Your notebook for
the World Social Security Forum

Protecting people in a changing world
Social security is one of the greatest inventions of modern times and in Belgium this year, we are celebrating its 75th anniversary. The World Social Security Forum is a special opportunity to reflect on the protective power it offers in a world in constant evolution. The theme of this world forum has not just been chosen at random. ‘Protecting people in a changing world’ is not only an ambitious project, it is also a major challenge.

The world forum invites us to take new steps forward together. And to go that extra mile. If we want to remain future proof and strengthen the social protection of people worldwide, we need an innovative, ground-breaking approach. So let’s share inspiring social ideas. Meet up with fellow experts, make new contacts and discover exciting concepts. Record them in this notebook, and contribute to the future of our social security.

As host country for the fifth edition of the WSSF, we are proud to welcome you and to share our knowledge and experience with you. This magazine by no means offers a complete overview of our system, but we do hope it will inspire you.

Welcome!
JOINT MANAGEMENT AS A SUCCESS FACTOR

The tradition of consultation and participation has been in our genes for 75 years. An essential characteristic of the Belgian social security system is that it is managed by both representatives of employees, employers and self-employed organisations, under the supervision of the government. The different Public Social Security Institutions are jointly managed. The stakeholders are represented in the management commission of each institution and also in the commission of the welfare system that watches over global financial management. This global management finances the different departments of the social security (pensions, unemployment, etc.) according to their needs.

IT ALL STARTED ON 28 DECEMBER 1944

Although the first foundations of our social security had already been laid in the 19th century, the “Law on Social Security for Workers” dated 28 December 1944 became the basis of our social security. This low income was thanks to a group of courageous and forward-thinking employers and representatives of employers and workers’ organisations who worked together and thought about improving the social climate in our country. Since then we have moved mountains.

SINCE THEN WE HAVE MOVED MOUNTAINS

Our social security system evolved from an insurance system against social risks to guaranteed social security for everyone. Today, almost the entire population has access to healthcare, and all Belgians enjoy social protection. It’s no coincidence that our system is considered one of the most progressive in Europe.

AN OUTSIDER IN EUROPE

Belgian social security is nevertheless an outsider in Europe. Unlike many other countries, our system combines income-related insurance with poverty reduction. For example, pensions are calculated on the basis of paid-up contributions, but we also provide minimums to prevent the elderly ending up in poverty. Our system is also almost universal. Almost everyone is entitled to reimbursement of hospital costs and private time in Belgium. Formulas such as time credit, parental leave and career breaks are a response to the increasing need for flexibility in the labour market. For example, many jobs in our country were saved during the crisis years of 2008–2009 thanks to resilient readjustment of the partial unemployment scheme. Another example: today you can flexibly coordinate your working and private time in Belgium. Formulas such as time credit, parental leave and career breaks are a response to the increasing need for flexibility in the labour market. For example, many jobs in our country were saved during the crisis years of 2008–2009 thanks to resilient readjustment of the partial unemployment scheme. Another example: today you can flexibly coordinate your working and private time in Belgium.

THE SUCCESSFUL FIGHT AGAINST INEQUALITY

Social security expenditure in our country has risen sharply in recent years, from 10% of GDP in 1950 to 30% today. The highly redistributive nature of our tax system and our finely tuned social security system result in an Gini income coefficient of 0.266. Overall, Belgium is one of the most equal countries in the world.

AGILE, WHAT ELSE?

In addition, our social security offers a solid buffer to economic fluctuations. We allow our system to respond flexibly to evolutions in the business cycle and society, as well as to the social risks arising from them. For example, many jobs in our country were saved during the crisis years of 2008–2009 thanks to resilient readjustment of the partial unemployment scheme. Another example: today you can flexibly coordinate your working and private time in Belgium. Formulas such as time credit, parental leave and career breaks are a response to the increasing need for flexibility in the labour market. For example, many jobs in our country were saved during the crisis years of 2008–2009 thanks to resilient readjustment of the partial unemployment scheme. Another example: today you can flexibly coordinate your working and private time in Belgium.

FROM PASSIVE TO PROACTIVE

We have evolved from a deal which benefits the system that takes control of society. A system that also provides the solutions to changing world needs. Faster and smarter anticipation: this is the movement that we have in mind every day.

50% of the world population and 2 out of 3 children have no access to social protection. Only 1 in 5 unemployed people in the world gets financial support. And in many places in the world, health is anything but an acquired right.

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Social protection is in our DNA.

The tradition of consultation and participation has been in our genes for 75 years. An essential characteristic of the Belgian social security system is that it is managed by both representatives of employees, employers and self-employed organisations, under the supervision of the government. The different Public Social Security Institutions are jointly managed. The stakeholders are represented in the management commission of each institution and also in the commission of the welfare system that watches over global financial management. This global management finances the different departments of the social security (pensions, unemployment, etc.) according to their needs.

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CLOSING THE COVERAGE GAP
WELL-PROTECTED IN AN UNCERTAIN WORLD

Equal access to social protection, as it is easier said than done. How do we ensure that nobody slips through the loops of the social security network in Belgium?

Social security in Belgium is built on a solid foundation: solidarity. Solidarity between working and unemployed people, between the healthy and the sick, between young and old, between those with and without an income, and between families with and without children.

HOW DO WE GUARANTEE SOLIDARITY?

Working people pay contributions in proportion to their wages. Employers also contribute. The financing is therefore largely supported by society. In addition, trade unions, health insurance funds and employers’ organisations consult on various aspects of the system.

UNIVERSAL RIGHTS

Universal rights is a second important pillar. The result of a period of political power. In the 1970s, our social security system has covered almost the entire population in the event of a loss of income. And 99% of Belgians have access to healthcare. Moreover, since 1 January 1968, self-employed people have enjoyed fully-fledged social status, and Belgium is now at the top of the ranking of best-performing and most accessible healthcare systems in Europe.

POVERTY PREVENTION

Poverty prevention is an important aspect for our social security. In 1974, we introduced a general subsistence minimum, the precursor of the present living wage. We link this to a counselling process to help people get out of any precarious situation they may find themselves in. In addition, 3 million Belgians enjoy social benefits. People in a financially difficult situation, for example, pay less for gas, water and electricity. Retired people pay less for public transport. People with disabilities can count on tax breaks. Increasingly, social rights are granted automatically. We are removing all kinds of obstructing factors. The impact is huge.

TIME TO SIT BACK AND RELAX?

Not in the least. In a changing world, work remains to be done to prevent new gaps in society. Slightly younger people, aged between 16 and 25, are either not helped or help themselves. The result is that the vulnerable groups today. To guarantee their social protection, we have to tap a new source. Because the welfare state must be there for everyone.

ALTHOUGH INEQUALITY IN THE WORLD IS INCREASING, BELGIUM PROVES THAT SOCIAL SECURITY IS AN EFFECTIVE TOOL TO TACKLE INEQUALITY.

“SELF-EMPLOYED, RECENTLY GIVING BIRTH, AND NOT ABLE TO WORK FOR A FEW WEEKS – IMPOSSIBLE. OR SO I THOUGHT ANYWAY! I CAN ENJOY 12 WEEKS OF MATERNITY LEAVE, GET A MATERNITY ALLOWANCE, AND FREE SERVICE VOUCHERS. SOON I WILL GO BACK TO WORK WITH RENewed ENTHUSIASM”
AGEING POPULATION
OLD IS NOT OUT

Within 30 years, the number of people over 60 around the world will double to 2 billion. How can we care for the world’s elderly in the future, while keeping our social security affordable?

In Belgium, ageing has been an important reason for social security reforms for more than two decades. Pensions and health care are currently social security’s largest expenditures (10.7 percent of GDP goes to pensions) and both categories are also notably on the rise.

A WELL-EARNED OLD AGE

The Belgian pension system is founded on three pillars. The first pension pillar is the statutory pension. The statutory retirement age is currently 65 years. It will be raised to 66 years in 2025 and 67 years in 2030. The second pillar is supplementary pension that is paid via the employer or the sector. Supplementary pension schemes of a social character are encouraged through tax benefits granted subject to the fulfilment of various conditions. The third pillar is individual pension savings, which are also incentivised through fiscal conditions. The third pillar is individual pension savings, which are also incentivised through fiscal conditions. The third pillar is individual pension savings, which are also incentivised through fiscal conditions.

Not everyone has the opportunity to build up a pension. This is why we recognise derived rights for married partners:

• when your spouse dies, you are eligible for a survivor’s pension.

Finally, the income guarantee for the elderly guarantees that everyone gets an income that sustains a decent quality of life and it makes sure that no one is left out.

TAKING CARE OF CARE

When we talk about ageing, we also need to think about adopted healthcare. On top of the universal reimbursement of healthcare costs, the elderly can count on an allowance for home assistance, which means they can live independently for longer. Employees and the self-employed are entitled to leave and an allowance to take care of a sick family member. If it is no longer possible to spend your old age at home, we will reimburse part of the care costs for a rest and care home.

WHO WILL PAY FOR IT?

In the coming decades, the ageing population will lead to an increase in spending on pensions and healthcare.

And this will coincide with a decline of the active population. This is why the government is encouraging citizens to work longer. As a pensioner, you can earn unlimited extra income under certain conditions. But will this affect your statutory pension? You can find out very easily on www.mypension.be. Here, every Belgian can easily follow up the accrual of their pension rights as soon as they enter the labour market and thus better prepare for their pensions. You’re never too young to learn.

"AFTER A CAREER SPANNING 30 YEARS, I AM CONSIDERING ESTABLISHING MYSELF AS A SELF-EMPLOYED PERSON. WHAT IS THE IMPACT ON MY PENSION? THIS CAN BE CALCULATED ON WWW.MYPENSION.BE IN AN INSTANT."

Electronic and mobile applications in healthcare provide huge improvement in terms of service to the elderly and less mobile patients.

Telemonitoring, for example, means patients no longer have to go to a doctor for certain check-ups, while doctors can continue to follow and advise their patients remotely. Mobile and e-health applications ensure faster access to information, better follow-ups, fewer admissions, reduced costs and improved quality of care.

YOUNG TECHNOLOGY FOR NOT-SO-YOUNG PEOPLE

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Labor Market

How Entrepreneurial is Social Security?

Flexibility is the new mantra in the world of work, and the labour market is adapting to it. What about social security? Are we still up-to-date? Which new developments deserve our attention, and how do we remain future proof?

Digitalisation is the primary factor to making the labour market more flexible. Freelancing is hot. The platform economy is doing overtime. “On-demand” work and flex-jobs are on the rise. Belgium was one of the first countries to introduce an innovative system that encourages people to realise the potential of embracing the platform and sharing economy. Since 2018, people who offer services on a recognised platform can earn up to €6,250 per year without paying tax. A year after the launch, more than 16,000 citizens had earned €34.7 million.

But working wherever and whenever you want also raises questions: How can we better protect these flex workers (who often work via online platforms for different companies and for a limited period of time) against an industrial accident, illness and unemployment?

In Belgium, we are following this evolution closely because we want to offer this growing group of micro-entrepreneurs solid social protection, just like regular employees. In comparison with the European average, the quality of the jobs in our country is relatively good. Belgium, for example, is one of the countries with the lowest number of mini-jobs (employees who work less than 20 hours a week), involuntary part-time employees and poor employees.

Preventive, because that works better

Also remarkable: in 2015 there were 50% fewer accidents at work in Belgium than in 1985. We focus on improving well-being at work as well as prevention so people can continue to work in safe and healthy environments. Examples? If you have a job that involves intensive strain on your spine, you can follow a spine programme. If you run a risk of infection in your job, you're entitled to free vaccines. Dealing with stress and burn-out? We offer counselling programs to strengthen (your) physical and mental resilience. And what if you return to work after a long-term disability? We will support you and your employer to ensure the reintroduction goes smoothly and takes place with the necessary care.

The protection of working people is firmly anchored in our social security system. This is, in part, thanks to the social consultation that takes place between employers and trade unions.

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In this digital age, citizens and entrepreneurs expect a product or service to be accessible whenever they find themselves and at all times. To improve the services delivered to them and make them more efficient, faster and more customer-friendly, the Public Social Security Institutions have outlined a joint strategy on digitisation and automation.

The creation of the Kruispuntbank van de SocialeZekerheid (Crossroads Bank for Social Security) in the early 1990s marked the start of the development of a fully computerised and secure network for the management and exchange of data between public social security institutions on the one hand, and between the government and the outside world on the other. The Crossroads Bank is the engine of a government in social security.

THE OUTCOME
- More than 5,000 professional players within social security currently exchange data and offer integrated services.
- 800 paper forms have been replaced by 320 electronic processes. In addition to reducing the administrative burden for citizens, this has resulted in an annual saving of more than a billion Euros in operating costs for employers.
- More than a billion paper exchanges have been replaced by electronic messages.
- Increasingly, social rights, premiums and benefits are granted automatically.
- We share the huge amounts of social security data and make it accessible to other users (citizens, companies, other government institutions). Making our data accessible with the utmost respect for privacy enables greater transparency about how social security works. Open data also assures effectiveness and efficiency gains. After all, it makes it possible to reuse the data and to link it to other data.
- In many areas of social security, the back and front office processes have been fully digitised: from requesting certificates and benefits to viewing your file and simulations of your personal situation. To ensure that employers use to identify the data they need, we pass this information on to the other social security institutions that need it to grant the correct social rights to those entitled to them. In 2018, we handled around 39 million Dimonic declarations.

In addition to digitising, the Crossroads Bank contains all social personal data and continues to link it to other data. This database within the Crossroads Bank contains all social personal data and continues to link it to other data.

THE ELECTRONIC AND MULTIFUNCTIONAL SOCIAL SECURITY DECLARATION
Every quarter, employers make a declaration of the performance and benefits of their employees. We calculate the contributions and reductions in contributions for employees based on this data. In 2018, the National Social Security Office processed 244,000 digital declarations every quarter. They contain the data for about 4 million employees.

We share this with other government institutions via the Crossroads Bank to grant citizens their social rights and calculate their benefits.

THE LAUNCH OF THE BUFFER DATABASE
This database within the Crossroads Bank contains all social personal data and makes it available to authorities that grant additional derived rights and social rates. The energy suppliers were the first users. More than 400,000 families now automatically receive a social rate for gas and electricity. The water companies also use the Crossroads Bank to grant a social water rate to almost 300,000 users or to grant a partial exemption from the water pollution tax. Meanwhile, reviewing transport subscriptions at a reduced rate and the allocation of free attendance cards to persons with a disability also happen automatically today.

THREE EXAMPLES

DIMONA
Dimona is the online service that employers use to indicate, every time an employee enters or leaves employment. This results in more than 3 million monthly declarations. We pass this information on to the other social security institutions that need it to grant the correct social rights to those entitled to them. In 2018, we handled around 39 million Dimonic declarations.

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Even stronger and faster digitisation is transforming both our private and professional world. But what is the influence of digitisation on social security? What are the challenges ahead, and what are the consequences?

REPORT A NEW EMPLOYEE? IN THE PAST, IT INVOLVED A LOT OF PAPERWORK. NOW IT CAN BE DONE ELECTRONICALLY IN JUST ONE MINUTE.
Belgian healthcare is also affected by the digital momentum. The purpose of e-health?
To improve the quality and continuity of healthcare, to guarantee patient safety, and to simplify healthcare administration.

**E-HEALTH TO YOUR HEALTH!**

We built an e-health platform to demonstrate that well-organised electronic services and exchange of information between all actors in healthcare are possible. And this with the necessary guarantees in terms of information security, the protection of the privacy of the patient and the care provider, and the respect of medical professional secrecy.

**A SMALL SELECTION OF THE ACHIEVEMENTS**

- **Introduction of the electronic medication prescription**: In November 2018, 15,934 doctors wrote out 4,388,400 electronic prescriptions - about half of all prescriptions.
- **Almost all GPs use the electronic exchange of information and patient data**: 60% of general practitioners work with electronic patient records.
- **Launch of eAttest or the electronic certificate today**: A GP out of 2 sends the certificates for enhanced help digitally to the patient’s health insurance fund, where reimbursement is arranged immediately.
- **www.mijngezondheid.be/www.masanté.be**: A secure portal from where patients can retrieve all their health-related information that has been shared electronically by their healthcare providers (GP, hospital, pharmacist, etc.).
- **www.myhealthnet.be**: A central service platform with which a care provider can exchange information with the health insurance fund: easily, reliably, and in a secure manner.

**“IF AN EMERGENCY DOCTOR HAS IMMEDIATE ACCESS TO ELECTRONIC PATIENT RECORDS, IT IS LITERALLY OF VITAL IMPORTANCE, WHAT IS THE MEDICAL HISTORY OF THE PATIENT? WHAT MEDICATION DOES THE PATIENT TAKE? ARE THERE ANY ALLERGIES? ETC. HAVING ESSENTIAL HEALTH DATA AVAILABLE INSTANTLY SAVES LIVES.”**

The benefits of e-health speak for themselves. Doctors can easily share knowledge and get quick access to patients’ health information, which improves the quality of care. The administrative burden is reduced, leaving more time for patient care. The patient is better informed, is relieved of paperwork, and enjoys a faster reimbursement of medical costs.
TECHNOLOGICAL TRANSITION

DISRUPTION STARTS ON THE INSIDE

Artificial intelligence, augmented reality, big data and robotisation are well on the way to drastically changing our daily lives. What impact do they have on social security?

HOW MANY HOURS DO I HAVE LEFT THAT I CAN WORK AS A JOB STUDENT? I CAN CHECK IT WITH THE APP OR THE CHATBOT, SO CONVENIENT!

We take innovation seriously. You have to make time for it and commit to it. In Belgium, we are exemplifying a number of new technologies, of which mobile technology, artificial intelligence and data-driven innovation are the most important. 2019 was the year in which social security took its first steps in the wonderful world of artificial intelligence. Experiments were set up with a reception robot, a chatbot and Robotic Process Automation (RPA).

INNOVATION PAYS

On 11 June 2019, the Belgian e-health platform and the Public Social Security Institutions won the Sharing & Reuse award, for the G-Cloud services “Infrastructure-as-a-Service” and “Platform-as-a-Service.” This award is presented by the European Commission’s Directorate-General for Informatics (DIGIT) every two years, and it rewards the reuse of digital data.

FIGHTING SOCIAL FRAUD

We also use AI to combat fraud. Thanks to AI, we can now detect some complex forms of fraud on average 2 quarters sooner than before and we also have a better understanding regarding their occurrence. This allows our inspectors to work faster and be better informed, putting an end to those fraudulent practices, earlier AI techniques also enable us to efficiently detect fictitious employment and unjustified claims, which means the payment of millions of Euros in unjustified benefits can be avoided.

AUTOMATION OF SOFTWARE PROCESSES

Robotic Process Automation (RPA) is a thoroughform of automation of software processes that can take over a number of administrative tasks. As a result, processes run faster and employees are relieved of repetitive routine jobs. Various promising experiments are currently ongoing for example. RPA helps to index large quantities of e-mails and assign them to an electronic file.

IN THE CLOUDS WITH G-CLOUD

G-Cloud, the highly secured government cloud is the result of a joint innovation and synergy programme between the federal government services, the Public Social Security Institutions and the healthcare sector. The G-Cloud uses the services of private companies in the public cloud and services hosted in government data centers. The advantage? Faster and more efficient development and deployment of IT applications because software and infrastructure are shared to the maximum. This means we can save costs and improve our service to citizens and businesses.

COLLABORATION 4.0: SHARING & REUSE

Many IT applications developed by social security institutions are also useful for other users, both inside and outside the government. We encourage maximum reuse of software. As a result, Belgium is resolutely ensuring the API economy is used to enable cooperation between the public sector and government services run even more smoothly thanks to the large-scale opening up of services, information and applications. We think outside the box.

CHATBOT FOR STUDENTS

Customers expect to be able to ask questions around the clock and receive an answer immediately. Can a machine take over? We put it to the test and launched a chatbot in 2018 that answers young people’s questions about student work. The advantage for students is that they receive a 24/7 service, while our employees can focus on complex questions and personalised customer care.

RECEPTION ROBOT

The National Social Security Office is trying out the possibilities of an android robot. The robot was set up to undertake a role at the reception desk, and it handles routine jobs and answers questions from students. This way, reception staff have more time to provide high-quality reception service for customers.
MOBILE TECHNOLOGY

1. SMART HEALTH APPS
Belgium invested heavily in the development of mobile health applications. 2018 saw a pilot project involving 24 apps from various health and healthcare domains: diabetes care, chronic pain, cardiovascular disorders, etc. On: www.myhealthbelgium.be, health apps

2. RIGHT TO SOCIAL BENEFITS ANYTIME, ANY WHERE, THANKS TO MYBENEFITS
From a living wage or an employment benefit to a discount on garbage bags or a social rate in an amusement park. Two million Belgians are entitled to social benefits. Using the MyBenefits app, people have their social status certified in their pocket at all times and in all places. They simply show the digital proof on their mobile, the employee scores the QR code, and the reduced rate is charged accordingly.

3. HANDIPARK PREVENTS ABUSE
Have you invited an unauthorized person to reserved parking space for the disabled? Thanks to the Handi2Park app, control is now much easier. Using your smartphone, police officers, community guards and parking attendants can check parking tickets and determine immediately whether the ticket is valid. The results are amazing: during the test period, more than 12% of the parking tickets turned out to be invalid. The app has been available to all Belgian cities and municipalities since 2018 to increase the occurrence of fraud, administrative errors and delays is hereby reduced to a minimum.

As the host country for the fourth edition of the World Social Security Forum, Belgium is pushing forward a clear vision. Through this summit, we want to offer a forum for a warm world in solidarity. A forum where people share knowledge and let that knowledge flow back to society in order to really make a difference.

Creating social added value was also our guideline for the practical organisation of the world leaders. How do we put this into practice? With the small and large things. And it starts with your reception.

GOODIE BAG PREPARED WITH LOVE
The goodie bag you received was prepared with love and care by employees of the sheltered workplace, Blankedele. 1.500 goodie bags went through 40 diligent hands and they gave them a fair income and lots of satisfaction.

DELICIOUS, HONEST COFFEE BREAKS
Social organisations, TWERK and De Winning, ensure delicious, honest coffee breaks. In TWERK, people with autism play the leading role; at De Winning, people with a work disability produce local delicacies in a sustainable and healthy way. Bon appetit!

RESPECT FOR PEOPLE AND ENVIRONMENT
All the cups are made from recycled material and return to the circular economy after use. We donate some of the foodSurplus created during the summit to the homeless in Brussels.

E N V I R O N M E N T

The sustainability idea shines through the world...

Organising a world event is not just a matter of bringing people together. It is also about how you do it, and about what the idea is behind bringing them together.
Best of Belgium

How a small country can be big

Belgium. Its historic cities, chocolate, Manneken Pis, etc. Millions of visitors come from all over the world every year to know, admire and enjoy our unique country. We may be a small country, but we are big in generosity.

How low can you go?
The highest point in Belgium is lower than the highest building in the world.
The Signal de Botrange on the Hoge Venen plateau in the east of Belgium, is the highest point and lies at 694 m. This is lower than the Burj Khalifa in Dubai, which at 828 m, is the tallest building in the world

The universe originated in Belgium

The Belgian priest, Georges Lemaître, is the creator of the expanding universe and the Big Bang Theory. He based it mainly on Einstein’s general theory of relativity. The two knew each other well. In 1933, they travelled to California together where Lemaître explained his theory. It earned him a standing ovation from Einstein.
Belgians love their food and drink, and our rich beer culture speaks for itself. The brewing process builds on an age-old tradition and is good for an annual production of more than 20,000,000 hectolitres of beer per year. Idiosyncratic young brewers with an impetuous love for beer experiment with new recipes and taste sensations, and thus breathe new life into the old craft. Taste and enjoy the ‘Best of Belgium’.
Belgian Social Security in a Nutshell

1941 Everything is Social
17 October
Start of social negotiations between employers and employees.

1944 In the Heat of Battle
28 December
While the war is in full effect, the “Decree on Social Security for Workers” is signed in Brussels.

1945 Your Well-Earned Old Age
30 June
The retirement pension for the self-employed is a fact.

1963-1965 Refined, So Better
Health insurance is broken down into disability and healthcare. Health insurance is made mandatory for the self-employed and civil servants.

1968 Everyone Treated Equally
3 January
Self-employed have full social status.

1974 From Insurance to Social Security
7 August
Introduction of the subsistence minimum. Our social security system is evolving from an insurance against social risks to a guarantee of social security for everyone.

1990 Digital Milestone
15 January
Creation of the Crossroads Bank for Social Security.

1995 Quality Black on White
11 April
The “Charter of the socially insured” guarantees a quality service.

2001 Certain of Care
3 October
The Flemish Healthcare Insurance supports heavily dependent persons who are cared for at home, as well as people in retirement or care homes.

2019 What’s Up, Kiddo
1 January
The Communities are responsible for child benefits.

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Thank you

The Public Social Security Institutions and the Federal Public Service Social Security joined forces for the organisation of the Fourth World Social Security Forum, as well as the publication of this magazine.

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We are honoured to be the host country for this world event.
Opening day

Monday, 14 October

Social Security Challenges and Innovative Responses

Morning

Opening Ceremony
Welcoming participants on behalf of the Government of Belgium, the International Social Security Association (ISSA) and the Public Social Security Institutions of Belgium.

National Presentation
Belgium and social security: Protecting and changing
The Belgian social security system and its major achievements to protect people in a changing context.

General Assembly
The General Assembly is the highest statutory body of the ISSA in which all members are represented.

Plenary
Social Security for the digital age
How social security can evolve to adequately protect and support people in the digital age.

Panel
Supporting excellence: six years of ISSA Guidelines
Taking stock of the impact of the ISSA Guidelines, and launching a new set of Guidelines on error, evasion and fraud in social security systems.

Interactive Sessions
Solutions for excellence
Break-out sessions on ISSA Guidelines and selected technical commissions’ projects.

Afternoon

Registration

Panel
Innovative responses to key global challenges
Three years after the launch of the ISSA report on the ten global challenges for social security, this session will provide an overview of global progress in meeting these challenges.

Panel
The power of innovation to transform
Senior practitioners who have transformed their organizations through innovation will share their experience and underline key learnings and critical success factors.

Panel
ISSA Innovation Zone
Demonstrations and presentations of innovations in various languages will provide a unique opportunity to learn, discuss, engage and be inspired.

Tuesday, 15 October

Wednesday, 16 October

Shaping the Future of Social Security

Morning

Excellence and Innovation in Social Security

Plenary
Supporting excellence: six years of ISSA Guidelines
Taking stock of the impact of the ISSA Guidelines, and launching a new set of Guidelines on error, evasion and fraud in social security systems.

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Thursday, 17 October

Strengthening the Social Impact of Social Security

Morning

ILO Centenary
Social security for a brighter future
The Centenary of the International Labour Organization (ILO) is both an important occasion to celebrate achievements and discuss strategies for the future.

Afternoon

Panel
Social security for changing societies
How social security can respond in order to provide adequate and sustainable protection for changing societies.

Panel
ISSA Innovation Zone
Demonstrations and presentations of innovations in various languages will provide a unique opportunity to learn, discuss, engage and be inspired.

Friday, 18 October

Leaving No One Behind: Realizing a Global Commitment

Morning

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Afternoon

Panel
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Panel
ISSA Award for Outstanding Achievement in Social Security
The recipient of the ISSA Award for Outstanding Achievement in Social Security will be recognized at a special ceremony.

Program
WE TAKE CARE
OF YOU
INSPIRING SOCIAL IDEAS

A HELPING HAND FOR EVERYONE