

## Module 7 - Instructions on conducting World Café to identify policy gaps and implementation issues<sup>1</sup>



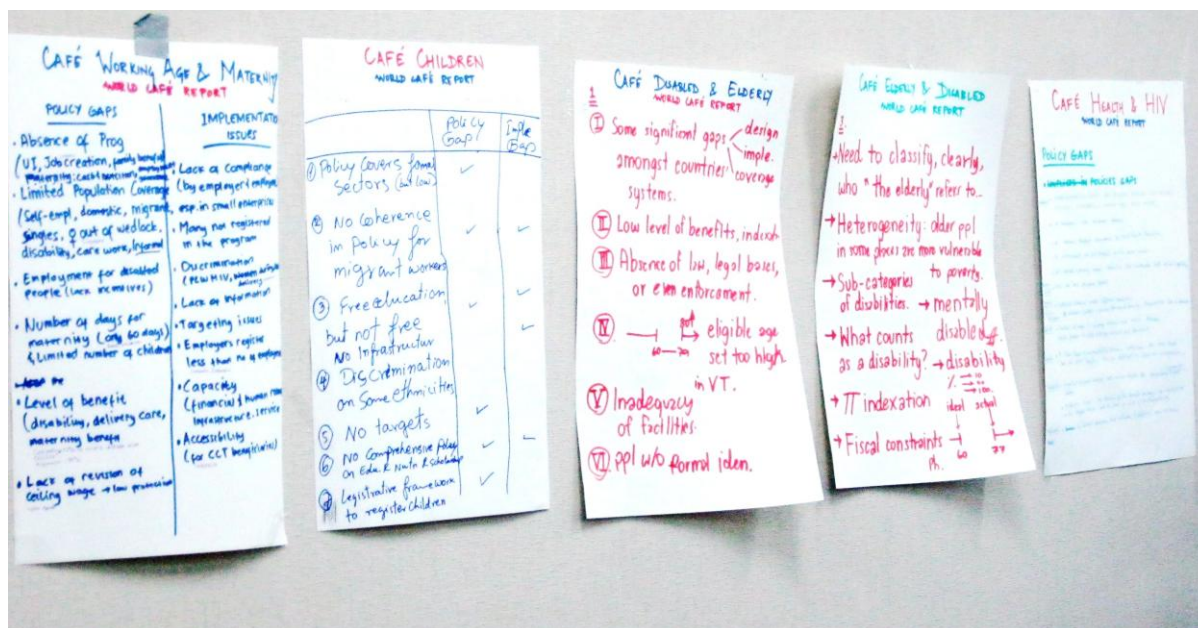
1. Participants are asked to organize themselves into four groups with an equal number of members. These groups are different from the ones formed during earlier sessions.
2. The four groups represent the following cafes:
  - Café Health and HIV
  - Café Working Age and Maternity
  - Café Children
  - Café Elderly and Disabled
3. One volunteer from each café is assigned to be a café manager. The manager will work at the same café during the entire session.
4. Each group of participants (except the café manager) moves from one café to another, spending 15 minutes at each café.
5. Drawing from experiences in their own countries, the participants discuss various policy gaps and implementation issues specific to the guarantee that forms the theme of that café.
6. After the groups have visited all four cafes, the café managers take 10 minutes to consolidate the main points of the discussions.
7. The four managers then give a full report of the discussions in their cafés, taking a total of 15 minutes.

Duration: 1.5 hours

---

<sup>1</sup> Methodology and images have been taken from [www.worldcafe.com](http://www.worldcafe.com)

## Commonly identified policy gaps and implementation issues



## CAFÉ HEALTH AND HIV

### Policy gaps

- Transportation costs are not included in the benefit package.
- Migrant workers are often excluded, especially irregular undocumented migrant workers.
- Some programmes are still not institutionalized in the law while others are operated as donor-funded projects. This raises questions about long-term sustainability.
- No clear division of responsibilities exists between ministries and institutions.
- Several fragmented and scattered schemes are in existence.

### Implementation issues

- Formal sector employers sometimes under-report the number of employees in order to evade paying employer contributions.
- There is low effective coverage.
- The quality of services is inconsistent and there are long queues for non-contributory schemes.
- There is a lack of information and awareness on entitlements and among certain groups of people, especially in remote areas.
- Stigma and discrimination of people with HIV-AIDS results in affected people not declaring their condition and thereby not being able to benefit from treatment.
- Cases of moral hazard, over-prescription, and fraud exist.
- Weak governance structures.
- People in the informal sector in rural areas may not be covered.

## CAFÉ WORKING AGE AND MATERNITY

### Policy gaps

- There is an absence of specific guarantees and benefits, such as an employment guarantee.
- Uncovered groups exist in the population, including self-employed workers, domestic workers, migrants, single parents, children born out of wedlock, disabled people, among others.
- Disabled people have no or few employment opportunities.
- Benefit levels are insufficient.
- The ceiling wage is too low, thereby offering low levels of protection.

### Implementation issues

- There is a lack of compliance by employers, including non-registration of employees, especially in small enterprises.
- Potential beneficiaries lack information and awareness about programmes and schemes.
- Targeting issues lead to inclusion and exclusion errors.
- Social security schemes have low financial capacity and limited human resources.
- Existing programmes and schemes have low quality infrastructure and services.

## CAFÉ CHILDREN

### Policy gaps

- Certain groups, such as children of migrant workers, children living with HIV, or children living in families affected by HIV, have been left out of national policies.
- Target groups are not clearly defined.
- There is no comprehensive policy on education, nutrition, and scholarships.
- There is no legislative framework for registration of children.
- Transportation expenses are not included in the benefit package.

### Implementation issues

- There is low coverage among children of formal sector workers.
- Although free education is stipulated by law, education is not actually free, especially for those in remote and rural areas.
- Good infrastructure is lacking, especially in remote areas.
- Discrimination against some ethnicities exists.
- There is a lack of qualified and good teachers.

## CAFÉ ELDERLY AND DISABLED

### Policy gaps

- Benefit levels are low.
- Benefits do not increase in proportion to inflation.
- There is an absence of supporting laws and regulations.
- Eligible age for pensions is set too high. For example, the eligibility age may be set at 80 years old when it should be 60 years old.
- Governments face fiscal constraints.
- There are no clear definitions and categorizations of elderly and, especially, disabled.

### Implementation issues

- Poor enforcement of existing laws.
- Effective coverage is low.
- Facilities and transfers are inadequate.
- People without national ID card are not entitled to benefits.
- There is a lack of infrastructural support and physical necessities for the elderly and disabled to travel long distances.
- Existing scheme designs do not take heterogeneity into consideration, i.e. people in some regions may be more vulnerable to poverty than in other regions.