



transient workers count too

## **Transient Workers Count Too** UEN T04SS0088C

### **2016 Annual General Meeting**

### **Committee Report for the year ending 31 December 2015**

#### Executive Committee 2013-2015 (until 22 Mar 2015)

President	Russell Heng
Vice-President	Alex Au
Secretary	Bashir Basalamah
Treasurer	Noorashikin Abdul Rahman
Member	Yew Kong Leong
Member	Debbie Fordyce
Member	Shelley Thio
Member	Jill Ratnam
Member	Rob Teo

#### Executive Committee 2015-2017 (from 22 Mar 2015)

President	Noorashikin Abdul Rahman
Vice-President	Russell Heng
Secretary	Bashir Basalamah
Treasurer	Alex Au
Member	Yew Kong Leong
Member	Debbie Fordyce
Member	Shelley Thio
Member	Christine Pelly
Member	Loh Wei Hung

#### Sub-Committee Chairs

Research	John Gee
Direct Services	Debbie Fordyce
Communications	Alex Au
Fundraising	Russell Heng
Human Resource	Russell Heng
Public Engagement (formerly Public Education)	Christine Pelly

### Project Chairs

Advocacy Tracking	Noorashikin Abdul Rahman
CARE Fund	Debbie Fordyce
Cuff Road Project	Debbie Fordyce
Project FareGo	Jill Ratnam & Silvester Goh
Project LifeLine	Noorashikin Abdul Rahman
Project Roof	Siva Govindasamy
Road-to-Recovery (R2R)	Loh Wei Hung & Gwee Hana
Discover Singapore	Irene Ong
Outreach	Mohd Nor Karno
Dayspace	Mohd Nor Karno

### Audit Committee 2014-2016

Steve Tan (Chair)  
John Hamalian  
Clarissa Tan (co-opted Mar 2015)

### Staff

Senior Social Work Associate	Mohd Nor Karno
Social Work Associate	Louis Ong
Social Work Associate	Gwee Min Yi (from May 2015)
Social Work Associate	Jason Lee Kang Yao (from June 2015)
Admin Officer	Christine Scully
Accounts Officer	Christina Chng

---

## **INTRODUCTION**

The mission of TWC2 is:

- 1) through ground research and engagement with policy makers and employers, to advocate a more enlightened policy framework for migrant labour in Singapore;
- 2) to extend assistance to workers in need to ensure that they have fair resolution of their cases, dignity in work and living conditions, access to medical care, and protection of their rightful autonomy; and
- 3) through public education, to promote the social conditions in which exploitation, abuse and injustice become history.

This Committee Report gives an overview of our work in 2015. Parts 1 and 2 will cover the core activities under the TWC2 mission: Research, Advocacy, and Public Engagement (Part 1), and Direct Services (Part 2). Part 3 will deal with the vital supporting activities: Fundraising, Human Resource, Volunteer Management, and Communication.

## **PART 1 – RESEARCH, ADVOCACY & PUBLIC ENGAGEMENT**

The following is a round-up of our Research, Advocacy and Public Engagement activities in 2015. For more details, please see Appendix 1 on page 10.

## 1.1 Research

Having earlier agreed to fund Phase Two of the study on trafficking of fishermen through Singapore, our sponsor Chen Su Lan Trust kindly approved a change in research topic in 2015 arising from a lack of appropriate research personnel. In the second half of the year, a team comprising TWC2 volunteers and faculty and students of NUS and SMU began a study of MOM's Labour Court Processes. The research is expected to be completed in 2016.

*Just Passing Through* was a short research project on migrant workers and their passports, completed in May. A report by Kellynn Wee and Marusa Godina was published on our website.

*The Right to Rest* report was released in June and reported in The Straits Times and Today newspapers. It was the outcome of a two-year research into how many foreign domestic workers are now getting days off, and how many days off they receive. Of those we were able to survey, we found that 59 per cent still do not receive a weekly day off. Irna Nurlina, Monika Rozkowska and Kellynn Wee produced the report.

TWC2 contributed to the report *Vital Yet Vulnerable: Mental and Physical Wellbeing of South Asian Migrant Workers in Singapore*, written by Nicholas Harrigan and Koh Chiu Yee, published by the Lien Centre, Singapore Management University.

Towards the end of the year, we also began research into migrant worker recruitment models in other jurisdictions, as part of a study of recruitment costs and how to reduce them.

## 1.2 Advocacy

TWC2 relies on a variety of channels and platforms to advocate for the rights of migrant workers and raise awareness of the impact of current laws and policies on their welfare.

The TWC2 Website and Facebook page continue to be our key platforms. In 2015, our team of volunteer-writers for the Website posted 129 new articles. The majority are real-life stories of case work clients who had sought our assistance. Viewership rates continue to be high, with some articles registering 29,000 to 151,000 views. One of them, titled *Acting on a tip-off, TWC2 rescues a maid trapped over two years without a day off* garnered 94,500 views. Another story, *Employer fails to pay, Worker goes to jail*, was viewed 29,300 times. These articles are also posted on our Facebook page, gaining between 10,000 and 70,000 views in the year. The Facebook page currently has some 6,500 followers.

Beside the web and social media platforms, TWC2 also engages with the mainstream media. In 2015, TWC2 and its spokespersons were quoted or referred to in some 20 articles in local and international media. Six letters from TWC2 or representative members were published in The Straits Times, including two joint letters with HOME and AWARE respectively. An article written by John Gee was published by Business Times on 18-19 Apr 2015. We were quoted in at least six overseas publications and featured on one French television programme.

We were involved in several dialogues on migrant worker and trafficking issues in 2015, including two hosted by MOM and one by the TIP Task Force.

### **1.3 Public Engagement (formerly Public Education)**

As part of our continuing engagement with the public and with stakeholders, we gave 20 talks and conducted several Day Schools for universities (NUS, LKYSPP, NIE, Adelaide, Sydney), schools (ACSI, Meridian JC, Hua Yi, Stamford American), and other interested organisations such as the Peace Boat, Siglap CC, and British Chamber of Commerce. Thirty consultation meetings and interviews were hosted for students and researchers who were seeking our views on their migrant-worker related projects or exploring potential collaborations.

Our Heartbeat sessions continue to attract good response from the public and potential volunteers. Please see the section under Volunteer Management.

### **1.4 Others**

In October, we hosted a discussion for *Carers Who Need Care: Making Difficult Decisions When Domestic Workers Fall Ill*, a project by the Care Transitions in Ageing Societies.

## PART 2 – DIRECT SERVICES

In 2015, Dayspace became the newest addition to our growing list of direct services. We also launched CAMANS, our computerised Client Management System which now integrates all our client and services records.

It would not be possible to pinpoint the number of individuals who benefit from these services in 2015, as each case is likely to receive more than one form of assistance. However, a rough total of 1,800 cases can be reached based on about 1,700 TCRP clients from the Indian Sub-Continent and 100 Case Work cases from non-Indian Sub-Continent countries.

<b>Services (in alphabetical order)</b>	<b>Para:</b>
<b>CARE Fund:</b> umbrella fund covering Projects FareGo, R2R, Roof and Lifeline	2.1
<b>Cuff Road Project:</b> free meal programme for destitute male workers in Little India	2.2
<b>Dayspace:</b> sanctuary for migrant workers who are out of work to rest and unwind	2.4
<b>Discover Singapore:</b> low-cost but fun outings to bring cheer to our destitute clients	2.5
<b>Helpline:</b> a dedicated phone channel for advice and guidance and to raise grievances	2.3
<b>Outreach:</b> monthly distribution of information about TWC2 to migrant workers	2.6
<b>Project FareGo:</b> transport subsidies for attending medical appointments	2.1.1
<b>Project Lifeline:</b> emergency shelter for domestic workers	2.1.4
<b>Project Roof:</b> short-term housing subsidy for injured or destitute male workers	2.1.3
<b>Road-to-Recovery (R2R):</b> support for injured workers on their hospital visits	2.1.2
<b>Social Work/Case Work Assistance:</b> a comprehensive range of case-work services	2.3

### 2.1 CARE Fund

The CARE (Compassion and Relief for Emergencies) Fund provides assistance to migrant workers in dire need, chiefly in these areas: medical treatment, transport, and emergency housing. The amounts spent in 2015 are shown below.

<b>CARE Fund Highlights 2015</b>	<b>No of Clients ^</b>		<b>Amount (\$)</b>	
	<b>2015</b>	<b>2014</b>	<b>2015</b>	<b>2014</b>
Medical (including R2R)	125	101	34,880	15,781
Transport (Project FareGo)	641	n/a	22,177	23,727
Emergency housing (Project Roof)	32	6	26,450	4,350
Domestic workers emergency shelter (Proj Lifeline) *	23	18	630	n/a
Kallang Victims Fund [closed 2014] **	n/a	n/a	n/a	6,028
Others	262	n/a	6,620	3,389
<b>TOTAL</b>	<b>n/a</b>	<b>n/a</b>	<b>90,757</b>	<b>\$53,275</b>

^ Client numbers not available for some projects. Totals are also not possible as clients may receive more than one form of assistance.

\* Project Lifeline was officially started in late 2015 – expenses in 2014 were borne out of pocket or under the Others category.

\*\* The Kallang Victims Fund was closed in 2014. The last disbursement (based on a specific restricted donation by a benefactor) was sent to the last survivor's widow in 2014.

### **2.1.1 Project FareGo**

Project FareGo provides public transport subsidies in the form of EZ-Link Card top-ups to assist distressed clients who need to attend hospital appointments. Total amount disbursed in 2015 was \$22,177, for 641 beneficiaries.

### **2.1.2 Road-to-Recovery (R2R)**

Please refer to the CARE Fund section for assistance amounts disbursed under R2R in 2015.

R2R's primary objective is to ensure that injured clients receive appropriate and necessary medical treatment. This is done by accompanying them to hospital, interfacing with hospital admin, nurses and doctors, and making minor cash co-payments where needed to progress their treatment. Transport to and from hospitals is also provided for those unable to walk or take public transport as a result of their injuries.

R2R supports the project's volunteers through briefings on topics relevant to their mission: facts about Work Injury Compensation Act and claims process, R2R financial policy on reimbursement for medical costs paid on behalf of clients, and injury case studies.

We made 213 hospital and clinic visits in 2015, accompanying 89 individual injured workers in need of assistance. This comes to an average of 2.4 hospital visits per client, and an average of 17.8 hospital trips a month. We had 14 active volunteers at the end of 2015. Our expenditure for 2015 was \$11,483, or an average of \$54 per hospital visit.

A direct comparison with 2014 is not possible because R2R started in Jul 2014 and was only operating for 6 months in that year. However, on an annualised basis, we saw a roughly 40% increase in hospital visits and number of injured workers assisted for 2015.

### **2.1.3 Project Roof**

Conceived in 2014, Project Roof provides short-term housing subsidy for badly injured or destitute male workers, enabling them to rent a hostel bunk. The project also enables TWC2 social workers and volunteers to conduct welfare visits while the client is recovering.

To avoid generating overwhelming demand beyond our resources, the Project is not publicised to the target clients and potential cases are identified and assessed with circumspection. Currently we aim to support a maximum of 10 clients at any time, at \$250-\$300 each per month. Total spent in 2015 was \$26,450, which benefitted 32 male clients (22 Bangladeshis and 10 Indians) on different lengths of stay.

### **2.1.4 Project Lifeline**

Project Lifeline provides emergency shelter for foreign domestic workers compelled to flee exploitative or abusive conditions in their employers' homes. Since 2014, we have been adopting an emergency-shelter model with volunteer families providing shelter.

#### **Project Lifeline Highlights 2015**

Nationality	Cambodian	Indian	Indonesian	Myanmar	Nepali	Filipina	Total
2015	0	1	15	1	0	6	23
2014	1	2	7	3	0	5	18

## 2.2 The Cuff Road Project (TCRP)

As the central platform of our direct services, the Cuff Road Project not only provides free meals but is a ready source of information to feed into our advocacy and public engagement work. Isthana and Alankar Restaurants in Little India continued to be our operating outlets.

Despite the closure of many shop-house dormitories in Little India, we still have close to 300 people attending evening meals at Isthana. The numbers continue to be dominated 85:15 by Bangladeshis. Some of the Bangladeshis avoid Indian food, which accounts for the lower numbers at Alankar, but also hints that some of them have the means to buy their own meals.

Almost half of the men attend the meals regularly, coming for most of the 11 meals served each week. This means that they depend heavily on the meals and the other services we provide for these men who are not permitted to engage in any form of work. Those who come less often either live further away, sleep late in the morning, or have friends to help them out.

### TCRP Highlights 2015

	2015	2014
Total number of meals for year	80,192	91,031
Total cost for year	\$181,305	\$196,976
Average cost per month	\$15,108	\$16,415
Average cost per meal	\$2.26	\$2.16
Average number of meals per month	6,682	7,585
Average number of meals per week	1,543	1,751
Total number of clients for year <i>(BD/IN+SL)</i>	<i>(1,504/220) 1,724</i>	<i>(1,716/339) 2,055</i>

TCRP continues to be a valuable source of food and companionship for the men who have to wait for long months with no support or income. As well as familiar food, we offer them assistance, advice and other services. Dealing with their cases allows us to understand their difficulties and analyse the gaps in the regulatory system that lead to their predicaments.

## 2.3 Case Work & Helpline

Case Work represents a comprehensive range of services handled mainly by our staff Social Workers, who also manage the Helpline, a phone channel for advice and to raise grievances.

Appendix 2 on page 12 shows a breakdown of Case Work and Helpline cases handled by staff Social Workers. As can be seen, Chinese and Bangladeshi men continued to dominate by Nationality, while Salary and Work Accident cases formed the bulk by Case Category.

## 2.4 Dayspace

Opened without fanfare in Aug 2015 and fully managed by our Social Workers, Dayspace is a sanctuary for workers out of job who are awaiting resolution of their employment disputes.

Dayspace for these men is a place to relax and unwind without the fear of being chased away by the authorities or an unfriendly public. For much of the week, it is a place of quiet refuge, especially during the day. Weekday evenings, however, are busy as it is used by various groups to provide assistance. It is also a favoured venue for staff and volunteers to plan projects and conduct talks, training and public events. On Sundays, Dayspace is used by the Filipino and Indonesian Family Networks to conduct enrichment classes and activities.

Aside from being a sanctuary and an activity space, Dayspace provides emergency shelter for men who have been chased away by their employers or are afraid to return to their dormitories for fear of repatriation. Since August 2015, we have sheltered 24 such cases.

## 2.5 Discover Singapore

Discover Singapore aims to bring cheer to our clients by taking them on low-cost but fun outings. These regular outings benefit some 30 clients each time. Costs are kept down with donations and sponsorships, and by going to places that do not require admission fees.

### Discover Singapore Highlights 2015

Jan	Marina Bay DBS Movie by Night	
Feb	Visit to Istana Open House	
Mar	Holi Festival at Esplanade	Botanical Gardens
May	East Coast BBQ	NTU College of Science "Movie Night"
Aug	Victoria School Sports Day	
Oct	Esplanade Screenplay	
Nov	Banquet of Honour	East Coast BBQ with Rehab Protection Service
Dec	Orchard Road Christmas Light-Up Tour & Walk	

## 2.6 Outreach

Our Outreach Sundays continued in 2015, aimed at informing the wider migrant worker community of our mission. We also took the opportunity of outreach to conduct some of the surveys on domestic workers and male migrant workers referred to under Research.

We completed 11 Outreach Sundays led by the team of Social Workers and with the help of volunteers from each month's Heartbeat session. Apart from distributing tissue paper souvenir packets printed with our information, we also distributed flyers in various languages like Chinese, Bengali, Tamil, Indonesian, Myanmar and Tagalog. On the occasion of Chinese New Year and Mooncake Festival, the outreach was made special with donated mandarin oranges and mooncakes given out to male Chinese migrant workers at Aljunied MRT station.

In conjunction with PARKing day on 18 Sep 2015, we were invited by Urban Redevelopment Authority to conduct our Outreach along the streets around Rowell Road.

In a large-scale collaboration with a polytechnic in Nov 2015, 160 students joined us for Outreach Sunday at different locations across Singapore. To lead the activity, our team of four social workers was assisted by 12 volunteers. Students were assigned according to languages spoken: Tagalog speakers to Lucky Plaza, Tamil and Bengali speakers to Little India, Mandarin speakers to Aljunied, Burmese speakers for City Hall, etc.

## 2.7 Filipino Family Network & Indonesian Family Network

FFN and IFN are independent support groups of Indonesian and Filipino domestic workers. We enjoy close ties with both groups, and many FFN and IFN members are members of TWC2.

While they are not strictly a part of our direct services, TWC2 recognises the continuing work of FFN and IFN in offering enrichment courses for FDWs and counselling for those in trouble, as well as for their active participation in our International Migrants Day Celebrations.



## **PART 3: ORGANISATIONAL SUPPORT**

Organisational support through Human Resource, Fund-Raising, Volunteer Management, IT Support and Communications is essential for us to pursue the core activities.

### **3.1 Human Resource**

The year 2015 saw the social work team grow from two to four staff members. The two additions were Gwee Min Yi and Jason Lee Kang Yao. Min Yi was also assigned to assist President Noor and Vice President Russell Heng with advocacy work.

TWC2 paid a 13th month bonus for 2015. Some salary increments were awarded to play catch up with the market. A one-month bonus was given to staff depending on their work performance rating. However, based on market guidelines issued by NCSS, we note that TWC2's salaries for its social workers are not competitive enough.

In 2015, TWC2 provided internship to seven students from both Singapore and foreign universities. They all found their attachments interesting and beneficial. TWC2's experience with interns has been very positive.

### **3.2 Volunteer Management**

Coordinated by the Public Engagement team, our monthly Heartbeat meetings continued to be a gateway to volunteer opportunities in TWC2. Attendance numbers appear to have fallen, however. The 11 Heartbeat evenings in 2015 attracted a total 153 participants, a significant drop from the figure of 225 for 2014 and 207 for 2013.

New volunteers are required to participate in at least one Outreach Sunday before being channelled into their chosen activities. Those who opt for the Cuff Road Project are also required to attend training before they can begin to serve at the meal programme.

We continue to lack a Volunteer Coordinator in 2015. However, towards better management of our growing volunteer numbers, discussions began in 2015 to formulate the framework of a computerised Volunteer Management System.

### **3.3 Fund Raising**

Fund-raising for 2015 provided sufficient receipts to cover our expenditure. Once again this is thanks to major donors who continued to give generously and new ones who offered help when asked.

The annual Lunch with Heart (the 4th) sold a record 335 tickets. Sales and donations raised more than \$33,000, the largest amount since the fundraising event was initiated. The large ticket sales got a boost from Cargill TSF Asia Private Ltd, who bought 125 tickets and donated them back for use by migrant workers.

Another windfall came with the SG50 celebrations, in the form of proceeds from the screening of the movie 7 Letters, made by seven celebrated local film-makers. The proceeds were

donated to seven charities nominated by the film-makers. Tan Pin Pin chose TWC2 and we received a cheque of \$27,645 with the promise of more to come from DVD sales.

While fundraising did bring in the necessary funds, it remains unsatisfactory that a fundraising team with a structured programme has yet to take shape. As a result, the money raised continues to depend to a large extent on serendipity rather than purposeful planning.

### **3.4 Communications**

Indications are that our Website and Facebook page continued to make an impact in 2015. Both online channels maintained their high viewership rates (*see para 1.2*). However, our Communications volunteer numbers have not been so constant. Going forward, it was felt that we need to make use of videos. Starting from late 2015, we have been on the lookout for people with the necessary skill set to come on board.

### **3.5 Case Management System**

In an effort to better maintain and standardise our case work records, we initiated the development of a cloud-based case management system in 2014. Built from scratch by students of Singapore Management University, CAMANS was launched in 2015 and now forms the backbone of all our case work records, enabling a unified view of all Direct Services.

---

TWC2 Executive Committee 2015-2017  
24 Apr 2016

Contributors:

Noorashikin Abdul Rahman, Russell Heng, Alex Au, John Gee, Debbie Fordyce, Christine Pelly, Loh Wei Hung, Siva Govindasamy, Mohd Nor Karno, Gwee Min Yi and staff of TWC2

## **APPENDIX 1    Select List of Research, Advocacy & Public Engagement Activities**

### **1.1 Research & Policy Submissions**

- TWC2 research report released, *The Right to Rest*, 12 June
- JG contributed to MW section of joint report to UN CEDAW committee, 11 Nov
- TWC2, NUS & NTU: Research begun on Labour Court Processes. Funded by Chen Su Lan Trust
- TWC2 contributed to research titled *Vital Yet Vulnerable: Mental and Physical Wellbeing of South Asian Migrant Workers*, by Nicholas Harrigan and Koh Chiu Yee, published by Lien Centre, SMU
- *Just Passing Through*, short research on migrant workers and passports completed in May and published on the TWC2 website
- Research begun on recruitment costs and how to reduce them

### **1.2 Dialogues & discussions with policymakers & stakeholders**

- JG & AA: meeting with Douglas MacLean, Justice Without Borders (JWB), 6 Feb
- JG: BizTIP conference on how businesses can be mobilized against trafficking, 13 Mar
- JG: MOM TIP engagement session, 14 Mar
- DF & NK, with HOME and Healthserve: dialogue with MOM meeting, 26 Aug
- JG: roundtable briefing and discussion on CEDAW, at AWARE, 17 Sep
- JG & AA: briefing on migrant workers, US Embassy, 6 Oct
- ST: meeting on Trafficking issues organised by AUS Aid's AAPTIP, 16-17 Sep
- TWC2 hosted "Carers Who Need Care" discussion, 6 Oct
- JG: TIP Task Force consultation, 22 Oct

### **1.3 Interviews with Students & Researchers**

- JG: German PhD student Anna-Lena Brosell, Indonesian FDW issues, 16 Mar
- DF: Bervyn Wong, SIM student, exploitation of low-wage workers, 14 Apr
- JG: Au Cheng Wei from Straits Times, Shady Lawyers, 25 May
- JG: Masako Tanaka of Sophia University, domestic workers in Japan and Nepal, 9 July
- JG: Li Li Chung and Zachariah Chung, MA students, MacGill University, Montreal, migrant worker situation in Singapore, 13 Aug
- JG and ST: Symon James-Wilson from University of Toronto, FDW issues, 24 Aug
- JG: David Bensadon, Director of Agency for Innovation and Longevity, migrant caregivers and elderly care, 14 Sep

### **1.4 Talks & Presentations**

- ST: US Aid's Asia Counter Trafficking In Persons Evidence-Gathering Summit, 23 Jan
- SL: Hua Yi Secondary School students, 28 Jan
- DF & SL: Stamford American International School teachers and students, 13 Mar
- TWC2 open house & presentation: Workhouse, 21 Mar
- DF & CP, SL: NUS students, 1 Apr, 4 Sep, 2 Nov
- ST: Advocacy in assisting Fishermen, Apostleship of the Sea Regional Meeting, 20-24 June
- JG & DF: Talk to journalists on reporting migration, 13 Aug
- DF & CP: UWCSEA Round Square Conference, 5-6 Oct
- DF: Forum organised by Dr Kevin Yip: *Understanding Foreign Worker Rights*, 27 Oct
- JG: British Chamber of Commerce evening on Diversity in the Workplace, 3 Nov

## 1.5 Day Schools

- RT, Andre, SL: Siglap South Community Centre, 25 Apr
- DF & CP: Sydney SE Asia Centre, 4 July
- DF, CP, BBB: University of Sydney, 9 July
- SL, Kellyn, CP: NUS College, 21 July
- DF & CP: NIE, 25 Aug
- DF & CP: Peaceboat, 31 August
- SL & Navin: University of Adelaide, 9 Dec

## 1.6 Mainstream Media Presence & Engagement

- JG interviewed: Angela Mei Ferguson, article on migrant workers, Fox & Hedgehog Global Review 24 Mar
- DF quoted: *Some who employ foreign workers still demand kickbacks*, Straits Times 13 Apr
- NAR, IFN & FFN quoted: *Singapore's foreign maids exploited by agents, employers*, Thomson Reuters 26 May
- NAR & FFN featured: *Singapour, un paradis artificiale*, France 2-TV 2 Sep
- TWC2 quoted: *Do 'Maid Cameras' Cross the Line?*, Sunday Times 1 Nov
- BBB quoted: Issue of food served to migrant workers, Ethiroli programme Vasantham Central 4 Nov
- ST mentioned: *Tricked and Indebted on Land, Abused or Abandoned at Sea*, NYTimes 9 Nov
- ST quoted: *Earlier probe into firm linked to Filipino who died found complaint baseless: MOM*, Today 27 Nov
- DF quoted: Mediacorp filming at TCRP for Malay program on food projects, 30 Nov
- NAR quoted: *Maids fear losing job when they get pregnant*, Straits Times 3 Dec

## 1.7 Letters & Articles published in Mainstream Media

- JG letter: *Need for detailed figures on migrant workers*, Straits Times 1 Mar
- NAR letter: *Lower debt, raise job security for workers*, Straits Times 17 Apr
- JG article: *Rallying businesses against trafficking*, Business Times 18-19 Apr
- AA letter: *Ensure pay is banked, offer mobility*, Straits Times 17 June
- DF letter: *Reasons for 'running away' run deep*, Straits Times 29 Sep
- Jolovan Wham (HOME) & NAR (TWC2) joint-letter: *Live-in nature of work a stress factor for maids*, Straits Times 10 Nov
- AWARE & TWC2 joint-letter: *Spy Cameras and domestic workers*, Straits Times 11 Nov

## 1.7 Events with Advocacy focus

- PE: AWARE International Women's Day celebrations, 8 Mar
- JG: International Domestic Workers Federation meeting, 26-28 Mar
- PE: NUS students' Business Club Heart to Heart event, 25 July
- PE: Pro Bono Legal Services Workshop, 22 Aug
- PE: Migrant Workers Poetry Competition, 13 Dec

AA: Alex Au; BBB: Balambigai Balakrishnan; CP: Christine Pelly; DF: Debbie Fordyce; JG: John Gee; NAR: Noor Abdul Rahman; NK: Nor Karno; PE: Public Engagement team; RT: Rob Teo; ST: Shelley Thio; SL: Shona Loong;

## APPENDIX 2 Case Work and Helpline cases handled by staff Social Workers 2015

Case Work handled according to Problem Type, Gender and Nationality

Problem Type	Gender			Nationality								Total
	M	F	Gender not stated	Bangladesh	India	China	Myanmar	Philippines	Indonesia	Nationality not stated	Others	
Injury, work	295	1	0	243	40	10	0	0	0	1	2	296
Salary/Deductions	218	8	0	185	21	12	0	1	7	0	0	226
Contract dispute	3	0	1	2	0	1	0	0	0	0	1	4
Criminal investigation/charges	11	2	0	9	0	0	0	0	2	0	2	13
Denial of medical treatment	1	0	0	1	0	0	0	0	0	0	0	1
Dispute with agency	3	1	0	3	0	0	0	0	1	0	0	4
Housing	1	0	0	0	1	0	0	0	0	0	0	1
Illegal deployment	1	6	0	0	2	1	0	0	4	0	0	7
Illegal working	3	1	0	1	1	0	0	0	1	0	1	4
Illness	1	0	0	0	1	0	0	0	0	0	0	1
Injury, non-work	7	0	1	4	1	3	0	0	0	0	0	8
Insufficient work assigned	1	0	0	1	0	0	0	0	0	0	0	1
Kickbacks	5	0	0	3	0	2	0	0	0	0	0	5
Loss/retention of personal docs	2	3	0	0	0	0	0	0	0	0	5	5
Mistreatment	1	9	0	0	0	1	0	3	6	0	0	10
No rest day or Excessive hours	4	0	0	0	0	4	0	0	0	0	0	4
Overstay social visit pass	2	0	0	0	0	0	0	0	0	0	2	2
Overstay work pass/special pass	3	0	0	2	1	0	0	0	0	0	0	3
Premature termination	35	3	0	31	2	4	0	1	0	0	0	38
Recruitment fail, not scam	5	0	0	4	0	1	0	0	0	0	0	5
Recruitment fail, scam/misrepresent	33	1	0	28	1	0	0	0	0	0	5	34
Repat/transportation	1	0	0	1	0	0	0	0	0	0	0	1
Resignation/Change of employer	15	8	0	11	3	2	0	0	1	0	6	23
Run away	0	2	0	0	0	0	1	0	1	0	0	2
Safety violation	0	0	0	0	0	0	0	0	0	0	0	0
Work pass revoked by MOM	11	0	0	3	7	0	0	0	0	0	1	11
Other	10	1	0	3	0	6	0	0	1	0	1	11
<b>TOTAL</b>	<b>672</b>	<b>46</b>	<b>2</b>	<b>535</b>	<b>81</b>	<b>47</b>	<b>1</b>	<b>5</b>	<b>24</b>	<b>1</b>	<b>26</b>	<b>720</b>

NB: The totals in the above table do not represent the number of workers seeking help. They are the number of problems lodged with the social work staff. For example, Worker X may have three different problems: injury, salary deductions and illegal deployment. He will be counted three times in the three separate rows representing problem types. Therefore the above table tells us that in 2015, the number of workers handled by TWC2 social work staff presented 720 incidences of a cross section of problem types. The number of these workers is likely to be somewhat less than 720.

<b>Information &amp; Referrals that did not progress to case work</b>	
	<b>2015</b>
Helpline calls:	
Male caller	121
Female caller	77
Gender unknown	0
Subtotal helpline calls	198
Other I&R contacts/conversations (e.g. email, face-to-face)	
Male caller	34
Female caller	24
Gender unknown	0
Subtotal other modes of contact	58
<b>TOTAL</b>	<b>256</b>