



Annual Report 2019



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Thank you to our donors



ABOUT HOME

Founded in 2004, HOME (Humanitarian Organization for Migration Economics) is dedicated to supporting and empowering migrant workers who suffer abuse and exploitation. Three pillars guide us: Welfare, Empowerment and Advocacy. We work with corporations, government agencies and community partners to promote inclusion, justice, and equality for all. We believe in justice, equality, empowerment and dignity of migrant workers.





VISION

A world where migrant workers can live and work with dignity, equality and access to rights.

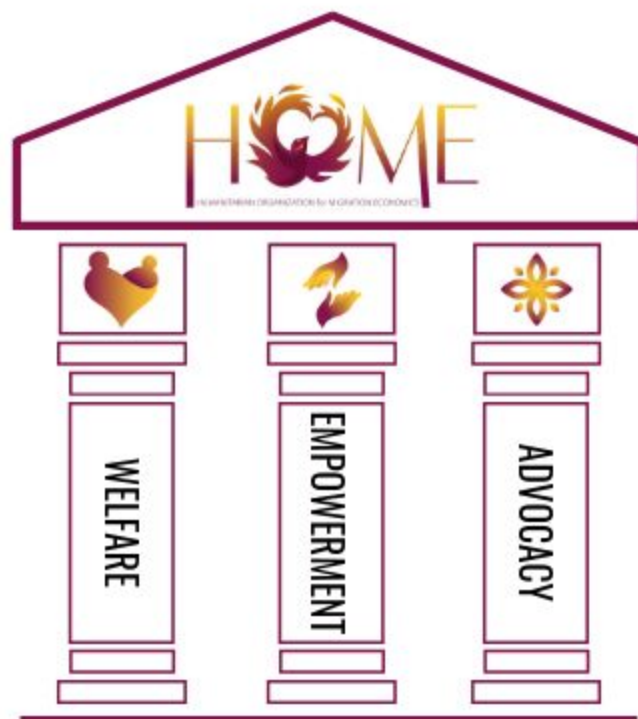
MISSION

We are dedicated to supporting and empowering migrant workers. We do this through support services, community building, research and advocacy. We work with corporations, government agencies and community partners to promote inclusion, justice and equality for all.

VALUES

<h3>Fairness</h3> <p>Supporting equality of opportunity for all.</p> 	<h3>Compassion</h3> <p>Offer meaningful support to those in need.</p> 
<h3>Courage</h3> <p>Standing by our beliefs and our actions in the face of challenge.</p> 	<h3>Resilience</h3> <p>Continuing to work towards our mission, no matter the difficulty.</p> 

PILLARS OF OUR WORK



OUR PROGRAMMES



Crisis intervention & access to justice

Crisis intervention support, legal support, shelter and counselling services to migrant workers in crises situations.



Education & Community building

Education on rights, skill building and community engagement activities.



Research & Advocacy

Through research and advocacy efforts we work closely with policymakers to address structural barriers that enable abuse and exploitation of migrant workers.

MESSAGE FROM OUR EXECUTIVE DIRECTOR

Dear friends of HOME, It is my honour to bring you HOME's 16th annual report.

Over the last year we have built on our past achievements with a very strong focus on the ways in which HOME can increase its contribution to Migrants rights movement in Singapore. The year 2019 was an exciting one for us as we welcomed new staff and built new partnerships.

Our shelter, case work, and legal support programmes continued to support domestic and non-domestic migrant workers in crisis situations. Through our programmes, we were able to provide assistance to over 1400 migrant workers in 2019. We now have well organised and dedicated teams of case workers, counsellors, medical volunteers and pro bono lawyers to ensure sustained, holistic support. Our in house legal consultant and legally trained case manager work closely with clients, volunteer case workers and pro bono lawyers as central liaison points to ensure access to justice for the most vulnerable migrant workers. Corporate partners and students' groups helped us organize a series of fun outdoor activities for the shelter residents too, bringing residents respite while staying away from their families, waiting for their cases to close.

The HOME Academy that provides skill building classes for domestic workers continued to flourish and grow. Over 1500 students graduated from a wide range of skill building classes.

We increased our outreach to Indonesian domestic workers by setting up a new community helpdesk in City Plaza Mall. With the opening of the helpdesk we organized a series of community meetings and trainings for our domestic work volunteers with the aim of encouraging leadership, peer support and more timely help seeking.

We invested heavily in our regional leadership as well, with partnerships with world class agencies like Migrant Forum for Asia, International Domestic Workers' Federation and Liberty Shared HK. We also continued to nurture our existing partnerships with the Indonesian Embassy, Sri Lankan High Commission and Barker Methodist Church to make skill building more accessible to domestic workers.

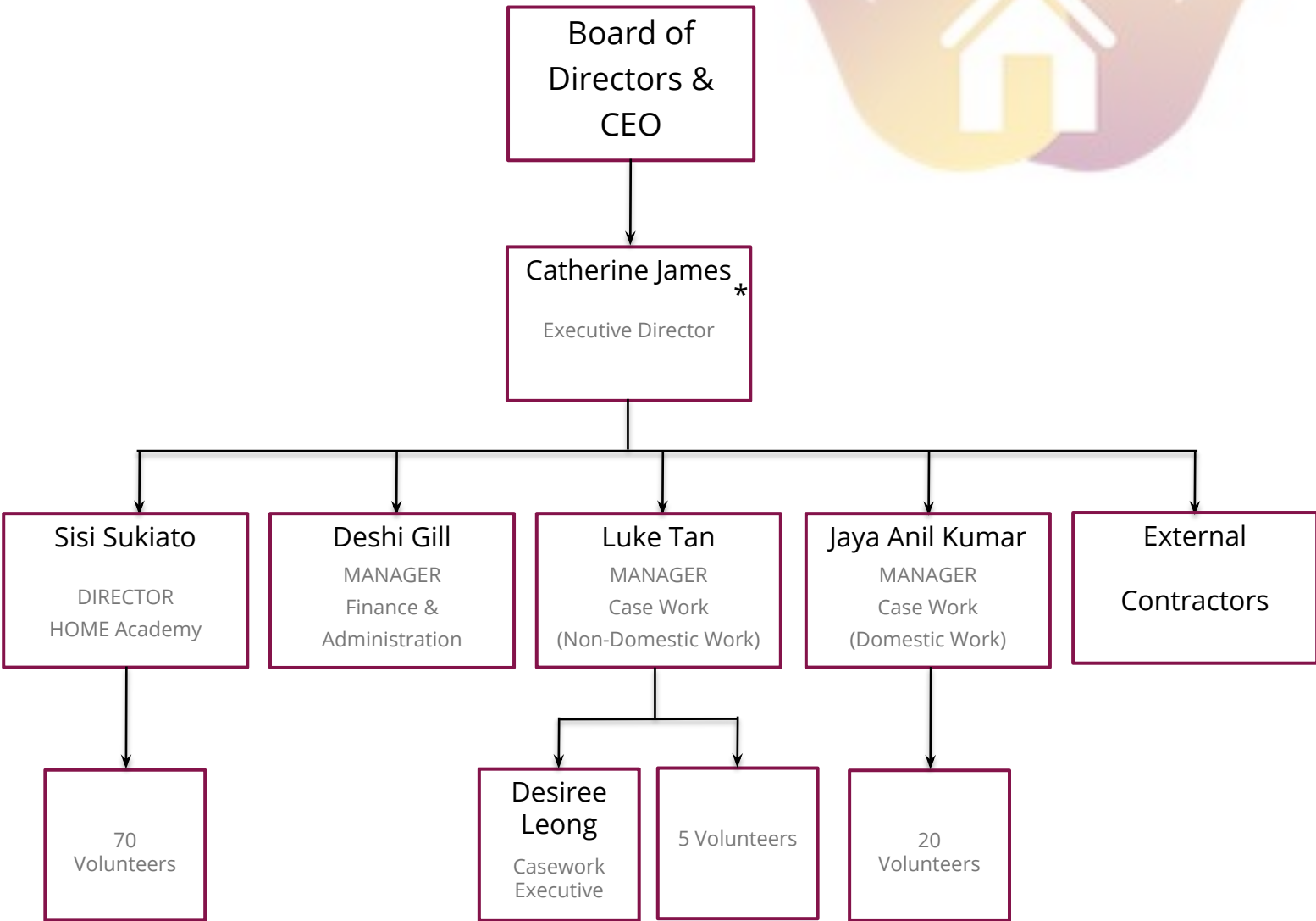
In the year 2020, we will continue with our targeted campaigns and engagement with the wide spectrum of stakeholders to ensure concerted action. Together with our partners in Singapore, HOME will continue to deliver for migrant workers on promise of seeking equal rights for all. Thank you for your continued support.

Sheena Kanwar*
HOME Executive Director

Natalia Goh
HOME President

Till 5th August 2019.

HOME ORGANISATIONAL STRUCTURE



From 1st November 2019

HOME JOURNEY'S OVER

15 YEARS

2009

HOME Academy was established.

2013

The Singapore government passed a legislation that mandates a **weekly rest day** for MDWs or compensation of a day's wages in lieu.

2015

Foreign Employee Dormitories Act was enacted.

2019

New work permit condition: Employers cannot withhold domestic worker's salary

Amendments to workplace injury compensation act. Changes made take affect in 2020

2004

HOME was founded by **Bridget Tan**.

2008

Day Off Campaign: HOME, TWC2 and UNIFEM Singapore launched a nationwide campaign for **MDWs** to get **regular rest days**.



2014

StopTraffickingSG: Organised a joint campaign with AWARE, MARUAH, Project X, Singapore Committee for UN Women and TWC2 to urge the government to adopt a **victim-centred approach** in the drafting of the **Bill on Prevention of Human Trafficking**.

2019

HOME Academy's celebrated its 10th Anniversary. Offering 18 different courses to 1500 students.



HELP DESKS, CASE WORK & LEGAL SUPPORT

To meet the needs of the growing migrant labour community, HOME runs help desks at Lucky Plaza for all migrant domestic workers, at Peninsula Plaza particularly for Burmese domestic workers, and at our main office in Geylang for non-domestic migrant workers. In 2019, we launched a new helpdesk in City Plaza, dedicated to Indonesian domestic workers.

During January-December 2018, HOME's help desks provided assistance to over 800 domestic workers and over 900 non-domestic migrant workers. The top issues reported at the helpdesk are given below.

“Assistance to over 1,400 migrant workers”

Support Services

Our case workers and legal support teams provide the following support services:

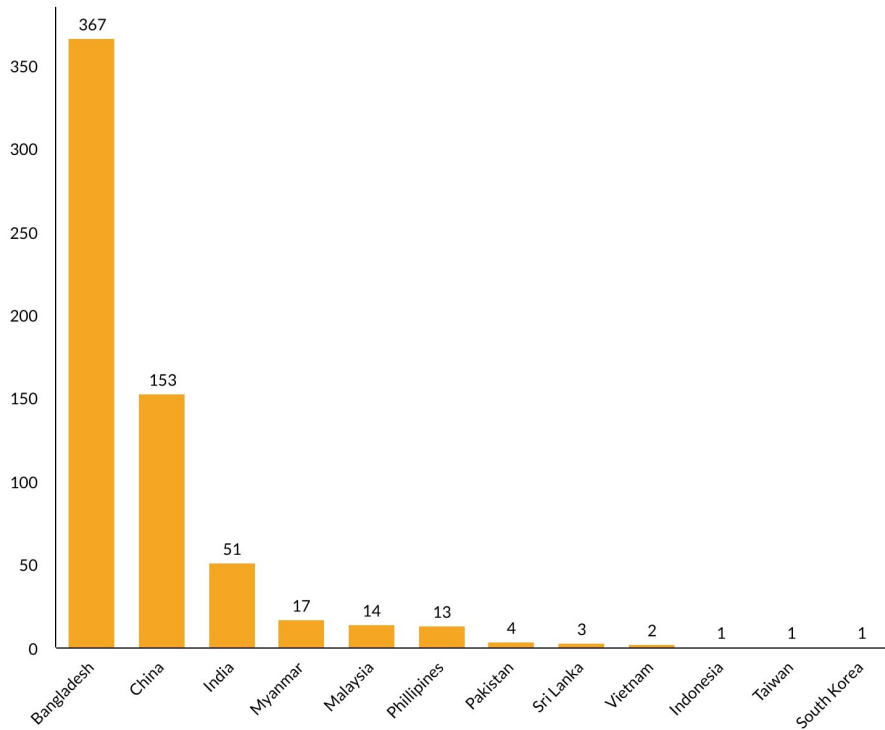
1. Information, emotional support and advice to workers in crises situations.
2. Assistance to the workers in making complaints to Ministry of Manpower and the Police and following up with the authorities to advocate for the workers' cases.
3. Mediation with the employers and agents.
4. Employment advice and legal assistance to migrant workers with questions about Singapore's employment practices and laws.
5. Connecting them to pro bono lawyers for legal representation wherever required.

Case management also creates a platform where systemic issues get highlighted and informs about our work, whether it is strategic litigation, or research-based advocacy for policy changes.



NON-DOMESTIC HELP DESK

Nationalities of clients



As you can see from this bar graph (above), most of the migrant workers who sought help at our helpdesk were mainly from Bangladesh, China and India.

Most of the cases assisted by HOME were salary-related issues (*See below*). Other issues include providing assistance with administrative issues such as work pass applications that were rejected, blocked, or blacklisted.

Top issues reported at non-domestic work help desk



Wages

472



Legal / Police

67



IPA letter salary different from actual salary

406



Others

64



Workplace injury cases & health

150

MOMENTS AT THE NON-DOMESTIC HELPDESK



NDW team with our migrant worker friends at East Coast Park.

Outing to Gardens by the Bay's Flower Domes.



Our NDW volunteers having fun at the Gardens by the Bay outing.



CASE STUDIES



JAHIR

Jahir* broke his foot at work on 5 October 2017. After more than a year's investigation, MOM deemed his case admissible and quantified his compensation in May 2019. His employer objected on the basis that the injury was self-inflicted. The case proceeded to the Labour Court.

However, after so long, the witnesses to Jahir's injury are no longer in Singapore and he has no means to contact or summon them. Throughout the many months that his case was protracted, Jahir's employer did not provide for his upkeep. Jahir incurred several thousand dollars' in his living expenses. The Labour Court Hearing is scheduled for 4 days in January 2020. But his employer does not have WICA insurance, so it is an open question if Jahir will be paid even if he wins.

HAFIZ

Hafiz's* IPA salary was \$1600. Every month, his employer credited \$1600 into his bank account. But they forced him to pay them back \$800 or more in cash. They also forced him to sign salary vouchers for \$1600 every month. When Hafiz first went to MOM, they refused to even record his salary claim, because of the false paper trail concocted by his employer.

We assisted Hafiz to gather evidence. It took several attempts and failures, and much coaching. The difficult journey was worthwhile when the employer settled for \$12,500.

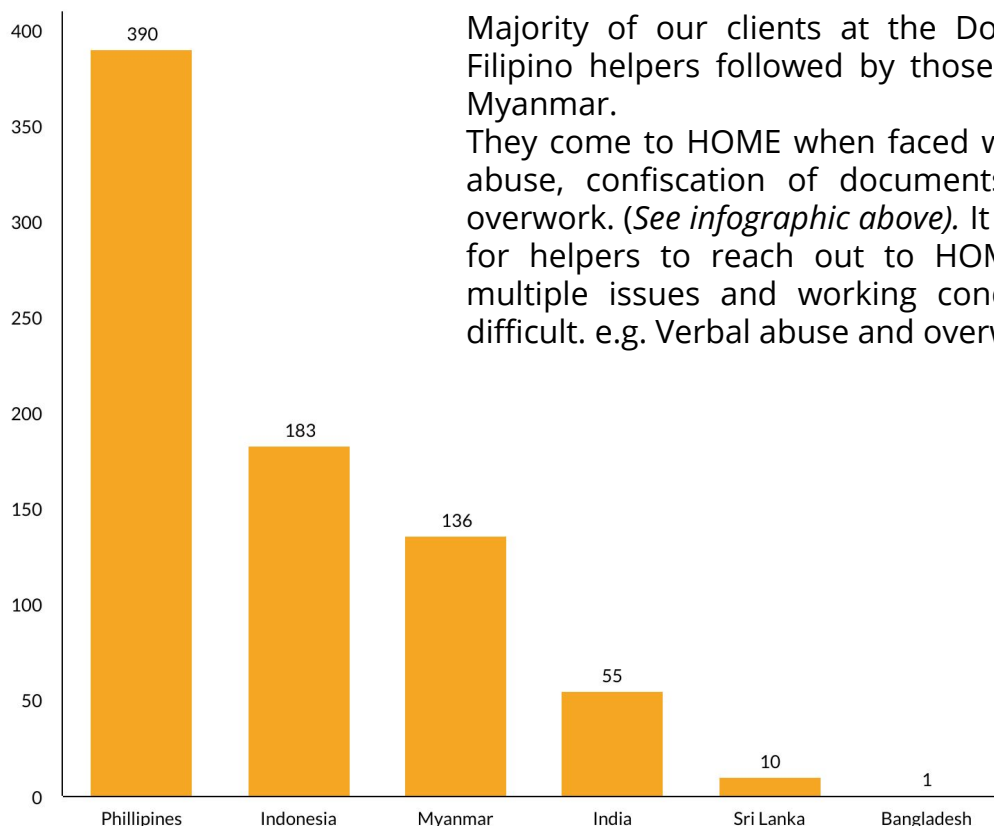
DOMESTIC HELPDESK

Top issues reported at domestic work help desk

 Verbal abuse	523	 Rest day issues	249	 Physical abuse	139
 Confiscation of identity documents	521	 No itemized breakdown of agency fees	224	 Denied medical treatment	131
 Salary issues	505	 Poor living conditions	206	 Inappropriate tasks	128
 Overwork	413	 Illegal deployment	199	 Dangerous work	103
 Food issues	319	 Not allowed to go home	197		
 Overcharged by agent*	389	 Not allowed to transfer	179		
 Phone restrictions	297	 Agent did not provide assistance	171		

*more than 2 months charged or recruitment fee

Nationalities of clients



Majority of our clients at the Domestic helpdesk are Filipino helpers followed by those from Indonesia and Myanmar.

They come to HOME when faced with issues like verbal abuse, confiscation of documents, salary issues and overwork. (See infographic above). It is generally common for helpers to reach out to HOME when faced with multiple issues and working conditions become very difficult. e.g. Verbal abuse and overwork.

TRAINING PROGRAMMES FOR DOMESTIC WORKERS

1. Joint training session with JWB on POEA claims. A joint training session was organised with JWB on claims that may be made under POEA contracts. Broadly, two types of claims were discussed; (a) civil claims against an employer or an agent; and (b) claims made through the POEA office in the Philippines or through the Philippine embassy in Singapore. JWB's partner lawyers from the Philippines and Tan Kok Quan Partnership were present to give their input.
2. Training session with NUS Pro-bono Society (Law & You). This training was open to members of our Filipino and Indonesian helpdesks, as well as the domestic worker community at large. The topics discussed included (a) money-lending; (b) negotiation; (c) well-being; (d) police procedures; (e) ending work.

CAPACITY BUILDING OF CASE MANAGEMENT AND LEGAL SUPPORT TEAMS

- **Casework training**
A casework training session was organised with all casework volunteers. Topics discussed included (a) navigating the new database; (b) list of well-being issues contained in the new database; (c) caseworkers' behaviour when interacting with shelter residents; (d) empathy and (e) MOM's case referral process. A refresher casework training session was organised with all casework volunteers.
- **Sexual assault training with AWARE**
Participants learnt about the laws relevant to the protection of those who are harassed and assaulted, and the various mechanisms available for redress.
- **Suicide awareness workshop with SOS**
Staff members learned about the warning signs of suicide, and how to respond when someone is feeling suicidal.

SHELTER FOR MIGRANT DOMESTIC WORKERS

We provide shelter to over 800 women migrant domestic workers in a year. Our team provides a range of services and ensures well being of the shelter residents in a holistic manner.

- **Dedicated Well Being Officer**

In 2019, we recruited a 'shelter well-being officer', who ensures quality of services provided at the shelter through regular follow ups with the residents and engagement with a large group of volunteers and partners.

- **Medical Support**

Volunteer doctors, nurses and osteopaths visit shelter on a weekly basis and attend to the residents' physical well being. Coordination of appointments, referrals to specialists through Health Serve, dental appointments, hospital admissions for emergency and infectious health issues such as chicken pox etc. are well taken care of, in a timely manner.

- **Counselling Support**

Ensuring residents' mental and emotional well-being is paramount at the shelter, as many residents are traumatised by issues faced during their employment as well as by the ongoing investigations with regard to their cases. The shelter wellbeing officer works with a team of counsellors who can speak different languages such as Bahasa, English, Hindi and Tamil to set up counselling sessions geared towards ensuring residents' emotional and mental well-being.



SHELTER FOR MIGRANT DOMESTIC WORKERS

- **Mediation**

Shelter accommodates residents from different nationalities, languages, cultures, and belief systems. Cultural sensitivity is seamlessly practised at the shelter. Occasional disputes among residents do occur and mediation, explaining perspectives, talking about the bigger picture and positive reinforcement help solve issues and build a sense of a community.

- **Befriending Programme**

Along with the counsellors and case workers, a team of befrienders work with the residents to provide emotional support, regular check ins and coordination, as and when needed.

- **Skill building, recreation and employment teams**

Various teams of volunteers lead skill building classes, recreation activities, including dancing and yoga, as well as activities to support clients in getting prepared for and finding new employment. These activities ensure the immediate well being of the workers, as well as their long term support for their repatriation or reintegration into the workforce.

CASE STUDIES



NINA

Nina* was a foreign domestic worker who worked in Singapore for a period of 27 months from June 2017 to September 2019. She was confined to the property of her employer, with her furthest venture being the rubbish bin at the front of the property. She was granted not a single rest day in the duration of her employment nor given any opportunities to leave the house, such as going marketing. Even when it came to Nina's rubbish-clearing duties, she was warned against exchanging pleasantries or interacting with passers-by by her employers. Nina was also forbidden electronic communication— what she did possess discreetly was a mobile phone, but without a SIM card nor means to connect to a WIFI network.

As a result, she has been effectively cut off from her family back home in Indonesia as well as withheld from any possible friends in Singapore. Her people-to-people interactions were narrowly professional, i.e. with the people living in her workplace. From time to time, her employers would remit money on her behalf, but she was unsure how much was exactly remitted. Over the months, Nina had requested to her employers to be repatriated to Indonesia a total of seven times, but was met with denial accompanied with threats to blacklist or report her to the police on all accounts. Approximately 3 months into the employment in September 2017, Nina communicated to her agency that she wished to be repatriated, but her wishes were ignored. After this, Nina had had no further contact with her agency. Nina had a relief from work in July 2018 when she went back to Indonesia for 3 weeks, but returned to continue her employment for over a year because of her withheld identity and employment documents as well as salary amounting to nearly \$7000.

Nina had little knowledge of her rights and continued with her employment until she finally sought help at the HOME Shelter in late September 2019. Nina received counselling while she was at HOME, and was advised of her rights, including employers not being allowed to withhold salaries, and that she should be allowed to hold a mobile phone, and receive rest days. HOME also assisted her in preparing a breakdown of the salary she was due to get from her employer. She was also referred to an NGO in her home country, so that she and her family could receive continued support after she had returned home. Finally, she retrieved her outstanding salary and has been repatriated.

KAIA

Kaia* worked for her employers in Singapore for about 10 years. During this time, she rarely took a day off. About 5 years into her employment, Kaia stopped receiving her regular salary. Although she received a one-off payment during this time, a large part of her salary remained unpaid at the time she was referred to HOME. Kaia also did not sign contracts upon each renewal of her work permit.

Kaia's friend learnt of her situation and referred her to HOME. Kaia has since been compensated her full salary. She was also reimbursed for medical expenses for which she had paid. In total, she was paid \$14,800, based on her agreed salary of \$320 per month. She has now returned home. She intends to take care of her ageing parents and hopefully build a family of her own.

JYOTHI

Jyothi was referred to HOME's shelter by the police. Jyothi was distraught and was referred to see a HOME counsellor. The counsellor, who could speak Jyothi's dialect, met up with her and equipped Jyothi with breathing techniques and coping mechanisms. She was encouraged to participate in activities at the shelter. Jyothi complained of headache and leg cramps while she was at the shelter and was referred to the medical team. She was diagnosed with Hypertension and Diabetes Mellitus, prescribed with medication and was advised to modify her diet.

Slowly she started recovering from her physical and mental stress and became cheerful and positive. She modified her diet, took the prescribed medicines and started feeling better. Soon her case concluded and the employer bought her a ticket back home. She was more than happy to go back and see her son. Jyothi left the shelter as a strong and positive person after going through the shelter's holistic support services.

HOME ACADEMY

2019 was the 10th Anniversary of Home Academy. It has come a long way since its humble beginnings in a small, rented bungalow with fewer than 50 students. We offered only 5 classes at that time: aromatherapy, cosmetology, baking plus cooking, English, and computer.

Over the years, our academy has grown and we now offer 18 different classes to more than 1500 students.

IN 2019 HOME ACADEMY CELEBRATED ITS

10th

ANNIVERSARY

In 2019, we reached 2,142 graduates from Home Academy and outsourced students. We have over 70 volunteers involved in organizing and teaching the classes. Our success is due to the hard work and contribution of these volunteer teachers and administrators.

To ensure the quality of our courses, we collaborate with TESDA (Technical Education and Skills Development Authority) which performs the assessment for our Baking, Cooking and Caregiver Students. TESDA is a Philippine government agency which monitors the quality of technical and vocational skills standards. One of our ex students, Jetky Amores is now a certified TESDA assessor.

We have also obtained the support of partners such as the United World College of SouthEast Asia, Jamiyah Nursing Home, Anglican Care Centre, Active Global, Sekolah Indonesia, Baker Methodist Church, Mosaic Mission, Metta Nursing Home, Civil Defence, First Aid, and KK Hospital.



Left: The pioneer volunteer teachers and administrators of HOME Academy in 2009.

From student to teacher

Some of our best students have become our trainees and after intensive training, they have become our volunteer teachers.



I am very thankful to Home Academy for giving the opportunity to be a Trainee after I graduated from Computer Class in 2015. I was awarded with two medals as best students and I was so happy with my achievement that I want to persuade more in teaching. Home Academy has made me proud of myself, has dignity and spirit to share and most of all "Dare to Dream".

Forging career paths for our students

Several of our students who attended our caregiver, nursing aide and health care courses are working as care givers in nursing homes and Daycare centres. A few have found success in other countries, utilising the skills that they have learned during their time with us. Sohni Kaur and Rajvindar Kaur are two such examples who are earning higher salaries because of their experience in Singapore and the skills they learned at the academy. Some of our cosmetology graduates have also found work in beauty and hair salons.

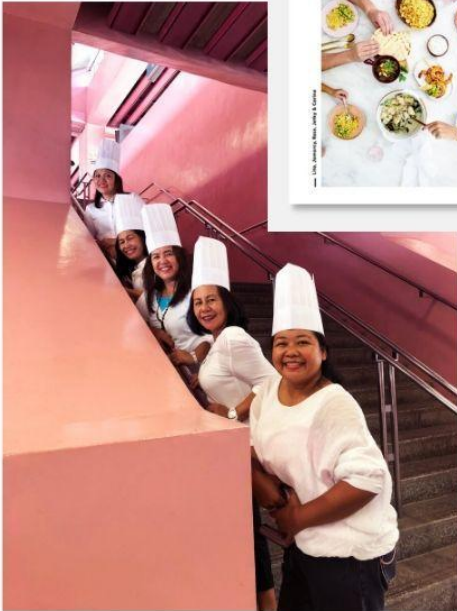


Sohni Kaur in Spain



Rajvindar Kaur in Canada

Academy volunteers launch a cook book



Lita Patricio, Jetky Amores, Jomarcy Bebida and Carina Rebuya published a collection of over 50 recipes last year in a book titled 'Family Favourties'. It features the dishes that they have prepared for their employer's families, and also those that they have taught and learned at HOME Academy.

Starting a bakery in her home country

After working many years in Singapore, it was a dream come true for Rhoda when she opened a bakery in her home town.

"It's a lot of hard work and there are many challenges that I face running a business. But it has been a fulfilling journey as I am now my own boss and get to make decisions independently. I am grateful for the bakery class that I attended at the HOME academy. It gave me a head start."

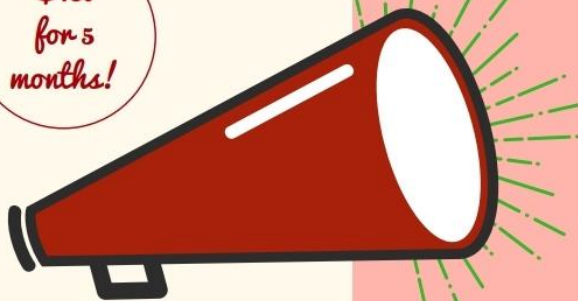


HOME ACADEMY



UPGRADE YOUR SKILL THROUGH *Home Academy*

*\$150
for 5
months!*



Registration:

Lucky Plaza #06-22
304 Orchard Road

or

511 Grandlink Square #01-06
Guillemard Road

or

Peninsula Plaza #05-22,
111 North Bridge Road

Aromatherapy
Baking
Beauty Salon
Caregiver
Childcare
Computer
Cooking
Cosmetology
Dressmaking and Tailoring
English
Financial Planning
International Make-Up
Javanese Bridal Style
Martial Arts
Nursing Aide

For Further Info, Call/ WA: Delia (94200222) / Teresa (83704258) / Kina (84204613)

COMMUNITY ENGAGEMENT ACTIVITIES

- 1) We continued our collaboration with The National Gallery Singapore (NGS) through The Sister Guides program in October. In the program, several volunteers are trained as mentors to lead gallery tours for fellow migrant workers – in their home language. Afterwards, all of the Sister Guides happily and willingly signed the volunteer form to make them officially part of the “Best Friends of Gallery “ team.
- 2) Artists from Tista Art Gallery generously donated artworks for a charity wall created to raise funds for HOME to support and enrich the lives of workers in Singapore. 50% of the sales proceeds was presented to HOME.
- 3) The Esplanade organized 2 separate workshops (Indian and Chinese Drumming) for the residents of HOME.
- 4) Singapore’s first-ever Migrant Literary Festival was held on 22 December. Held at the Central Public Library, Programme Zone, the festival featured a series of events which showcased the literary talents of our migrant brothers and sisters. The event was sponsored by Sing Lit Station and supported by HOME and the National Library Board.
- 5) On December 8th, HOME celebrated International Migrants’ Day and this occasion also marked the 15th birthday of the organization. A fundraiser lunch was organised and hosted by HOME’s community leaders.

SUARA KITA (OUR VOICE)

Background

On 8 August 2019, HOME gathered the leaders of Indonesian domestic worker groups in Singapore to form a solidarity group named 'Suara Kita', meaning 'Our Voice' in Bahasa Indonesia. One of Suara Kita's mission is to provide training, mentoring and the required knowledge for workers' welfare and various other issues.

This project was supported by the Domestic Workers Federation from Hong Kong and Indonesia Diaspora Network and the Indonesian Embassy. It was officially launched on 29 September 2019 and received acknowledgement from the Association of Employment Agency and the Labour Attache of Indonesian Embassy, Mr Devriel Sogia.

At the same time, we launched the HOME Kartini helpdesk and Suara Kita at City Plaza, #02-95, where the Indonesian domestic worker community gathers every Sunday. This space will be where we conduct small talks and trainings. In 2019, we have had talks about issues ranging from the overcharging of recruitment fees to women's health. Apart from organizing talks at this space, Suara Kita members are free to book this space for their own meetings.

There are 13 solidarity groups in Suara Kita, namely HOME Kartini, Himpunan Penata Rumahtangga (HPLRTIS), and Pekerja Indonesia Singapore (PIS).



A talk held at the new City Plaza helpdesk on 'Singapore Law and its protections'.



Suara Kita members attend a Women Health Talk at HOME's office.

REGULAR DIALOGUES

Reports and submissions

One of the primary goals of HOME's work is to address systemic barriers that enable abuse and exploitation of migrant workers in Singapore. Through our work, we hope to facilitate reflection and collaboration amongst policymakers, communities and civil society groups in Singapore and regionally to ensure timely support to migrant workers who are victims of abuse, as well as to prevent conditions that can lead to exploitation. This year, HOME continued to make impactful contributions at national and international platforms through its research, reports, media and speaking engagements.

International submissions

- Submissions to the CEDAW committee for trafficking on women and girls is attached.
- Annual submission to the Trafficking In Persons report for the US Department.

Research focus in 2019

HOME launched a report on forced labour in the domestic work sector in January 2019. The report included case studies and application of ILO indicators of forced labour. The launch event was attended by over 70 people from civil society, academia and the media. The launch was covered by national and international media.

Ongoing Research

In 2019, we built on the ILO framework for forced labour and applied it for a quantitative analysis of case work data from domestic and non-domestic sectors and the results will be published in 2020.

We also undertook a large-scale quantitative research on the living and working conditions of domestic workers from the Philippines and Indonesia as part of a regional research report, in collaboration with Seefar and supported by Macquairie Foundation.

Another research project on recruitment fees and practices in the domestic work sector was initiated in 2019. Data has been collected and reviewed. Launch is planned for 2020. In collaboration with Aware, a project on experiences of domestic workers who worked as caregivers for seniors was initiated that year.

In collaboration with Behavioural insights, a project on information needs of Burmese and Indian domestic workers was initiated in 2019. The project aims to collect data on the needs of domestic workers and the results of the research will in turn help in the development of knowledge material which will enable timely help to be channeled to domestic workers in distress.

REGULAR DIALOGUES

with policy makers

Supporting policy and legislative changes

In 2019, HOME also submitted the Criminal Law Reform Bill. We also made submissions on the re-enactment of the Work Injury Compensation Act (WICA). We actively engaged several MPs individually to share HOME's position on the legislative changes in WICA 2019. We worked closely with a few of them in particular, giving us a platform to raise some of our views in Parliament, as well as to highlight our case for illustrative purposes.

To have a better connection between our case work and advocacy goals, our teams continue to have Case Conferences with the Ministry of Manpower on a regular basis. Some of the issues discussed include illegal deployment, circumstances under which a MDW has to return to the agency after being referred to MOM and implementing a victim-centric approach.

Some of the other dialogues with the government include a meeting with the Trafficking In Persons Inter-agency task force where various NGOs were updated on how many trafficking cases they are investigating and the landscape of investigations relating to TIP cases.

HOME also had an engagement session with MOM on how to better protect migrant workers in Singapore, and the details of Singapore's first labour trafficking in persons convictions was shared.

RESEARCH & ADVOCACY

Media Engagement

TWO MAINSTREAM MEDIA MENTIONS A MONTH

Through the year, HOME's contributions led to over 23 mentions/quotes and interviews in the mainstream media, notably:

CNA podcast on well-being and money-lending issues related to domestic workers.

<https://www.channelnewsasia.com/news/podcasts/the-pulse/maids-borrow-money-foreign-domestic-workers-predatory-practices-11324562>

South China Morning Post: Story on domestic worker abuse

<https://www.scmp.com/week-asia/society/article/3002942/domestic-workers-are-slaves-modern-day-asia-are-hongkongers>

Straits Times, *MOM bans 60 employers in 3 years from hiring maids again, but observers say loopholes remain*, 19 May 2019

<https://www.straitstimes.com/singapore/mom-bans-60-abusive-employers-in-3-years-from-ever-hiring-maids-again-but-loopholes-remain>

Shelter, volunteers and staff featured in a video by A Better World.

Link: <https://www.facebook.com/ourbetterworld.org/videos/380680382642192/>

Straits Times, *When family members abuse a maid together*, 9 September 2019

Link: <https://www.straitstimes.com/singapore/when-family-members-abuse-a-maid-together>

Straits Times, *Maids saddled with crippling debts after falling prey to phone scams by fellow maids*, 27 October 2019

Link: https://www.straitstimes.com/singapore/courts-crime/maids-falling-prey-to-phone-scams-by-fellow-maids?utm_medium=share&utm_source=STiPhone&utm_term=2019-10-27%2019%3A10%3A18&xtr=CS3-18

Today Online, *The Big Read: As maids become a necessity for many families, festering societal issues could come to the fore*, 7 August 2019

<https://www.todayonline.com/big-read/big-read-hiring-maids-no-longer-luxury-longstanding-issues-could-snowball-if-unchecked>

CNA, *How much should maids be paid? Half of Singaporeans say less than S\$600 a month, new survey shows*, 9 November 2019

<https://www.channelnewsasia.com/news/singapore/how-much-should-maids-be-paid-600-dollars-salary-survey-12050694>

CNA, *Sex trafficking in Singapore: How changes to the law may protect women duped into prostitution*, 9 November 2019

<https://www.channelnewsasia.com/news/singapore/prostitution-sex-work-human-trafficking-singapore-womens-charter-12061526>

Straits Times, *Most support having better working conditions for maids*, 16 December 2019

https://www.straitstimes.com/singapore/manpower/most-support-having-better-working-conditions-for-maids?utm_medium=share&utm_source=STiPhone&utm_term=2019-12-20%20%3A12%3A40&xitor=CS3-18

Straits Times, *Maids in accident will be covered by insurance*, 31 December 2019

Link:<https://www.straitstimes.com/singapore/maids-in-accident-will-be-covered-by-insurance>

'Useless masks, missing earplugs', 30 March, *The Straits Times*: We shared with ST cases of workplace health and occupational hazards; employers flouting safety measures; 2 of our clients were interviewed and featured.

'In rich Singapore, why must migrant workers go hungry?', 7 April, *South China Morning Post*: Luke spoke with SCMP on access, safety, and adequacy of food for non domestic workers particularly in construction, marine and reclamation.

'E-filing of employment claims a challenge for migrant workers', 19 April, forum letter in *The Straits Times*: we wrote in on the difficulties of compulsory online filing in ECT.

'More legal protection for sex workers and foreign labourers?', 13 June, *The Straits Times*.

'More foreign workers unsure of pay on arrival', 13 June, *The Straits Times*: we spoke with ST on some of the ongoing issues with IPAs.

'Revised laws on work injury a boon for workers, but some questions remain', 21 September, forum letter in *Today*, on reenactment of the Work Injury Compensation Act.

'Migrant cleaners deserve fair wages, rest days', 28 November, forum letter in *The Straits Times*: on the proposal to give cleaners a day off in 2020 on 'Clean SG Day'.

RESEARCH & ADVOCACY

Media Engagement

**SEPARATELY, WE ALSO
WROTE LETTERS
PUBLISHED IN THE
MEDIA**

Some are listed below:



Singapore World Big Read **Opinion** GenY Speaks Features Visuals Brand Spotlight | 8 DAYS 

Revised laws on work injury a boon for workers, but some questions remain

By DESIREE LEONG, LEGAL CONSULTANT, HUMANITARIAN ORGANISATION FOR MIGRATION ECONOMICS

• 22 September
2019

Tweak laws to ensure employers who abuse their maids compensate them

By JAYA ANIL KUMAR, CASE MANAGER, HUMANITARIAN ORGANISATION FOR MIGRATION ECONOMICS

• 7 August
2019

- *Getting to root cause of migrant domestic workers' money woes*
This letter was submitted to The Straits Times' Forum and was published on 25 July 2019
- *Let Maids Access and Give Feedback to Employers Too*
This letter was submitted to The Straits Times' Forum and was published on 15 Oct 2019

RESEARCH & ADVOCACY

Public Engagement

Public engagement is an integral aspect of HOME's work and HOME's staff and volunteers regularly visit schools and other organizations to share about the work HOME does as well as to increase public awareness of the problems faced by migrant workers in Singapore. On an average, HOME is represented at 3-4 speaking engagements in a month. In 2018, HOME conducted talks in a wide range of institutions, from a kindergarten (our first!) to secondary schools, universities and companies, adding up to about over 20 engagements in a year! Here are some of the talks HOME staff and volunteers conducted in 2018:

Speaking engagements in 2019

1. CEDAW General Recommendations on Trafficking of Women and Girls – 22 February 2019 (Geneva, Switzerland): Domestic casework manager represented HOME before the CEDAW committee to give our input on the drafting of the CEDAW General Recommendations on Trafficking of Women and Girls.
2. Asia Region Anti-Trafficking Conference, Stop the Traffik! and Chab Dai, 26 February 2019: Domestic casework manager gave a presentation premised on HOME's forced labour report that was launched in January 2019.
3. Equal Work, Equal Rights, organized by WeWork and Obey - 24 May 2019: Domestic casework manager spoke about general issues affecting domestic workers in Singapore. Shelter residents displayed and sold artwork and crafts designed by them, and proceeds from sale of OBEY T-shirts were donated to HOME.
4. Human Library at A Good Day, NVPC – 13 July 2019: Domestic casework manager spoke about general issues affecting domestic workers in Singapore, as well as the work carried out by HOME.
5. Cross Regional Consultation and Co-Creation Workshop in Developing a Joint Advocacy Platform on the Rights of Migrants in East and Southeast Asia, Human Rights Working Group – 17 to 19 July 2019; Domestic casework manager attended a conference on advocacy strategies available to civil society groups in ASEAN.

RESEARCH & ADVOCACY

Public Engagement

6. Regional Consultation and Policy Dialogue on the Implementation of ASEAN Consensus on Migrant Workers – 25 to 26 July 2019; Domestic casework manager gave a presentation on access to justice for domestic workers who are subject to well-being issues and abuse.

7. Transforming Challenges of Migration into Opportunity: Call for declaration of 2021-2030 as the Decade of Migration in Bangladesh – 27 to 28 July 2019; Domestic casework manager moderated a session on issues surrounding migrant domestic workers from Bangladesh.

8. Guest Lecturer for 'Citizenship in a Changing World', College of Alice and Peter Tan – 19 September 2019; Domestic casework manager spoke about legal rights conferred on migrant domestic workers, as well as their working conditions and labour mobility.

9. How to make feminist history in Singapore, National Library Board – 25 September 2019;

Domestic casework manager spoke about the intersectionality of domestic work, feminism, class, and nationality, and how HOME's work adds to the narrative of feminist work carried out in Singapore.

10. Unifying Communities Conference, Samaritans of Singapore – 26 September 2019; Domestic casework manager spoke about mental health issues affecting migrant domestic workers as well as risk factors for suicide.

TESTIMONIALS

FROM OUR VOLUNTEERS

Charlotte



I've been volunteering with HOME for 18 months. 4 years ago, I knew nothing about domestic workers because in my country, the system of "live-in" doesn't exist. One day, I heard about the book "Our homes, our stories" and bought it. After reading it, I wanted to do something for these women so I went to a volunteer session to know more about HOME and I signed up as a caseworker. Everyday, when I'm at the shelter, I learn something new, even after 18 months. About the process (with MOM or employment agencies), about these women, their lives, their stories, what they have endured.

You have to be open-minded and feel empathy. You can't do this job if you don't care for them, if you don't feel involve in their stories and working conditions. Dealing with employers on the phone is sometimes tough because they are angry with their domestic workers who runaway. I've had to learn how to handle these cases with neutrality and tact. The most rewarding in volunteering with HOME is that I feel useful. I feel part of a team which is doing its best to help these women. I feel like I am part of a family. From this experience of volunteering, I already know that in the future, when I'll be back in my country, I would like to work with migrant/domestic workers. Working with HOME opened my eyes on this topic and I want to continue working on it.

Ivan

Volunteering at HOME allows me to have a face to face encounter with the migrant workers. I realised they are just like me as human beings. We have the same dignity, needs and aspirations. The only difference may be we were born in different places. I cannot be indifferent to their plights and indeed have the responsibility to offer my help. They make me step out of my comfortable boundary and become a more caring person. I wish more Singaporeans will voice out for this 'voiceless' population so that we can truly be a gracious society.



LOOKING TO THE FUTURE

Plans for 2020 - 2022

We hope to achieve our goals through multi-strategy response framework that includes crisis intervention as well as activities that address systemic issues and gaps. Along with providing emotional and legal support, we will continue to build a community of support amongst migrant workers who are currently employed in Singapore through rights education and regular community events, so that this community can build a peer support system and reach out to those in crises. We have planned for legal education, conflict management, empathy and leadership training for peer leaders from the community. We plan to hold community-specific events as a way to increase outreach as well as provide a space for workers to connect and form a community.

Training sessions for casework volunteers:

- Legal rights and processes and empathy
- Victim identification for identifying cases of trafficking or strong indicator of exploitation
- Soft skills like negotiation and empathy

For domestic workers

- Legal rights training for Filipino, Indonesian, Indian and Burmese domestic workers with NUS Law.
- Leadership training for community leaders.
- Providing support to other domestic workers on legal rights and processes.
- Providing support to other domestic workers - counselling skills workshop.
- POEA training in partnership with Justice Without Borders (JWB).

Outreach and awareness amongst Singaporean society

We plan to continue working actively with the community of employers, employment agencies, our networks in countries of origin as well as the government. We plan to launch a social media campaign on forced labour and organise a multi stakeholder dialogue on structural issues that enable exploitation of domestic workers.

Ethical

recruitment

Recruitment is usually the source for exploitation for many migrant workers and we hope that focus on ethical recruitment will help address the structural issues. We hope to facilitate a community of practice of ethical recruitment agencies in Singapore that will endorse good practices in recruitment

Training for Shelter Residents

We have many upcoming trainings for the shelter residents. Here are some of the planned trainings: financial planning, first aid and CPR, and loan fraud and money lending scenarios in Singapore. Other than that, we will continue with regular events such as English lessons, baking and jewelry making.

FINANCE AND GOVERNANCE

FINANCE

HOME has changed financial periods to follow the calendar year . This has been adopted in this current financial reporting period. Previously the financial reporting period was from April 2018 to December 2018. Due to this changes there will be a difference in figures. The last financial reporting that had a full 12 months was the period between April 2017 to March 2018.

During the 2019 financial year the total amount of donations raised, income from programmes and grants added up to about \$1.91 million. This was an increase from the previous Financial Audited report which was about \$1.18 million.

When comparing full periods, HOME had a decrease in operating expenses for the financial year of about \$1.31 million from the year 2017/2018 which was approximately \$1.33 Million.

There has also been an increase to cash and cash equivalents which has been the trend the last three years. This year the amount has risen to approximately \$4.25 million. This will fall within the reserve policy of HOME.

Please refer to the Audited Financial Statement for the Financial Year 2019 for a detailed report.

BOARD GOVERNANCE

HOME Constitution allows for Board election every two years to infuse fresh perspectives and capabilities that can provide steer to the management. The next election is due in 2020 at the Annual General Meeting. The HOME Board has two long serving members who have been serving the HOME Board for over 10 years.

Conflict of interest Policy:

All Board members and staff are required to comply with the charity's conflict of interest policy. The Board has put in place documented procedures for Board members and staff to declare actual or potential conflicts of interests on a regular and need-to basis.

Board members also abstain and do not participate in decision-making on matters where they have a conflict of interest.



BOARD GOVERNANCE

S No.	Board position	Name and profession	Meetings attended in 2019	Sub-Committee / support areas	Reason for Continuing if >10 years
1	President	Natalia Goh * Head of Credit Cards and Unsecured Lending, Standard Chartered Bank	4/4	Board leadership, HR sub committee	Leadership and organisational memory Member since 2010
2	Vice-president	Henny Mardiani* Law Clerk, The Arbitration Chambers, Singapore	3/4		
3	Secretary	Henry Lai Hoe Keat* Lecturer, Institute of Technical Education	4/4	Secretary	Leadership and organisational memory Member Since 2010
4	Vice-secretary	Christianto Head of Strategic Planning, Apical	1/4		
5	Treasurer	Linda Ma'arof * Admin & Purchasing Manager, Kaizen Offshore & Marine Solutions	3/4	Treasury	

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BOARD GOVERNANCE

S No.	Board position	Name and profession	Member since/ Meetings attended in 2019	Sub-Committee / support areas	Reason for Continuing if >10 years
6	Ordinary Member	Abhishek Mittal * Director, Talent Consulting Business, Willis Towers Watson	2/4	HR sub committee	
7	Ordinary Member	Laavanya Karthivelu* Assistant Professor, Nanyang Technological University	3/4	Research and Advocacy mentoring	
8	Ordinary Member	Tin Muang Win* Project Manager, Rock & Lab Pte Ltd	4/4	HOME's engagement with Burmese community	

**Applying for Board role in 2020*

BOARD OF DIRECTORS

PRESIDENT

Natalia Goh Suk-Lin

Head of Credit Cards and Unsecured Lending, Standard Chartered Bank

Joined HOME Board 2008.

VICE PRESIDENT

Henny Mardiani

Law Clerk, The Arbitration Chambers, Singapore

Joined HOME Board 2010.

TREASURER

Linda Ma'arof

Admin & Purchasing Manager, Kaizen Offshore & Marine Solutions

Joined HOME Board in 2016.

VICE TREASURER

Neil Arora

Senior Managing Director, Macquarie Group

Ceased to be a member in August 2019.

SECRETARY

Henry Lai Hoe Keat

Lecturer, Institute of Technical Education

Joined HOME Board in 2010.

VICE SECRETARY

Christianto

Head of Strategic Planning, Apical

Joined HOME Board in 2011.

MEMBER

Abhishek Mittal

Director, Talent Consulting Business, Willis Towers Watson

Joined HOME Board in 2018.

MEMBER

Erica Allarey

Manager, Lush Fresh Handmade Cosmetics

Joined HOME Board in 2018.

MEMBER

Laavanya Kathiravelu

Assistant Professor, Nanyang Technological University

Joined HOME Board in 2018.

MEMBER

Tin Maung Win

Project Manager, Rock & Lab Pte Ltd

Joined HOME Board in 2018.

thank you

to all our generous donors for the continued support. You make everything that HOME does possible. While it's impossible to mention each one of you here, even though we would have liked to, here's a special mention of a few:

\$5000 - \$9,999

- David Harris and Catherine Mary Poye
- Yeow See On
- Lim Teck Chai Danny
- Netherlands Charity Association
- EV Kirche Kasse - Pastro Daniel
- Australian International School Parents Association

\$10,000 - \$49,999

- George Robert Nast
- Asia Brokers Assest Managers Charity/SAMBA
- Condo Champs - Facilitated by Bridgable
- Shirdi Sai Baba Worship Centre
- Community Foundation

\$50,000 and above

- Chen Su Lan Trust
- Kwan Im Thong Hood Cho Temple
- Lee Foundation

HOME

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