

Accelerating access to assistive technology

Report on multi-country workshop,
Jakarta, Indonesia, 7-9 November 2023



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Access to assistive technology is a key factor in improving health outcomes and safeguarding social inclusion. Assistive technology refers to the systems and services used to deliver assistive products that maintain and improve a person's function and independence such as eyeglasses, hearing aids, wheelchairs, pill organizers, augmentative communication devices, and incontinence products. Many people can benefit from using assistive technology, particularly older people, people with disabilities, and those with chronic or acute health conditions.

It is estimated that 2.5 billion people need assistive technology to lead productive, inclusive and dignified lives. However, there is significant global inequity of access, with as few as 3% in some low-income countries having the assistive products they need. Lack of access to assistive technology often results in poorer health outcomes, as well as individuals and their family members being excluded from education, work, family and community life.

Countries across the Western Pacific and Southeast Asia regions are active in increasing access to assistive technology, and in particular in integrating access throughout existing health care services. However, as highlighted in the [UNICEF WHO Global report on assistive technology](#), the response to the increasing need for assistive products continues to be impacted by multiple barriers including stigma and low awareness of the need, procurement challenges, technical and human resource capacity, infrastructure and financing.

To support Member States' efforts, the World Health Organization (WHO) and United Nations Children's Fund (UNICEF) have developed tools and resources designed to support the implementation of the *Global report on assistive technology* recommendations at national level. These tools and resources align with the WHO-GATE 5P framework for strengthening access to assistive technology (Figure 1), which emphasizes action within five interconnected areas of work: **Policy, Products, Provision, Personnel** and **People**.



Figure 1. The WHO-GATE 5P Framework

In November 2023, UNICEF and WHO, in partnership with the Government of Indonesia hosted a multi-country workshop to disseminate amongst lead national stakeholders the key findings and recommendations from the UNICEF WHO *Global report on assistive technology* and introduce WHO and UNICEF resources to support national implementation. The workshop was also an important opportunity for countries to share their experiences and lessons learned in strengthening access to assistive technology, informing each other and their development partners (including WHO and UNICEF).

1. Workshop overview

Hosted in Jakarta, Indonesia, the Workshop welcomed 106 participants from 15 countries including Bangladesh, Bhutan, Cambodia, China, India, Indonesia, Lao People's Democratic Republic, Maldives, Mongolia, Nepal, Philippines, Sri Lanka, Thailand, Timor-Leste, and Viet Nam. Representatives included government officials, UNICEF and WHO staff from the headquarters, regional and country offices, civil society members and representatives of organizations of persons with disabilities, non-governmental organizations, assistive technology users, and donor organizations.

The two-and-a-half-day workshop was structured to address issues, resources and opportunities for accelerating access to assistive technology across each of the WHO-GATE 5P interconnected areas of Policy, Products, Provision, Personnel and People. The full workshop programme is available in Annex 1, and the list of participants is available in Annex 2.

The opening session of the event, chaired by Lim Puay Tiak Chairman, ASEAN Disability Forum, commenced with an opening address by Prof. Dr. Dante Saksono Harbuwono, the Vice Minister of Health and leader of the task force for health equity for persons with disabilities. He underscored the government's unwavering commitment to fostering inclusivity in health services. Following this, Mrs. Dante Rigmalia, Chairperson of the National Commission on Disability, shared her personal journey, of overcoming challenges associated with hearing impairment and dyslexia. Mrs. Rigmalia advocated for heightened awareness and integration of assistive technology to address gaps in education, employment, and daily living activities for individuals with disabilities.

Representatives from UNICEF and the World Health Organization, Ms Milen Kidane and Dr MoMinistry of education Takeuchi, underscored the pivotal role cross-sectoral collaborations in addressing complex challenges and emphasized the significance of AT in achieving Sustainable Development Goals (SDGs), for children and persons with disability. Mrs Maulani Rotinsulu, Coordinator of the National Coalition of Organizations of Persons with Disabilities, discussed collaborative advocacy. Ms Nadhifa Nurrur Rahma, Alumnus, Gadjah Mada University and Ms Eva Sabdono, Executive Director, Emong Lansia Foundation, emphasized the transformative power of assistive technology in education and for older individuals, respectively.

Technical sessions were chaired by leaders from across the region, and featured presentations, country examples of practice in action, and opportunities for group and plenary discussion. A scene setting introduction provided an overview of the breadth and scope of assistive technology followed by a review of the status of assistive technology in the region.

The remainder of the Workshop addressed:

- **Products:** ensuring supply of quality, affordable assistive products including the availability of UNICEF and WHO assistive product supply catalogues.
- **Provision:** effective systems and services for provision.
- **Personnel:** strategies and tools for building the assistive technology workforce including the availability and use in the Region of WHO training resources.
- **Policy:** opportunities for improving assistive technology data including measuring population need and unmet need for assistive technology; and creating an enabling policy environment for assistive technology.

People-centric strategies and engagement of those who use assistive technology in all aspects of assistive technology programme planning, implementation and evaluation formed a cross-cutting theme across the workshop.

Three separate parallel sessions on Provision, Products and Personnel provided participants with an opportunity to explore in greater depth one of these areas with experts and leaders of strong country examples in these areas.

The final session of the Workshop was dedicated to attendees working within their national groups to discuss and identify three take-away actions for their continued work in strengthening access to assistive technology.

2. Summary of actions identified by countries

Workshop participants identified a range of actions they can take to accelerate access to assistive technology upon their return to their respective countries. There were common themes among the country actions, which have been summarized below:



Awareness and advocacy: Several countries identified this as crucial, with actions including plans to sensitize diverse stakeholders such as healthcare workers, teachers, and the general public about the potential of assistive technology.



Data collection: Several countries identified as a priority action on improving their implementation of the [WHO rapid Access to Assistive Technology \(rATA\)](#) population-based survey, and [Assistive Technology Country Capacity \(ATA-C\)](#) tool. In addition, countries identified the integration of assistive technology data in national disability surveys, and national electronic data systems including Health Information Systems (eHIS), Education Management Information System (EMIS) and Disability Identification Mechanism System (DIMS).



Priority Assistive Product Lists: Several countries highlighted as an action, to update, implement or endorse a national priority assistive product list, using the WHO Model Priority Assistive Product List (APL) as a guide.



Collaboration: Most countries highlighted the need to foster multi-sectoral collaboration, involving ministries, Disabled Persons' Organizations, NGOs, the private sector, pharmacies, and philanthropies through the establishment of working groups, networks, and inter-ministerial meetings.



Resource mobilization: Most countries identified resource constraints, and highlighted them as actions activities targeted at securing funds from governments, international agencies, and the private sector, including advocating for prioritizing assistive technology funding, subsidy programs and inclusion in health insurance programmes.

In addition to identifying country actions, Workshop participants were invited to identify what support from UNICEF and WHO would be of most benefit. Common themes are summarized below:



Capacity-building: Most countries expressed the need for capacity-building support in improving access to assistive technology in the health, social protection, and education fields. This was described as offering training and skill development for relevant personnel to effectively implement and manage assistive technology programs, and support to implement the WHO TAP training.



Standards, specifications and procurement: Several countries mention the need for technical support in establishing standards and specifications for assistive technology and support in procurement practices. This involves guidance from UNICEF and WHO to ensure the quality and efficacy of assistive devices, effective procurement practices and access to WHO and UNICEF supply catalogues.



Data collection: Several countries also sought support for data collection using the WHO ATA toolkit, especially the rATA tool, and identifying opportunities to integrate into national data collection and monitoring mechanisms and registries.



Knowledge exchange: Several countries emphasized the importance of technical support in facilitating experience-sharing opportunities, like platforms for knowledge exchange and collaboration among countries, and also in connecting with industry, investors, and other stakeholders.

3. Lessons learned

Participants highlighted the value of the WHO-GATE 5P Framework as a tool to structure national planning, with a number of countries already using the 5P Framework for country assistive technology road maps. As the first joint UNICEF and WHO assistive technology multi-country workshop that has used the 5P Framework structure, this was useful feedback. Participants also reported that collaboration was key to accelerating access to assistive technology irrespective of the country context, reiterating the multisectoral nature of assistive technology.

The workshops proved to be an important opportunity to support Member States in their efforts to improve access to assistive technology. This included the dissemination of WHO and UNICEF assistive technology resources, as well as fostering collaboration at the national, regional, and international levels.

Feedback from participants found the content presented during the workshop was new and relevant to their work. The majority of participants thought the workshop length was appropriate and were overall very satisfied with the workshop.

The format of the Workshop, structured around the 5P framework, facilitated the understanding and practical knowledge around the integration of assistive technology actions and resources for Policy, Personnel, Products, People and Provision. It is suggested to continue using this format in planning for future regional dissemination workshops.

Delegates highlighted the value of engaging with other ministries and national counterparts during the Workshop, emphasizing the non-routinary nature of such interactions. Recognizing assistive technology as a cross-cutting issue, activities fostering inter-ministry engagement, like this Workshop, should be further encouraged.

The time frame for implementation of this Workshop was notably short, made possible only by the dedication of WHO and UNICEF personnel across all three levels of the organizations. To ensure full participation, especially for delegates facing visa challenges, future workshops are recommended to have a longer lead time, alleviating pressure and ensuring comprehensive involvement of all actors.



The workshop design of 5 Ps model was very useful for me to understand the whole approach to work in this area. I was new in this field and it helped me to understand the complete cycle from legislation to implementation. The display of assistive devices was very useful as well. It really increased my knowledge and understanding of the ATs and how it can be customized to meet the need of the children. Overall, for me, it was very productive workshop.”

- quote from a workshop participant

4. Acknowledgements

The Accelerating access to assistive technology workshop was funded by UKAID's AT2030 Programme led by the Global Disability Innovation Hub and the ATscale Global partnership for assistive technology.

WHO and UNICEF would also like to acknowledge colleagues from the WHO and UNICEF regional and country offices, represented ministries, participating nongovernment organizations and speakers who prepared and presented sessions, and were all active and engaged participants of the workshop.

Annex 1 – Programme

Accelerating access to assistive technology Multi-country workshop, Indonesia



Date: Tuesday 7 – Thursday 9 November 2023 | 9:30 – 11:00 **Venue:** DoubleTree Hotel, Jakarta

Opening and welcome ceremony 9:30am – 11:00am

Chair: Lim Puay Tiak, Chairperson, ASEAN Disability Forum

Welcome and opening remarks

Prof Dr Dante Saksono Harbuwono, Vice Minister of Health, Government of Indonesia

Mrs Dante Rigmalia, Chairperson, National Commission on Disability, Indonesia

Opening remarks from UNICEF and World Health Organization

Ms Milen Kidane, OIC Deputy Representative, UNICEF Indonesia

Dr Momoe Takeuchi, Deputy, World Health Organization, Indonesia Representative

National Coalition on Organizations of Persons with Disabilities

Mrs Maulani Rotinsulu, Coordinator, National Coalition of Organizations of Persons with Disabilities, Indonesia

The power of assistive technology for education

Ms Nadhifa Nurrur Rahma, Alumnus, Gadjah Mada University

The growing need for assistive technology for older persons

Ms Eva Sabdono, Executive Director, Emong Lansia Foundation

Assistive Technology Changes Lives video

An overview of the programme ahead

Kylie Shae, Team Lead, Access to Assistive Technology, World Health Organization

Dennis Soendergaard, Innovation Manager, UNICEF

Group Photograph



Accelerating access to assistive technology workshop

Programme: Tuesday 7 November

8:30: Registration, welcome, networking

9:30: Welcome and opening ceremony (including group photograph)

11:00: Morning tea (return by 11:30)

11:30: SESSION ONE: ASSISTIVE TECHNOLOGY IN THE CONTEXT OF THE REGION

Chair: Anil Kashyap, ATscale

- **Welcome and housekeeping**
Ashra Daswin, WHO Indonesia and **Celine Herbiet**, UNICEF Indonesia
- **Assistive technology – an essential enabler**
Kylie Shae, Team Lead, Access to Assistive Technology, WHO
- **Assistive technology in the region**
Disability inclusion in the context of the UNICEF regions of South Asia and East Asia and the Pacific
Mita Gupta, Early Childhood Development Specialist and Disability Inclusion Focal Point, UNICEF South Asia Regional Office and **Lieve Sabbe**, Programme Specialist (children with disabilities), UNICEF East Asia and the Pacific Regional Office
Overview from the perspective of populations, health systems, available data, and assistive technology initiatives in the region
Jody-Anne Mills, Technical Officer, WHO Western Pacific Region and **Ameel Mohammed**, Technical Officer, WHO South East Asia Regional Office
- **Question and answers / comments**
- **Group work: What is your dream?**

13:00: Lunch (return by 14:15)

14:15: SESSION 2: ENSURING AVAILABILITY OF QUALITY, AFFORDABLE ASSISTIVE PRODUCTS

Chair: Iain McKinnon, Global Disability Innovation Hub

- **Quality, affordable products**
Defining product quality and appropriateness
Dennis Soendergaard, Innovation Manager, UNICEF
Why choice matters: a personal description of assistive technology from two experienced assistive technology users
Sri Lestari, UCPRUK and **I Made Wikandana**, UNICEF
Digital assistive products - considerations for quality and appropriateness
Fernando Bothelo, Disability Specialist, UNICEF

Question and answers / comments

15:15: Afternoon tea (return by 16:00)



Accelerating access to assistive technology workshop

16:00: SESSION 2 *continued*

- Understanding procurement

Key considerations for effective procurement

Dennis Soendergaard

Brief brainstorm

- Tools and resources to support procurement

WHO Model Priority Assistive Product List and Assistive Product Specifications

Irene Calvo, Technical Officer, WHO

Implementing a National Assistive Products List - Bhutan's experience

Sonam Choden, Ministry of Health, Royal Government of Bhutan and **Wangchuk**, Ministry of Education, Royal Government of Bhutan

UNICEF and WHO Supply catalogues

Dennis Soendergaard

The UNICEF Supply Catalogue in action – Pakistan's experience

Kamran Iftikhar Lone, Education Manager Punjab, UNICEF Pakistan

- Group discussion

- Wrap up, final house keeping

17:30: SESSION CLOSE

18:30 – 20:00: Please join us for a networking reception (Sudirman room, lobby level)

Programme: Wednesday 8 November

8:30: Tea, coffee, networking

9:00: SESSION 3: EFFECTIVE SYSTEMS AND SERVICES FOR PROVISION

Chair: **Noorin Bux**, Ministry of Health and Family Welfare, Government of India

- Understanding provision

Assistive technology provision - an overview

Kylie Shae

Brief brainstorm

- Country examples

An integrated model of assistive technology provision – Thailand

Apinchapat Kongerd, Ministry of Health, Thailand

Assistive technology provision systems – China

Hongtao Zhang, China Assistive Devices and Technology Centre



Accelerating access to assistive technology workshop

SESSION 3 continued

Civil society providing assistive technology services linked to health systems - Indonesia
Sari Chatarina, Director, Yakkum Indonesia Rehabilitation Unit

Question and answers / comments

10:30: Morning tea (return by 11:00)

11:00: SESSION 3 continued

- **Tools to support strengthening of assistive technology provision**

Product guidelines and tools: WHO Wheelchair provision guidelines and WHO Service Standards for Prosthetic and Orthotic and Assessment Package
Apinchapat Kongerd, Kylie Shae

Vision and hearing models of care

Shelly Chadra, Technical Lead, Hearing WHO HQ and **Andreas Mueller**, Consultant, WHO

Vision screening in schools, increasing referral and access to glasses for refractive error in Cambodia

Tokyo Bak, Fred Hollows Foundation, Cambodia

Considerations for assistive technology provision in humanitarian contexts
Ameel Mohammad

- **ATscale: A global coalition in support of scaling up efforts to improve access to assistive technology - Anil Kashyap, ATscale**
- **AT2030 Programme: Testing what works to increase access to assistive technology - lessons learned - Iain McKinnon, Co-founder, Global Disability Innovation Hub, UK**
- **Question and answers / comments**
- **Group discussion**

12:30: Lunch (return by 13:45)

13:45 – SESSION 4: BUILDING THE ASSISTIVE TECHNOLOGY WORKFORCE

Chair: Sandra Macacua, Ministry of Social Services and Development, Government of Philippines

- **Building the assistive technology workforce**
Jody-Anne Mills
- **Introduction to WHO assistive technology resources**
Irene Calvo
- **Country examples**

Improving access to assistive technology through workforce training - Lao's experience
Bounpheng Phetsouvanh, Ministry of Health, Laos and **Bernard Frank**, World Education, Laos

Building the workforce to provide communication assistive technology
Ruth Bryce, OIC Cambodia

- **Group discussion**



Accelerating access to assistive technology workshop

15:15: Afternoon tea (return at 15:30 to parallel sessions)

15:30: SESSION 5: PARALLEL WORKSHOPS ON PRODUCTS, PROVISION, PERSONNEL

Products

**Leads: Dennis Soendergaard,
Fernando Botelho**

Venue: Sea Grain Restaurant

Personnel

**Leads: Jody-Anne Mills,
Irene Calvo**

Venue: Ballroom

Provision

**Leads: Kylie Shae,
Ameel Mohammed**

Venue: Ballroom

17:00: CLOSE

Programme: Thursday 9 November

8:30: Tea, coffee, networking

9:00: SESSION 6: CREATING AN ENABLING POLICY ENVIRONMENT FOR ASSISTIVE TECHNOLOGY

Chair: Eka Prastama, National Commission on Disability

• Measuring access to assistive technology

**Using the WHO Assistive technology data tool kit
Irene Calvo, Technical Officer, WHO**

**Using the WHO data tool kit - Mongolia's experience
Tulgamaa Damdinsuren, AIFO Mongolia**

• Policy

**Strengthening the assistive technology policy environment
Kylie Shae**

**Building a national policy framework for assistive technology, India's experience
S. B. Muniraju, NitiAyog, Government of India**

• Question and answers / comments

10:30: Morning tea (return by 11:00)

11:00: Group discussion – next steps

12:00: Closing remarks

12:30: Lunch



Annex 2 – List of participants

Name	Organization
Afke Bootsman	UN, Indonesia
Amarendra Prasad Behera	The National Council of Educational Research and Training, India
Amina Rafia Zeina Lim	UNICEF, Philippines
Anil Kashyap	ATscale
Anil Poudyal	Helen Keller International, Nepal
Anu Nagar	Indian Council of Medical Research, India
Apinchapat Kongkerd	Ministry of Health, Thailand
Arif Rosyidi	Badan Perencanaan Pembangunan Nasional, Indonesia
Ariunbolor Chinbaatar	Ministry of Labour and Social Policy, Mongolia
Ashoo Grover	Indian Council of Medical Research, India
Ashra Daswin	WHO, Indonesia
Astuti	Ministry of Health, Indonesia
Ayu Astria Sriyana	Indonesia
B. Mohammed Asheel	WHO, India
Bernard Frank	World Education, Lao People's Democratic Republic
Birgitta Aneere Hapsari	YAKKUM, Indonesia
Bishnu Bhakta Mishra	UNICEF, Bhutan
Bounpheng Phetsouvanh	Ministry of Health, Lao People's Democratic Republic
C. Chandrababu	National Institute of Physical Medicine and Rehabilitation, India
Caitlin Littleton	Helpage International
Celine Herbiet	UNICEF, Indonesia
Charanya Venkatesh	UNICEF headquarters, Copenhagen, Denmark
Christina Pramudya	YAKKUM, Indonesia
Damaijanti Teguh	UCP Roda Untuk Kemanusiaan, Indonesia
Dante Rigmalia	National Commission for Disabilities, Indonesia
Dante Saksono Harbuwono	Ministry of Health, Indonesia
Dennis Soendergaard	UNICEF headquarters, Copenhagen, Denmark
Dhito pemi Aprianh	Ministry of Health, Indonesia

Dona Mallawaarachchi	WHO, Sri Lanka
Donna Koolmees	World Education, Lao People's Democratic Republic
Eka Prastama	National Commission for Disabilities, Indonesia
Ekanayaka Mudiyansele Chamila Dilrukshi Siriwardhana	Ministry of Women, Child Affairs and Social Empowerment, Sri Lanka
El Elli-Noora Heino	UNICEF, Nepal
Em Chan Makara	Ministry of Social Affairs, Veterans and Youth Rehabilitation, Cambodia
Eva Sabdono	Yayasan Emong Lansia, Indonesia
Fernando Botelho	UNICEF headquarters, New York, United States of America
Fransiska Mardiananingsih	WHO, Indonesia
Frhi Anriani	National Commission for Disabilities, Indonesia
GONG Rui	China Disabled Persons' Federation, China
GUO Anna	China Disabled Persons' Federation, China
Hero Kol	Ministry of Health, Cambodia
HU Xiangyang	China Disabled Persons' Federation, China
Iain McKinnon	Global Disability Innovation Hub, United Kingdom of Great Britain and Northern Ireland
Imtiaz Shahid	Special Education Department, Pakistan
Irene Calvo	WHO headquarters, Geneva, Switzerland
Jean Lokenga	UNICEF, Indonesia
Jiwon Park	UNICEF, Bangladesh
Jody-Anne Mills	WHO, Regional Office for the Western Pacific
Kamran Iftikhar Lone	UNICEF, Pakistan
Kanit Pamanee	Ministry of Education, Thailand
Keang Sok	UNICEF, Cambodia
Kedar Marahatta	WHO, Nepal
Kezang Deki	UNICEF, Cambodia
Kylie Shae	WHO headquarters, Geneva, Switzerland
Laila Farhana Apnan Banu	UNICEF, Bangladesh
Leng Kuoy	Clinton Health Access Initiative, Cambodia
Lim Puay Tiak	ASEAN, Indonesia
Liu Jiaoyang	Ministry of Health, China

Made Wikandana	UNICEF, Indonesia
Mai Van Trinh	IES, Viet Nam
Mariyam Maisha	Ministry of Health, Maldives
Maulani Rotinsulu	ASEAN, Indonesia
Md Yasin Arafat	UNICEF, Bangladesh
Meike Anastasia Montero	Ministry of Education, Indonesia
Milen Kidane	UNICEF, Indonesia
Mita Gupta	UNICEF, Regional Office for South Asia
Mohammad Ameer	WHO, Regional Office for South-East Asia
Mohammad Robed Amin	Ministry of Health, Bangladesh
Momoe Takeuchi	WHO, Indonesia
Naomi Thompson	Global Disability Innovation Hub, United Kingdom of Great Britain and Northern Ireland
Noorin Bux Khan	Ministry of Health and Family Welfare, India
Praveen Manikpuri	Asian Development Bank
Ram Krishna Lamichhane	Ministry of Women, Children and Senior Citizens, Nepal
Ravinder Singh	Indian Council of Medical Research, India
Ronny Suwento	WHO Collaborating Center, Indonesia
Rosliana Rosliana	UNICEF, Indonesia
S. B. Muniraju	Niti Ayog, India
S. M Ibrahim	Ministry of Health, Indonesia
Saima Saeed	Special Education Department, Pakistan
Samart Ratanasakorn	Ministry of Education, Thailand
San Ratana	Ministry of Social Affairs, Veterans and Youth Rehabilitation, Cambodia
Sandra B. Macacua	Ministry of Social Services and Development, Philippines
Sano Phal	WHO, Cambodia
Sayem Mehmood	UNICEF, India
Shamsun Naher	Ministry of Education, Bangladesh
Shenrui Li	UNICEF, China
Shifaza Wajeih	National Social Protection Agency, Maldives
Shiromi Maduwage	Ministry of Health, Sri Lanka
Sonam Choden	Ministry of Health, Bhutan

Sri Lestari	UCP Roda Untuk Kemanusiaan, Indonesia
Tara Kanel	UNICEF, Nepal
Tashi Tobgay	WHO, Regional Office for South-East Asia
Tokyo Bak	Fred Hollows Foundation, Cambodia
Tri Juda Airlangga	WHO Collaborating Center, Indonesia
Ulziisaikhan Sereeter	UNICEF, Mongolia
Van Duong	WHO, Viet Nam
Vicente Lopes	UNICEF, Timor Leste
Wangchuk	Ministry of Education, Bhutan
Widianti Sri Lestari	Ministry of Social Affairs, Indonesia
Xiao Yang	UNICEF, East Asia and Pacific Islands Regional Office
Yolanda Liang	Clinton Health Access Initiative
Yossa Nainggolan	ASEAN, Indonesia
YU Zhaohui	China Disabled Persons' Federation, China
Zaw Moe Aung	The Leprosy Mission, Myanmar
Zhang Hongtao	China Disabled Persons' Federation, China

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Suggested citation. Accelerating access to assistive technology: report
on multi-country workshop, Jakarta, Indonesia, 7-9 November 2023.
Geneva: World Health Organization; 2024. <https://doi.org/10.2471/B09114>