
June - July 2020	Update draft Declaration with feedback from the regional consultation
July - August 2020	National consultations ASWC – review of draft
September - October 2020	Online review by ASEAN Member States  Approval by the ASEAN Ministerial Meeting on Social Welfare and Development  Special Meeting of Ministers on Social Welfare and Social Work (half day)
November 2020	Adoption of final Declaration

### Closing

*Ha Thi Minh Duc, SOMSWD Viet Nam*

The meeting was officially closed by Mme. Ha Thi Minh Duc. In closing, Mme. Duc thanked participants for their attendance and support and highlighted the need to involve more sectors, such as finance, education and health, in moving forward with the discussions to develop the draft Declaration for the Promotion of Social Work.

# APPENDIX 1: AGENDA

## Regional Workshop on Social Service Workforce Strengthening: Kick off meeting for the Declaration on Promotion of Social Work in ASEAN

28-29 October 2019

Viet Nam

AGENDA

### DAY 1 – Monday 28<sup>th</sup> October 2019

Time	Session	Facilitator and speakers
8.15-8.30	<b>REGISTRATION</b>	
8.30-9.10	Welcome  Overview of current ASEAN framework and workshop objectives	<ul style="list-style-type: none"> <li>Ha Thi Minh Duc - Chair of the ASEAN Social Work Consortium</li> <li>H.E Le Tan Dung, Vice Minister of Labour, Invalids and Social Affairs</li> <li>Lesley Miller, Deputy Representative, UNICEF Viet Nam</li> </ul> ASEAN Secretariat, Dr Sita Sumrit
	<b>LAUNCH - THE SOCIAL SERVICE WORKFORCE IN EAST ASIA AND THE PACIFIC: MULTI COUNTRY REVIEW, INCLUDING GROUP PHOTO</b>	
	<b>SESSION 1</b>	
9.10-10.40	<b>Overview of Global Standards and Good Practices for Social Work Development and Social Service Workforce Strengthening</b>  Presentation: Key pillars for social work and social service strengthening  What is the social service workforce? Interactive exercise on the scope, definition and functions of social workers and the social service workforce  Presentation: Stock take of social service workforce development in AMS – launch of and findings from <i>The Social Service Workforce in the East Asia and Pacific Region: A multi-country review</i>  Q&A	Chair: Ha Thi Minh Duc, SOMSWD and ASWC Focal Point of Viet Nam and Deputy Director General, International Cooperation Department, MoLISA  Aniruddha Kulkarni, Child Protection Specialist, UNICEF HQ  All (facilitated by Aniruddha Kulkarni, Child Protection Specialist, UNICEF HQ)  Natia Partskhaladze, Senior Technical Adviser, Global Social Service Workforce Alliance  All
10.40-11.00	<b>BREAK</b>	
	<b>SESSION 2</b>	
11.00-12.00	<b>Reflections on the current status of social work and social service workforce strengthening in AMS: what next?</b>  Facilitated discussion in country groups	All (facilitated by the Global Social Service Workforce Alliance)
12.00-1.00	<b>LUNCH</b>	

	<b>SESSION 3</b>	
1.00-2.30	<p><b>Strengthening Legislation and Policy for Social Work in ASEAN Member States</b></p> <p>Presentation: Main findings of the <i>Multi-country review The Social Service Workforce in the East Asia and Pacific Region: A multi-country review</i> with a focus legal and policy frameworks and accreditation in AMS</p> <p>Presentations: Country experiences on developing and implementing legal and policy frameworks for social work, including licensing and accreditation</p> <p>Facilitated discussion: key barriers and solutions for the establishment and implementation of a legal and policy and framework for social work</p>	<p>Chair: SOMSWD Chair Singapore/Singapore ASWC (Ms. Lim Puay Li/Ms. Chee Liew Chin)</p> <p>Natia Partskhaladze, Senior Technical Adviser, Global Social Service Workforce Alliance</p> <p>Indonesia - Dr. Ratha Endah Sulistyanighsih, Ministry of Social Affairs, Indonesia</p> <p>The Philippines - Joseline P. Niwane, Assistant Secretary for Policy and Plans Department of Social Welfare and Development</p> <p>All (facilitated by ASWC with GSSWA)</p>
2.30-3.00	<b>BREAK</b>	
	<b>SESSION 4</b>	
3.00 – 4.55	<p><b>Review of Current Status of and Developments for Social Service Workforces in AMS: Planning, Developing and Supporting the Social Service Workforce</b></p> <p>Main findings of <i>The Social Service Workforce in the East Asia and Pacific Region: A multi-country review</i> with a deep dive on findings for AMS</p> <p>Presentation: Establishing the ASEAN Training Centre for Social Work and Social Welfare</p> <p>Q&amp;A</p> <p>Facilitated discussion/group work – progress, bottlenecks and the way forward:</p> <ul style="list-style-type: none"> <li>- On education/capacity building (pre- and in-service), career progression and retention</li> <li>- On enhancing quality through supervision and mentoring, and case management tools</li> <li>- On establishing and strengthening social service work associations and councils</li> <li>- On tackling negative perceptions of social work and social workers</li> <li>- On the role and responsibilities of para-social workers</li> <li>- On accelerate expansion of the workforce</li> </ul>	<p>Mr. Vongkham Phanthanouvong, SOMSWD Vice Chair, Lao PDR</p> <p>Betsy Sherwood, Director at Global Social Service Workforce Alliance</p> <p>Inspector General, Mdm. Saranpat, Representative of the ASEAN Training Centre for Social Work and Social Welfare</p> <p>All</p> <p>All - World Cafe</p> <p>Facilitated by ASWC with support of UNICEF and the Global Social Service Workforce Alliance</p>
4.55-5.00	<b>CLOSE</b>	



## DAY 2 – Tuesday 29<sup>th</sup> October 2019

	<b>SESSION 5</b>	
8.30-9.30	<b>Financing the Social Service Workforce</b>  Presentation: Costing and financing the workforce  Presentation: The importance of and methodology for establishing rations for the SSW and the population/ children  Developing a business cases for investing in the social service workforce: reflections from Cambodia	Rachel Harvey, Regional Adviser, UNICEF East Asia and the Pacific Regional Office  Aniruddha Kulkarni, Child Protection Specialist, UNICEF HQ  HE Samheng Boros, Secretary of state of the Ministry of Social Affairs Veterans and Youth Rehabilitation, Cambodia
	<b>SESSION 6</b>	
9.30-10.30	<b>Feedback on Day 1 group work (Sessions 3&amp;4)</b>  Feedback from the deep dive sessions/facilitated discussions	Group rapporteurs
10.30-11.00	<b>BREAK</b>	
	<b>SESSION 7 – Declaration</b>	
11.00-12.00	<b>Declaration on Promotion of Social Work: setting the scope</b> Introduction to the session  Facilitated discussion/break out groups on the potential scope of the Declaration	Ha Thi Minh Duc, ASWC Chair/SLOM Focal Point of Viet Nam, Deputy Director General, International Cooperation Department, Ministry of Labour, Invalids and Social Affairs  All Facilitated by ASWC, UNICEF and the Global Social Service Workforce Alliance
12.00-1.00	<b>LUNCH</b>	
1.00-3.00	<b>Declaration on Promotion of Social Work: content and key messages</b>  Facilitated discussion/break out discussion on the potential content and key messages of the Declaration	All Facilitated by ASWC, UNICEF and the Global Social Service Workforce Alliance
3.00-3.30	<b>BREAK</b>	
	<b>SESSION 8 – Next Steps and Wrap Up</b>	
3.30-4.15	<b>Recommendations, Next Steps and Commitment to Action</b>	Ha Thi Minh Duc, SOMSWD Viet Nam/ Dr. Sita Sumrit, ASEAN Secretariat All Facilitated by ASWC, UNICEF HQ and the Global Social Service Workforce Alliance
4.15-4.45	<b>Communicating the value of social work and social workers</b>	Group exercise Facilitated by Betsy Sherwood, Director, Global Social Service Workforce Alliance
4.45-5.00	<b>CLOSE</b>  UNICEF Representative of MOLISA	

## APPENDIX 2: PARTICIPANTS LIST

No	Country	Organization	Job title	Name
<b>ASEAN Member State delegates</b>				
1	Brunei Darussalam	Community Development Department	Assistant Director	Mr. Khairul Ariffin Abd. Aji
2	Brunei Darussalam	Community Development Department	Assistant Community Development Officer	Mr. Muhammad Tauhiduddin Bin Haji Rosli
3	Cambodia	Department of International Cooperation, Ministry of Health	Director/SOMHD Chair	Dr. Sung Vinntak
4	Cambodia	Ministry of Social Affairs, Veterans and Youth Rehabilitation	SOMSVD Leader	Mr. Samheng Boros
5	Cambodia	Ministry of Social Affairs, Veterans and Youth Rehabilitation	Government official in charge of social work	Mr. Toch Channy
6	Cambodia	Ministry of Social Affairs, Veterans and Youth Rehabilitation	ASWC Non-Governmental Focal Point	Mr. Chhour Sopannha
7	Indonesia	Ministry of Social Affairs	Deputy Director for Social Workers' Capacity Development	Mr. Agus Wahyudi
8	Indonesia	Ministry of Social Affairs	Deputy Director for International Cooperation, Planning Bureau/SOMSVD Leader	Dr. Sulistyaningsih
9	Indonesia	Ministry of Social Affairs	Secretary/ASWC Non-Governmental Focal Point	Dr. Miryam Sarasvati Nainggolan
10	Indonesia	Ministry of Social Affairs	Deputy Director for Administrative, Management, Center of Professional Capacity Development for Social Workers and Social Educators/ Government Official in charge of social work	Ms. Rabiah
11	Indonesia	Ministry of Social Affairs	Director of Center of Professional Capacity Development for Social Workers and Social Educators/ Government Official in charge of social work	Mrs. Tati Nugahati Sukaptinah
12	Lao PDR	Ministry of Labour and Social welfare	Deputy Director/ SOMSVD Leader/Focal Point	Mr. Vongkham Phanthanouvong
13	Lao PDR	Friends International		Ms. Bouavone Boualivong

14	Lao PDR	National University of Laos	Deputy Head	Mr. Saychai Syladeth
15	Malaysia	Ministry of Women, Family and Community Development	SOMSWD focal point	Ms. Siti Adibah binti Abdul Rahman
16	Malaysia	Policy and International Relations Division, Department of Social Welfare	Government agency	Mr. Mohd Azahari bin Mohd Daut
17	Malaysia	Malaysian Association of Social Workers	NGO	Ms. Amy T. K. Jones
18	Myanmar	Ministry of Social Welfare, Relief and Resettlement	Director (SOMSWD Leader/ Focal Point)	Mr. Tun Oo
19	Myanmar	Ministry of Social Welfare, Relief and Resettlement	Deputy Director (Government Official in charge of social work)	Ms. Hlaing Moe Myat
20	Myanmar	Yangon University	Visiting Lecturer	Mr. Kyaw Sit Naing (Non-governmental focal point of ASWC)
21	Myanmar	Ministry of Education/SOM-ED Chair	Rector of Kalay University	Mr. Thar Tun Maung
22	Myanmar	Ministry of Social Welfare, Relief and Resettlement	Deputy Director General/ SOMSWD Leader/Focal Point	Mr. Aung Kyaw Moe
23	The Philippines	Department of Social Welfare and Development	Assistant Secretary for Policy and Plans; SOMSWD Leader/ Focal Point	Ms. Joseline P. Niwane
24	The Philippines	Department of Social Welfare and Development	Chief of Division	Ms. Nellibeth V. Mercado
25	The Philippines	National Association for Social Work Education, Inc.	President	Ms. Epifania Melba L. Manapol
26	The Philippines	Association of Local Social Welfare	National President	Ms. ANIBEL ARLAN-CAYABAT
27	Singapore	Ministry of Social and Family Development	SOMSWD Leader/Focal Point/ Senior Social Worker	Ms. Lim Puay Li
28	Singapore	Ministry of Social and Family Development	SOMSWD Leader/Focal Point/ Senior Principal Social Worker	Ms. Chee Liew Chin
29	Singapore	Ministry of Social and Family Development	ACWC Vice Chair	Mrs. Laura Hwang Cheng Lin
30	Singapore	Bromohd - The Practice	Community Development & Social Work Consultant	Mr. Mohd Ali Bin Mahmood
31	Thailand	ACWC Thailand	Chair of ACWC	Mr. Wanchai Roujanavong
32	Thailand	Ministry of Social Development and Human Security	Inspector-General	Ms. Saranpat Anumatrajki
33	Thailand	National Council on Social Welfare of Thailand	Board Member	Mr. Chinchai Cheecharoen

<b>ASEAN Secretariat</b>				
34	Jakarta/ Regional	ASEAN Secretariat	Assistant Director	Dr. Sita Sumrit
35	Jakarta/ Regional	ASEAN Secretariat	Senior Officer	Mr. Miguel Musngi
<b>Other organizations</b>				
36	Australia/ Regional	ChildFund Australia	Senior Child Protection Specialist	Ms. Rebekah Kofoed
37	Hong Kong, China/ Regional	International Social Service Asia-Pacific Regional Office	Regional Development Manager	Mr. Martin Chung-yeung LAU
38	Thailand/ Regional	World Vision International	Regional Programme Coordinator	Mr. Philip Thomas Wilkinson
39	Thailand/ Regional	Save the Children	Senior Child Protection Advisor	Mrs. Jane Calder
40	USA/ Global	Global Social Service Workforce Alliance	Director	Ms. Elizabeth Sherwood (Facilitator)
41	Georgia/ Global	Global Social Service Workforce Alliance	Senior Technical Advisor	Mrs. Natia Partskhaladze (Facilitator)
<b>UNICEF delegates from ASEAN Member States</b>				
42	Thailand/ Regional	UNICEF East Asia and Pacific Regional Office	Regional Advisor, Child Protection	Ms. Rachel Harvey (Facilitator)
43	Thailand/ Regional	UNICEF East Asia and Pacific Regional Office	Child Protection Specialist	Ms. Nicola Brandt
44	Lao PDR/ Regional	UNICEF East Asia and Pacific Regional Office	Child Protection Consultant	Ms. Carly Witheridge
45	Cambodia	UNICEF	Child Protection Specialist	Mr. Chhaya Plong
46	Indonesia	UNICEF	Child Protection Officer	Mr. Muhammad Akbar
47	Lao PDR	UNICEF	Child Protection Specialist	Ms. Khamsay lemsouthi
48	Malaysia	UNICEF	Child Protection Specialist	Ms. Lee Lyn-Ni
49	Myanmar	UNICEF	Child Protection Specialist	Mr. Chit Ko Ko
50	Philippines	UNICEF	Child Protection Specialist	Mr. Jesus S. Far
51	USA/ Global	UNICEF	Child Protection Specialist	Mr. Aniruddha Kulkarni (Facilitator)
52	Viet Nam	UNICEF	Deputy Representative	Ms. Lesley Miller
53	Viet Nam	UNICEF	Chief of Child Protection	Ms. Le Hong Loan
54	Viet Nam	UNICEF	Child Protection Specialist	Ms. Vu Thi Le Thanh
55	Viet Nam	UNICEF	Child Protection Specialist	Ms. Nguyen Thi Y Duyen

### Viet Nam delegates and delegates from organizations in Viet Nam

56	Viet Nam	Ministry of Labour, Invalids and Social Affairs (MoLISA)	Vice Minister	H.E. Mr Le Tan Dung
57	Viet Nam	MOLISA/Bureau of Social Protection	Director General	Mr. Nguyen Van Hoi
58	Viet Nam	MOLISA/Bureau of Social Protection	Deputy Director General	Mr. To Duc
59	Viet Nam	MOLISA/International Cooperation Department	Deputy Director General/ SOMSVD Leader/Focal Point	Ms. Ha Thi Minh Duc
60	Viet Nam	MOLISA/International Cooperation Department	Official	Ms. Nguyen Ngoc Anh
61	Viet Nam	MOLISA/International Cooperation Department	Official	Hoang Thi Thu Hanng
62	Viet Nam	MOLISA/Bureau of Social Protection	Official	Trinh Thi Nguyet
63	Viet Nam	World Health Organization	Consultant	Mr. Richard James
64	Viet Nam	MOLISA/Institute of Labour Science and Social Affairs	Deputy Head of Division	Nguyen Thi Bich Ngoc
65	Viet Nam	Ministry of Health	Official	Ms. Vu Thi Minh Hanh
66	Viet Nam	SOS Children's Village	Official	Mr. Vo Xuan Hoa
67	Viet Nam	Ministry of Health/Department of Organization and Personnel	Deputy Director General	Mr. Nguyen Hong Son
68	Viet Nam	Office of Prime Minister	Deputy Director General	Mr. Doan Huu Bay
69	Viet Nam	Ministry of Finance	Official	Ms. Dinh Thai Trang Ha
70	Viet Nam	Ministry of Education	Official	Ms. Nguyen Thi Bich Ngoc
71	Viet Nam	MOLISA/Department of Child Affairs	Official	Ms. Nguyen Thi Hong
72	Viet Nam	Education and Vocational Training Association	Vice President	Mr. Nguyen Hai Huu

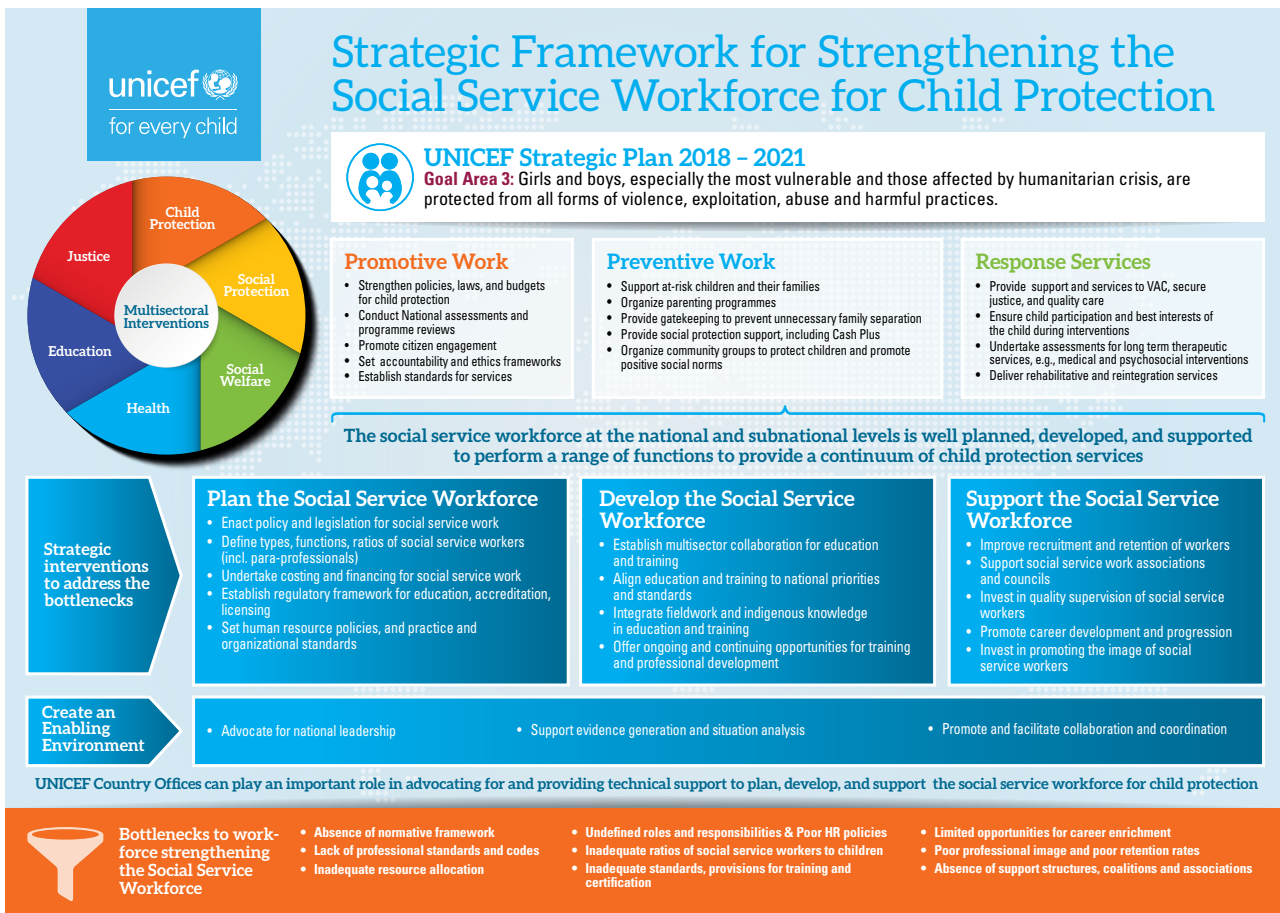
# APPENDIX 3A: STRATEGIC FRAMEWORK FOR STRENGTHENING THE SOCIAL SERVICE WORKFORCE

## Global Social Service Workforce Alliance



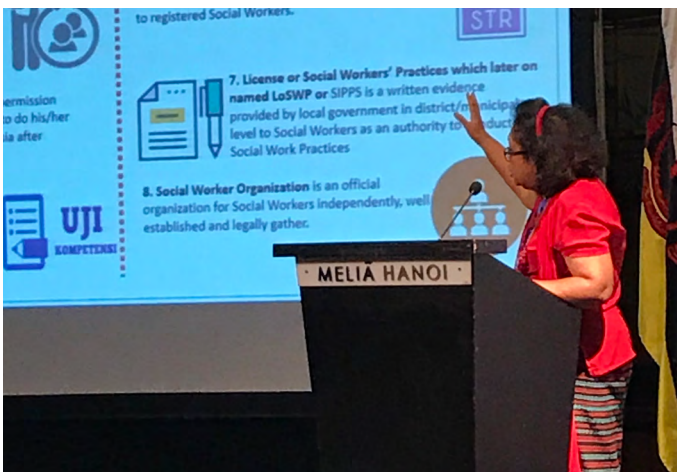
# APPENDIX 3B: STRATEGIC FRAMEWORK FOR STRENGTHENING THE SOCIAL SERVICE WORKFORCE

UNICEF



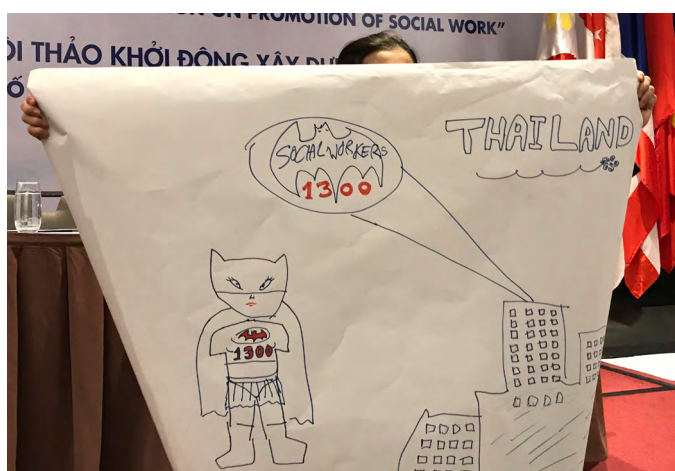
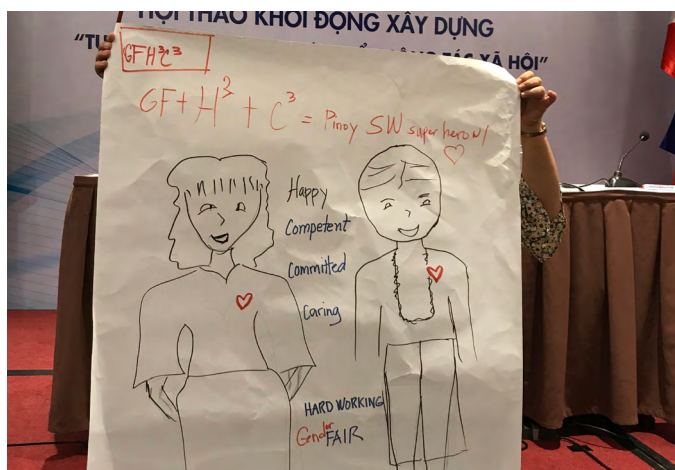


# Photos from the Kick Off Meeting



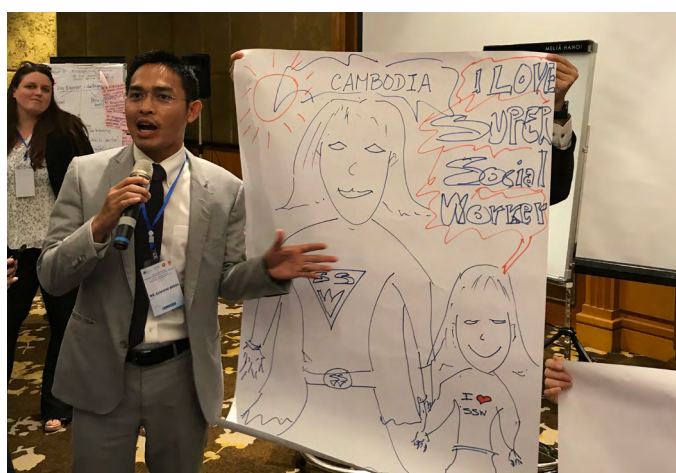
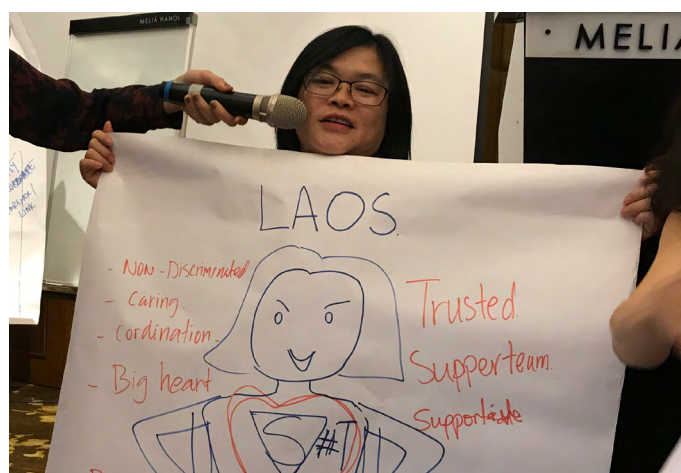
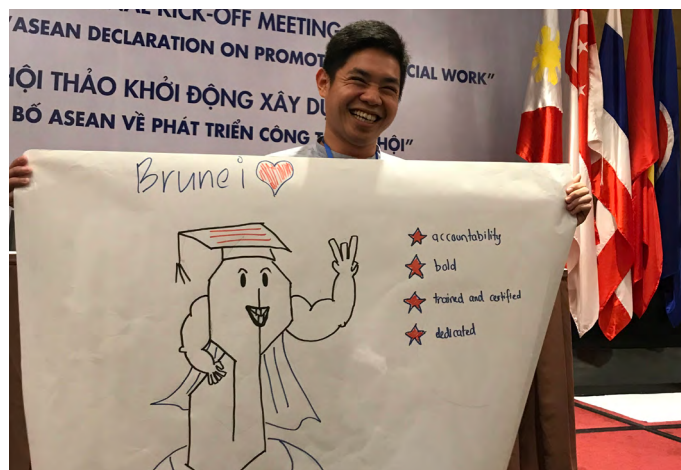


# Photos from the Kick Off Meeting: Social Workers as Superheroes - drawings from country delegations





# Photos from the Kick Off Meeting: Social Workers as Superheroes - drawings from country delegations



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