

Developing International and Internal Labour Migration Governance (DIILM)

Feb 2016 – June 2021

MIGRANT CENTRES (MCs) and GIVING INFORMATION, SERVICES and TRAININGS (GIFTS) 2019- December 2020

The ILO has worked with labour organisations (LOs) and civil society organisations (CSOs) active in the migration field since 2014, helping support the establishment of the CSO and LO Network for Migrants (Myanmar). The network allowed for dedicated sharing of experiences and learnings; capacity building and joint advocacy events. Network members have become acknowledged as some of the leading organisations on migration in Myanmar. In 2019, the DIILM project supported LOs and CSOs to run Migrant Centres in different strategic locations across the country. The centres are places where potential and returned migrants and their families can get up to date, accurate information about migration, can seek advice and para-legal assistance in complaints cases, and counselling in times of difficulties.

Migrant Centres (MCs)

- ❖ North Dagon Township, Yangon Region: Confederation of Trade Unions Myanmar (CTUM)
<https://www.facebook.com/mrc.dagon>
- ❖ Tachileik Township, Shan State: Mawk Kon Local Development Organization (MK)
<https://www.facebook.com/mrc.tachileik>
- ❖ Myawaddy Township, Kayin State: Samaritans' Purse (SP)
Hotline phone number - 09 767 889 802, 09 442 552 260, 06 344 003 22 (Thailand)
- ❖ Kaw Thaug Township, Thanintharyi Region: Foundation for Education and Development (FED)
<https://www.facebook.com/mrc.kawthaung.3>
- ❖ Oakthar Myothit Township, Bago Region: Future Light Center (FLC)
<https://www.facebook.com/bago.mrc>
- ❖ Hlaing Thar Yar Township, Yangon Region: BusinessKind Myanmar (BKM)
<https://www.facebook.com/Good-Move-Centre-Hlaing-Thar-Yar-1865344773612109>

Each centre opened its doors to migrants seeking to increase their knowledge and confidence in terms of migration; in need of assistance in cases of dispute or abuse, and sometimes just in need of a chat with people who have had similar experiences. The centres offer both drop in and outreach services.

In 2020, DIILM looked to build on the experience of the centres with different models to give information, trainings and services (GIFTS) to migrants and supported the following initiatives.

- ❖ Safe Migration Information via social media and online radio: MAP Foundation
<https://www.facebook.com/mapfoundation>
- ❖ Pop up safe migration activities: Htee Khee, Thanintharyi Region; 3 Pagoda Pass Township, Mon State: Loikaw, Kayah State, FED
- ❖ Cash for work initiatives for Internal Migrants in the garment industry who lost their jobs due to closures during Covid 19:: Shwe Pyi Thar Township, Yangon Region: Yaung Chi Oo Workers Association
<https://www.facebook.com/Yaung-Chi-Oo-Workers-Association-235985156449927>

Community Mobilization - MCs and GIFTS aim to strengthen community response to migration; through supporting returned and aspiring migrants to share and learn from each other at Migrant Exchange dialogues, through Sunday Dialogues of workers and reaching out to those not physically present via social media including via messenger in snowball blasting of safe migration messages. With each migrant sharing their messages with at least 10 others, the activities have the potential of reaching hundreds of thousands of aspiring migrants. By the end of 2020, 11,918 migrants have participated in the community mobilization events (48% women: 52% men).

Drop In services – offer migrant workers legal advice, psychological support, access to health services and information on safe migration including confirmation of the status of licenced agencies, details about recruitment costs and the jobs available.

Advocacy Campaigns – Though the MCs and GIFTS, migrants or their advocates have proposed reforms in laws, policies and practices to ensure a safer and more beneficial migration experience. Recommendations for advocacy work are developed collectively among the partners and were shared with tripartite constituents through consultations and with other stakeholders and the general public through public events.





















Trainings - 5,793 aspiring migrants (47% women, 53% men) attended trainings at the

MCs and GIFTS learning about the recruitment procedures, costs involved in migration, labour rights and responsibilities, how to negotiate and how to make complaints, who to contact in different circumstances, how to prepare for migration and how to prepare to return home, as well as managing finances.

Lodging complaints- Working together, the MCs and GIFTS were able to provide para-legal assistance to 2,905 migrants (31% women; 69% men) who had been exploited in the migration process. The exploitation experienced by migrants included being overcharged for recruitment, being misled about the job and conditions or being underpaid or unfairly dismissed in the country of destination. The partners assisted migrants to negotiate directly with the overseas employment agencies or take their cases to the MOLIP Complaints Mechanism or to the corresponding mechanism in countries of destination. As a result, 486 million MMK had been reimbursed or compensated to migrants lodging complaints by the end of 2020.

Helpline services – The partners offer helpline services via phone, viber and messenger. Migrants use these services to request contact information for support groups in countries of destination, finding missing family members, checking on current policies regarding migration and for advice in cases of physical or sexual abuse.

BENEFICIARIES 2019 and 2020

MC's services	2019	2020	Total	Gender
Community Mobilization 	4,965  51% 49%	6,953  46% 54%	11,918	48% 52% 
Training 	3,844  46% 54%	1,949  48% 52%	5,793	47% 53% 
Lodging Complaints 	1,857  34% 66%	1,093  26% 74%	2,950	31% 69% 
Drop in Services 	912  49% 51%	689  45% 55%	1,601	47% 53% 
Helplines 	222  33% 67%	4,758  28% 72%	4,980	29% 71% 
Grand Total	12,914	17,312	30,226	43%W: 57%M

Source: Migrant Centres' Monitoring Data

KEEPING MIGRANTS INFORMED

Printed media:

MCs and GIFTs distribute brochures with information about safe migration, labour rights, social security, migration costs, documentation, rules and regulations. Brochures also include contact information for government services, labour attaches, unions and NGOs in Myanmar and countries of destination. The brochures are distributed at the centres, during outreach activities and at special events. Over 50,000 brochures have been distributed to aspiring migrants and their families.

Online Radio And Social Media

MAP Foundation, Thailand uses radio to deliver up to date information to migrants in Thailand in Myanmar and Shan languages. With the support of DIILM certain programs are now directly aimed at aspiring and returned migrants in Myanmar. The programs are broadcast on community radio stations (FM99MHz: Shan) and FM102.5MHz (Myanmar) and streamed on MAP's radio facebook page (<https://www.facebook.com/mapradiocmms/>). MAP also broadcasts in Shan on the Thailand State radio channel AM1476KHz which is also available on facebook (<https://www.facebook.com/AM1476KHz>). Important information on changes in policies, laws and regulations are also shared on MAP's facebook page (<https://www.facebook.com/mapfoundation/>) and on the MC and GIFT facebook pages.

Networking and Partners meeting

MCs/GIFTS do not work in isolation; as well as sharing information between themselves each centre also coordinates with relevant stakeholders locally. These include Labour exchange offices, General administration departments, Anti trafficking police, Department of Social Welfare, international NGOs and CSOs working on related issues. The networking enables the centres to make effective referrals, and provide more comprehensive and coordinated services as well as being able to advocate locally for more local responses to the needs of migrant workers.

► FED's Safe Migration awareness training

► CTUM's Complaints resolving for Myanmar Migrants



Kaw Thaug Township, Thanintharyi Region



Mae Sot province, Thailand

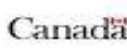
SUPPORTING MCs and GIFTS

The need for Migrant centres and other services for migrants was identified through the CSO and LO Network for Migrants (Myanmar) meetings and to develop the services for migrants, the DIILM Project organised discussions among partners on the type of services to be offered, how to provide appropriate services and how to record the activities and use of services. Specific trainings were held on providing para-legal assistance and referrals and recording beneficiary cards documenting these cases. Regular monitoring exercises are conducted with the partners and monitoring forms are updated in consultation with partners to better reflect the reality, and to allow for greater analysis. The DIILM project shares information with partners on policies and regulations as well as regional and global trends and responses to migration. Individual coaching on monitoring and evaluation; narrative and financial reporting are provided.

Developing International and Internal Labour Migration Governance in Myanmar (DIILM) is funded by the Livelihoods and Food Security Fund (LIFT) and works with tripartite constituents in Myanmar to strengthen services for migrants and the policy framework governing labour migration.



Livelihoods and Food Security Fund



Managed by @UNOPS

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