



Overseas Workers Welfare Administration

# KEY TAKEAWAYS

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## KEY TAKEAWAYS

The study successfully brings forth the need to pay attention to the literacy of migrants on health and social security systems of both the sending and receiving states, as well as the challenges of the systems to be more inclusive and to reduce barriers for migrant workers' literacy. Among the highlights of the study identifies the enabling and constraining factors in terms of governance, formal and informal channels, media including social media, social inequities, cultural differences and language and personal barriers.

## ON PRE-DEPARTURE ORIENTATION SEMINAR (PDOS)

For one, recommended reforms in information dissemination campaign include the Pre-Departure Orientation Seminar (PDOS). The scoping of existing literature points that PDOS “have been deemed hasty, shallow and ineffective in providing information on policies of receiving countries, savings and investment opportunities, and health related issues; that PDOS has also been criticized for over-focusing on the marketing campaigns of private banks and remittance companies, and for teaching OFWs to be submissive to keep their jobs”.

# ON PRE-DEPARTURE ORIENTATION SEMINAR (PDOS)

“In terms of barriers to literacy, the PDOS was assessed as being too short and lacking in practical information that would prepare OFWs emotionally, mentally, and physically (e.g., how to avoid being scammed abroad). There was also a lack of information about the new requirements and procedures prescribed by the current systems (e.g., portability of benefits). These views subscribe to the view that PDOS as “too little, too late”. But in the same vein, the study reports from the FGD indicates that “OFWs suffer from information overload from PDOS and are “overwhelmed by the amount of information given in the two-day seminar”. This one is PDOS as “too much, too late”.

# ON PRE-DEPARTURE ORIENTATION SEMINAR (PDOS)

Revisiting the policy framework on information and education program for migrant workers from 2003 when PDOS was transferred from POEA to OWWA, PDOS is designed to address the need for basic orientation only that is focused on enabling an OFW cope with adjustment difficulties usually experienced within the first six months of work and stay overseas at the jobsite. Other broader and deeper information and education concerns, which cannot be covered in an orientation scheme due to inherent need for longer time and progressive learning processes, shall be tackled in other orientation programs, particularly in PEOS and more so in PAOS and in other learning sessions onsite, such as on paralegal counseling and on rights and obligations.

# ON PRE-DEPARTURE ORIENTATION SEMINAR (PDOS)

The PDOS is always a continuing work in progress, with its content and methodology based on consultations with NGOs, the private sector including the PRAs and government institutions. Currently, PDOS has only seven modules, including departure tips, personal finance tips, and **health, safety and crisis preparedness.**

## ON PRE-DEPARTURE ORIENTATION SEMINAR (PDOS)

It may be good to note here that in the last Colombo Process where best practices were presented, most other countries conduct preparatory training and orientations from three weeks and more, in some from three to six months before deployment. OWWA forwarded to the DMW that any new policy framework on workers empowerment should consider strengthening information and education, at the pre-employment orientation level, way before the about-to-depart PDOS.



# ON DIGITALIZATION, SOCIAL MEDIA ENGAGEMENTS AND INFORMATION CAMPAIGNS

We subscribe to the study recommendations to promote migrant literacy by expanding platforms for disseminating up-to-date information and communicating health and social welfare programs. Country-specific OWWA Facebook platforms and content should provide updates on host countries' prevailing healthcare regimes in the most basic and popular language and mode. This should support the DMW Migrant Workers Office's conduct of the PAOS.



# ON DIGITALIZATION, SOCIAL MEDIA ENGAGEMENTS AND INFORMATION CAMPAIGNS

The OWWA Computer Literacy program, as a way to increase health and social security literacy, shall resume to The enhanced OWWA E-Card digital system with the capability to message blast OFWs on latest information and announcements. At the homefront, the Parokya ng OWWA, a strategy in disseminating information at the community level including the Barangay Officials, shall have sessions that inform OFW households of rights and obligations relating to healthcare and social benefits.

# ON DIGITALIZATION, SOCIAL MEDIA ENGAGEMENTS AND INFORMATION CAMPAIGNS

The information campaign programs shall be built into OWWA's continuing capability-building programs for duty bearers and stakeholders. These include the more than 1,200 OFW Help Desks and satellite offices at the LGU level.

# ON OWWA TELEMED PROJECT AND KUMUSTA KABAYAN HELPLINE

Recognizing the difficulties faced by OFWs in accessing information and healthcare due to precarity of work in terms of dependence on employer, cultural and language barriers, and “trust” issues, OWWA piloted the two health services using telephony and digital platforms during the Covid19 pandemic.

# ON OWWA TELEMED PROJECT AND KUMUSTA KABAYAN HELPLINE

Philippine-based Kumusta Kabayan Helpline provides access to counselling and other intervention with a pool of psychiatrist and psychologists, while the Kabayan TeleMed are handled by nurses as triaging and call handles before doctors attend to medical consultation. Hotline 1348 facility was strengthened at the central station, and will be replicated in the 17 regional offices. These facilities are connected to all 34 OWWA overseas posts through the E-Cares system, for medical attention and referral of OFWs onsite.

# ON OWWA TELEMED PROJECT AND KUMUSTA KABAYAN HELPLINE

Kumusta, kabayan? Ikaw ba ay may hindi mabuting pakiramdam sa iyong kalusugan? May iniindang sakit o karamdaman? Halina at magpakonsulta.



Saan ka man sa mundo, tawag lang sa **Kabayan TeleMed Helpline** gamit ang Viber o WhatsApp account mo.



**KABAYANI TELEMED HELPLINE**

+63-966-384-5018



+63-966-384-5016



**HOTLINE 1348 (PH Number)**

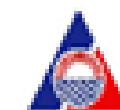
*Sa pagkamit ng tagumpay,  
isip at kalusugan dapat matibay!*



Kumusta, kabayan? Ikaw ba ay nalulungkot? May bumabagabag ba sa iyong kalooban? O gusto mong ilahad ang iyong saloobin? Halika, usap tayo.



Saan ka man sa mundo, tawag lang sa **OWWA KABAYAN HELPLINE** gamit ang Viber o WhatsApp account mo.



**OWWA KABAYAN HELPLINE**

+63-915-079-5005

+63-969-169-7068

*Sa pagkamit ng tagumpay, isip at loob dapat matibay!*

[www.owwa.gov.ph](http://www.owwa.gov.ph)





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# THANK YOU!

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