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EXCELLENCE IN SOCIAL SECURITY

# PROVISIONAL PROGRAMME

Regional Social  
Security Forum

# EUROPE 2024

Porto, Portugal, 16–18 April 2024



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At the invitation of  
the General Directorate for Social Security,  
the Social Security Institute and  
the Informatics Institute of Portugal



SEGURANÇA SOCIAL

## **ISSA Regional Social Security Forum for Europe**

Porto, Portugal, 16–18 April 2024

### **PROVISIONAL PROGRAMME**

#### **Monday, 15 April 2024**

14:00–19:00      **Registration of participants**

#### **Tuesday, 16 April 2024**

### **SOCIAL SECURITY IN EUROPE: PROGRESS, PRIORITIES AND CHALLENGES**

08:00–09:45      **Registration of participants**

10:00–11:00      **Opening ceremony**

Dignitaries will welcome the participants on behalf of the Government of Portugal, the International Social Security Association (ISSA) and the host organizations (General Directorate for Social Security, Social Security Institute and Informatics Institute), and will set out the objectives of the Regional Social Security Forum for Europe.

11:00–11:30      *Networking coffee*

11:30–12:30      **National session: Social security in Portugal**

12:30–14:30      *Lunch*

*At the invitation of the General Directorate for Social Security, the Social Security Institute and the Informatics Institute of Portugal*

14:30–17:00\*      **Social security in Europe: Progress, priorities and challenges**

Social security plays a central role in European societies and economies and is a key instrument to empower people, ensure social rights and enable resilience against shocks. Preserving and further strengthening comprehensive social security in the context of global volatility, labour market transformations, demographic ageing, the green transition and changing life-courses is not a matter of choice but an essential objective for Europe.

The question is about the right measures and strategies for sustainable and adequate social security systems in an evolving context. Based on a new report by the ISSA, the knowledge input of international organizations and the experiences of social security leaders from the region, the session will pinpoint

the key current social security priorities in Europe and highlight effective reform strategies across the different social security branches.

*\* Networking coffee during the afternoon*

17:30–20:00

**Presentation of the ISSA Good Practice Award for Europe**

**Award ceremony and welcome reception**

*At the invitation of the General Directorate for Social Security, the Social Security Institute and the Informatics Institute of Portugal*

*Plenary Hall & Noble Hall, Alfândega Porto Congress Centre*

**Wednesday, 17 April 2024**

**TRANSFORMATION AND INNOVATION: THE POWER OF SOCIAL SECURITY INSTITUTIONS**

Social security institutions in Europe are transforming and innovating to support evolving social security objectives through delivering accessible, data-driven, pro-active and people-centred social security benefits and services. By means of good practices and innovative approaches presented in plenary and parallel sessions, the second day of the Regional Social Security Forum will provide a unique view on the key factors and institutional initiatives that shape the delivery of social security in Europe now and in the future.

Parallel sessions will focus on good practices and innovations in different branches of social security, as well as on cross-branch priorities such as the use of data, digital technologies and Artificial Intelligence, customer-centric service delivery, financing aspects and good governance.

09:30–11:00

**Strengthening social security through institutional transformation and innovation**

Responding to social security policy developments, contextual factors and client demands for high-quality service delivery requires social security institutions to be agile and optimize the complementary roles of human resources, digital technologies, leadership and partnerships. Many social security institutions in Europe are in the process of developing transformative and innovative strategies to seize opportunities for strengthening their performance and the positive impact of social security for the covered population.

This plenary session will discuss these strategies, their effective implementation and the changing roles of leadership, technology, people and partnerships in a dynamic environment. A special focus will be on the organizational ingredients for successful social security and service delivery innovation in the region.

11:00–11:30

*Networking coffee*

11:30–12:30	<p><b>Four parallel sessions: Practical approaches to excellence in social security administration</b></p> <ul style="list-style-type: none"> <li>• <b>R1-PS1 (Multilingual) Digital technologies and automation for customer-centric quality services</b></li> <li>• <b>R1-PS2 (English) Addressing gender inequalities and supporting families</b></li> <li>• <b>R1-PS3 (English) Prevention and Vision Zero for a safe and healthy workforce</b></li> <li>• <b>R1-PS4 (English) Leaving no-one behind: Promoting accessibility and benefit take-up</b></li> </ul> <p><i>* Four simultaneous sessions will take place in this time slot. Delegates will be able to select a session in their preferred language.</i></p>
12:30–14:00	<p><i>Lunch</i></p> <p><i>At the invitation of the General Directorate for Social Security, the Social Security Institute and the Informatics Institute of Portugal</i></p>
14:00–15:00	<p><b>Four parallel sessions: Practical approaches to excellence in social security administration (continued)</b></p> <ul style="list-style-type: none"> <li>• <b>R1-PS5 (Multilingual) Improving coverage and compliance for an internationally mobile population</b></li> <li>• <b>R1-PS6 (English) Strengthening institutional performance and the social security workforce</b></li> <li>• <b>R1-PS7 (English) Promoting awareness and protecting social security rights</b></li> <li>• <b>R1-PS8 (English) Meeting the needs of rural and agricultural workers</b></li> </ul> <p><i>* Four simultaneous sessions will take place in this time slot. Delegates will be able to select a session in their preferred language.</i></p>
15:00–15:30	<p><i>Networking coffee</i></p>
15:30–16:30	<p><b>Four parallel sessions: Practical approaches to excellence in social security administration (continued)</b></p> <ul style="list-style-type: none"> <li>• <b>R1-PS9 (Multilingual) It's a match! Efficient tools for jobseekers and employers</b></li> <li>• <b>R1-PS10 (English) Easing the transition: Supporting retirement planning and benefit access</b></li> <li>• <b>R1-PS11 (English) Return to work: Effective rehabilitation strategies</b></li> <li>• <b>R1-PS12 (English) Breaking the barriers: Effective administrative coordination</b></li> </ul> <p><i>* Four simultaneous sessions will take place in this time slot. Delegates will be able to select a session in their preferred language.</i></p>

16:45–17:30	<b>Plenary session: Transformation and innovation – Key success factors</b>
19:30–22:30	<b>Gala dinner</b> <i>At the invitation of the General Directorate for Social Security, the Social Security Institute and the Informatics Institute of Portugal</i> <i>Palácio da Bolsa</i>

**Thursday, 18 April 2024**

## **NEW APPROACHES TO PROTECTING AND EMPOWERING PEOPLE THROUGHOUT A CHANGING LIFE-COURSE**

Increasingly flexible career patterns, diverse family models and demographic ageing require social security systems to adapt to changing needs for protection and support throughout the life course. More than ever, the essential role of social security to protect people in an adequate and sustainable manner needs to be complemented by social security measures that promote empowerment, activity and resilience. The morning of the third day of the Regional Forum will highlight how social security reforms and measures effectively support these double objectives across the main phases of the life course.

09:30–10:30	<b>Protecting and empowering families and children</b>  In the context of the overall theme of the morning, this session will present and discuss social security measures to protect and support families and children, including recent reforms regarding child benefits and services, paternity benefits, to combine work and family and respond to an increasing number of changes in family situations. The session will also highlight social security initiatives to promote equal opportunities and gender equality.
10:30-11:00	<i>Networking coffee</i>
11:00–12:00	<b>Protecting and empowering workers in a changing world of work</b>  The increasing de-standardization of career patterns, a changing world of work and an ageing workforce requires social security to be more responsive to diversity, to increasing needs for support during transitions and the importance of employability, health and activity. The session will discuss how different social security branches are adapting to protect and empower workers in a changing context, and how people-centred and integrated approaches can be instrumental for promoting activity throughout a longer working life.
12:00-13:00	<b>Adequate and sustainable pensions and services for older persons</b>  Taking into account the impact of changing work patterns on pension adequacy and financing, increasingly flexible work-to-retirement transitions and unsolved questions around long-term care services, this session will take stock of recent reforms and future outlooks for adequate and sustainable pensions and services for older persons. It will analyse the impact and results of different types of reforms and discuss the need and opportunities for future adjustments in an ageing European continent.

- 13:00–14:30      *Lunch*  
*At the invitation of the General Directorate for Social Security, the Social Security Institute and the Informatics Institute of Portugal*
- 14:30–16:30\*      **High-Level Social Security Policy Symposium for Europe**
- The High-Level Social Security Policy Symposium will bring together senior representatives of governments and international organizations to discuss the evolving role of social security for social justice, inclusive and resilient societies, the green transition and economic progress in Europe. The focus will hereby be on political priorities and social security strategies that adequately protect and empower populations over the life-course and that meet their evolving social security needs in a financially sustainable manner.
- \* *Networking coffee during the afternoon*
- 16:30–17:00      **Closing ceremony**