

Transient Workers Count Too (TWC2)

Annual General Meeting 2017

Committee Report 2016

Executive Committee 2015-2017

President	Noorashikin Abdul Rahman
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Cuff Road Project	Debbie Fordyce
Dayspace	Gwee Min Yi
Discover Singapore	Irene Ong
Outreach	Lee Kang Yao
Project FareGo	Jill Ratnam & Silvester Goh
Project LifeLine	Noorashikin Abdul Rahman
Project Roof	Siva Govindasamy
Road-to-Recovery (R2R)	Loh Wei Hung & Gwee Hana
Wednesday Clinic	Pat Meyer & Tamera Fillinger

Audit Committee 2014-2016

(until 24 Apr 2016)

Steve Tan
John Hamalian
Clarissa Tan

Audit Committee 2016-2018

(elected 24 Apr 2016)

Clarissa Tan
Wang Eng Eng

Staff (2016)

Senior Social Work Associate
Social Work Associate
Social Work Associate
Social Work Associate
Social Work Associate
Social Work Associate
Admin Officer
Accounts Officer

Mohd Nor Karno (*until 13 Apr*)
Louis Ong (*until 4 Mar*)
Gwee Min Yi
Jason Lee Kang Yao
Rashiqa Asy-syafi'i Abdul Rashid (*from 17 Mar*)
Alfian Mohamed Sadali (*from 19 Sep*)
Christine Scully
Christina Chng

INTRODUCTION

To begin the Committee Report, it is useful to remind ourselves of the mission of TWC2:

- 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.

The Committee Report is an overview of our activities in 2016 in pursuit of this mission. It is divided into Part 1 Advocacy, Part 2 Direct Services, and Part 3 Organisational Support.

PART 1 – ADVOCACY

Our Advocacy activities encompass Research, Communications, and Engagement with the Public and Stakeholders. Details are in Appendix 1 on page 10.

1.1 Research

Two research reports were released in Oct 2016. “The Price of a Job” was an assessment of the effectiveness of measures to reduce foreign domestic worker recruitment fees. Five years after MOM capped the recruitment fees charged by Singapore agencies, a survey of 232 FDWs found only a small decrease in the number of months needed for them to repay the fees.

“Diluted Justice” was the outcome of a joint research by Sallie Yea and TWC2 on human trafficking in the fishing industry. Funded by Chen Su Lan Trust, research was based on interviews with fishermen victims, some of whom were witnesses and plaintiffs in civil and criminal proceedings. Also interviewed were their family members and key informants from NGOs and international organisations in Singapore, Cambodia, Philippines and Indonesia.

A major research project focused on the MOM dispute resolution system as experienced by migrant workers with salary and injury claims was completed in Dec 2016. Supported by another generous grant from Chen Su Lan Trust, this joint undertaking between TWC2 and SMU involved early 100 volunteer researchers who interviewed 157 Bangladeshi, Indian, and

Chinese claimant workers, as well as academics, industry representatives, and legal and medical practitioners. Both the legislative framework for injury and salary claims and first-hand experiences of workers were examined.

The research reveals that significant numbers of workers face problems of under-reporting of injuries by their employers; lack of access to evidence for a claim, including documentation and witnesses; and the inability to enforce Labour Court orders. The research report titled “Labour Protection for the Vulnerable”, with policy recommendations under ten broad areas, is expected to be released in May 2017.

Another major research was on recruitment costs for migrant workers to come to Singapore. The first stage looked at recruitment and placement processes in different jurisdictions, particularly measures aimed at cutting recruitment fees. By end-2016, papers on China, Hong Kong, Indonesia, Macau, Malaysia, Philippines, Qatar and Taiwan have been posted on our website. Papers on Brunei, Korea, Japan, Poland and France were at various stages of drafting.

The second stage of this project, through 2017, will look at practices in these jurisdictions that may be applicable to Singapore towards cutting recruitment costs.

A survey of foreign domestic workers’ living conditions, released in Jun, showed four in ten having to share their rooms, including a “surprising” number with a teenage or adult male.

Smaller survey-based research projects, taking advantage of our Outreach Sundays, were also conducted by our Social Workers and volunteers. Five have been completed and published on the website, while two were still in progress at the end of the year.

A series of lively research forums were held during the year, in which presentations were delivered on completed and on-going research, both within TWC2 and by other researchers. These forums provided a favourable environment for exchanging ideas and refining research.

1.2 Communications

Our two key advocacy platforms, the Website and the Facebook page, complement one another. Like a library, a website is a repository of articles that continue to be accessed over the longer term. Social media, on the other hand, offers immediate, short-term impact. Many website stories are highlighted on FB to generate awareness and draw viewership.

Our team of volunteer-writers posted 110 new webpage articles, and 74 FB posts in 2016. Viewership varies considerably, but a website post typically drew 2,000 – 5,000 views. Our Facebook page has over 11,000 followers and a strong viewership. Some posts logged an average of 7100 views each. The 3G phone donation project had the highest, close to 346,000.

The “Donate a 3G phone” project was a major campaign we ran on Facebook. In anticipation of the impending phasing out of the 2G telecoms network, we called on the public to donate their used 3G phones to help our clients upgrade. Three short videos were made in-house and advertised on Facebook. The campaign was also aided by mainstream media coverage and interest, from The Straits Times, Lianhe Zaobao and The New Paper.

The resulting response exceeded our expectations. Cash donations, in particular, hit the \$10,000 target within 6 weeks. The campaign culminated in Mar 2017 with the distribution of phones to our delighted clients. Clients of other migrant-worker NGOs also stand to benefit.

1.3 Public Engagement

Our public engagement activities were mainly channelled through the media, educational institutions, and the monthly Heartbeat sessions from which we draw new volunteers.

In the media, TWC2 was one of the “four big NGOs” showcased in a Straits Times special to commemorate Migrant Workers Day in Dec. ST also reported the release of two of our survey reports, on foreign domestic worker recruitment fees in Oct, and on foreign domestic workers’ living conditions in Jun.

TWC2 was quoted or referred to in at least 22 articles in the Singapore media (including Channel NewsAsia and Lianhe Zhao Bao) and two overseas. Four letters to the Editor from the society and our activists were published in the local press, including one on the salary of cleaners and another on resolution of unpaid-salary cases.

On the education and academic front we have seen a marked increase in interest in migrant-worker issues. During the year we gave talks, participated in panel discussions, conducted Day Schools and were a resource for academics and students working on research and other projects. Participants in these engagements came from institutes of higher learning (NUS, NTU, NIE, SMU, LKY School of Public Policy, LaSalle College of the Arts, University of Adelaide, Georgia Tech, University of Sydney, Sorbonne Nouvelle), Junior Colleges and Polytechnics (Raffles, Meridian, Innova, Serangoon, Temasek JC, ACJC, Hwa Chong Institution, Temasek Polytechnic, Singapore Polytechnic), and schools (St Hilda's Secondary, Dunman High, Nanyang Girls' High, School of the Arts, and United World College of Southeast Asia.)

As a pay-off from our active communications efforts, Heartbeat too has seen an increase in attendance, which translates into a steady flow of new blood for our volunteer pool. In the 11 sessions in 2016 (none in Dec), we had a total of 289 participants, up from 153 in 2015.

1.4 Engagement with Policy Makers & Stakeholders

TWC2 took part in an NGO dialogue with Law and Home Affairs Minister K Shanmugam. We engaged two Members of Parliament on migrant-worker issues, and provided input for their questions in Parliament. We also visited the Centre for Domestic Employees, met with Migrant Workers Centre Chairman Yeo Guat Kwang, and held an introductory meeting with the new MOM Divisional Director for Foreign Worker Policy.

Our advocacy initiatives included working on a joint NGO submission to the UN Committee on the Elimination of All Forms of Discrimination against Women (CEDAW). John Gee representing TWC2 worked on a section on foreign domestic workers to be submitted to the Committee in 2017. We also took part in online discussions of Migrant Forum in Asia, and Treasurer Alex Au attended MFA's General Forum in Dhaka in December.

PART 2 – DIRECT SERVICES

Direct Services allow us to attend to the immediate, tangible needs of destitute migrant workers even as we engage in advocacy to address the deeper issues. The roughly 2000 individuals who registered for free meals under the Cuff Road Project is an indication of the number of migrant workers who benefited from these services during the year, since TCRP is the primary point of contact with us for the majority of clients.

In addition to the list below, TWC2 has close ties with the Indonesian and Filipino Family Networks, which offer enrichment classes and other services for domestic workers (*page 9*).

Services (<i>in alphabetical order</i>)	Page
CARE Fund: umbrella fund covering Projects FareGo, R2R, Roof and Lifeline	5
Case Work Assistance: full services for managing a compensation or salary claim	7
Cuff Road Project: free meal programme for destitute male workers in Little India	7
Dayspace: activity centre and emergency shelter in Little India	8
Discover Singapore: low-cost but fun outings to bring cheer to our destitute clients	8
Helpline: a dedicated phone channel for advice and grievance reporting	7
Outreach: monthly distribution of information about TWC2 to migrant workers	8
Project FareGo: transport subsidies for attending medical appointments	6
Project Lifeline: emergency shelter for female domestic workers	7
Project Roof: short-term housing subsidy for injured or destitute male workers	6
Road-to-Recovery (R2R): support for injured workers on their hospital visits	6
Wednesday Clinic: legal support for court cases and more complex claims	8

2.1 CARE Fund

The CARE (Compassion and Relief for Emergencies) Fund assists migrant workers in dire need, chiefly for medical treatment and consultations, transport, and emergency housing.

Many of our clients seek help after sustaining workplace injuries, and for some, necessary treatment is withheld due to the \$36,000 cap on the employer’s insurance policy or the one-year limit that the employer is required to foot the bill. Some workers suffer non-workplace illnesses or injuries and are unable to access funds from their employers.

In 2016 we started to reflect the breakdown of CARE Fund Medical into Large Medical Expenditure, R2R and Miscellaneous (non-medical expenditure). Large medical expenditure went to three urgent and necessary surgeries last year (each costing over \$1,000) and their follow-up treatments which would have been withheld or delayed had we not undertaken to pay. Miscellaneous on the other hand were for non-medical but necessary expenditure, e.g. when salary-unpaid workers living in distant dormitories had to come to our office for case consultation, with no money for transport and meals.

Large Medical Expenditure	R2R	Miscellaneous (non-medical)	Total
\$24,215	\$15,374	\$10,942	\$50,531
<i>(Compare: In 2015 CARE Fund General plus CARE Fund Medical including R2R totalled \$41,500)</i>			

2.1.1 Project FareGo

Project FareGo provides public transport subsidy in the form of EZ-Link Card top-ups to assist distressed clients who need to attend medical consultations and physiotherapy sessions.

Project FareGo	2016	2015
No of clients	799	641
Total expenditure	\$25,262	\$22,177

2.1.2 Road-to-Recovery (R2R)

The objective of R2R is to enable our injured clients to receive the medical treatment they need. We accompany them to hospitals, interface with hospital admin, nurses, and doctors, and make cash co-payments where employers refuse to pay, or have delayed paying, thus holding up their medical treatment. Transport to and from hospital is also provided for those unable to walk or use public transport due to their injuries.

Road-to-Recovery (R2R)	2016	2015
No of hospital trips by R2R volunteers	270	213
No of individual workers helped	132	89
Average no of hospital visits/worker	2	2.4
Average no of hospital trips/month	22	18
R2R expenditure	\$15,374	\$11,483
Average cost per hospital visit	\$57	\$54
No of active volunteers at end of year	18	14

R2R volunteers are supported through briefings on topics relevant to their tasks: facts about the Work Injury Compensation Act and MOM claim process, R2R policy on reimbursement for medical and transport costs paid on behalf of clients, and injury case studies.

In a partnership with Mt Alvernia Outreach, a fortnightly medical clinic was started in mid-2016 at Dayspace, providing free primary healthcare (GP) services for our clients. Mt Alvernia provided a doctor, two clinic staff and prescription medicine, and TWC2 provided the space and case management of workers who require follow-up treatment or medical tests through R2R. Volunteer service was also provided by NUS medical students.

The clinic operated on alternate Wednesday evenings, starting with 17 patients. By year-end, it was seeing about 30 workers per evening and running at near capacity.

2.1.3 Project Roof

Project Roof	2016	2015
No of clients	30	32
Total expenditure	\$25,870	\$26,450

As a means of managing demand, Project Roof is not publicized among its target clients. The programme provides short-term housing subsidies for a maximum of 10 clients, chosen based on severity of injury, degree of indebtedness, mental state, and the importance of their continued presence in Singapore for medical or legal issues.

2.1.4 Project Lifeline

In 2016, Project Lifeline had four clients (1 Filipino, 1 Indonesian, and 2 Indians). However, three of them were sheltered for longer terms, staying three to six months.

Project Lifeline	2016	2015
No of clients	4	23
Total Expenditure (low due to out-of-pocket spending)	\$220	\$630

2.2 The Cuff Road Project (TCRP)

Since its inception in March 2008, TCRP has remained the central platform of our direct services. It is open to migrant workers who are not permitted or are unable to work after lodging a salary or injury claim. This programme is where most of our clients begin their journey with us. In turn, they provide us with information on working conditions, recruitment costs and other concerns which feeds into our advocacy and other direct services.

We continued to offer free breakfast and dinner at Alankar (Dunlop Street – Tue and Fri) and Isthana (Rowell Road – Mon, Wed and Thur, plus Sat lunch only.) These two restaurants reflect the South Asian composition of TCRP clients – 15% Indians and 85% Bangladeshis.

With the regular presence of social workers and volunteers at each meal, TCRP clients receive case assistance and other forms of support as well as food. Many individuals and other groups also use TCRP as a distribution point for their donations of toiletries, fruit, and other items.

TCRP client numbers and costs	2016	2015
Total number of meals	77,350	80,192
Total expenditure on meals	\$170,329	\$181,305
Average cost per month	\$14,194	\$15,108
Average cost per meal	\$2.20	\$2.26
Average number of meals per month	6,445	6,682
Average number of meals per week	1487	1,543
Total number of clients for year	1991	1720

As the figures show, there was a rise in client numbers in 2016, but a slight decline in meal numbers. This could indicate that fewer clients are able to secure housing in Little India due to the gradual closing down of shop-house dormitories, part of a move to gentrify the area and segregate transient workers in purpose-built dormitories far from the city.

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 13 shows a breakdown of case numbers. Bangladeshi men continue to form the majority by nationality, but Indian men have overtaken their Chinese counterparts to take a distant second place. Salary and Work Accident cases formed the bulk by Case Category.

2.4 Dayspace

Opened in 2015 and managed by our Social Workers, Dayspace is well-utilised particularly on weekends and weekday evenings. Located right smack in Little India, it is a convenient venue for meetings, talks, training, medical clinics and day schools. On Sundays, Dayspace is used by the Filipino and Indonesian Family Networks for enrichment classes and activities.

Dayspace is also an emergency shelter for workers denied housing by their employers or who fear repatriation if they returned to their dormitories. In 2016, we sheltered 33 such cases.

2.5 Discover Singapore

Discover Singapore organises low-cost but fun excursions and social activities to bring cheer to our Special Pass clients. The hope is that, despite their troubles, clients will bring back these memories of Singapore culture, landscape, and people when they head home someday.

DS runs at least one and usually two outings per month, organised by the 39 active volunteers. They are joined by a minimum of 20 and a maximum of 45 clients each time. 2016 destinations and outings included BBQ at East Coast Park, Holi at Esplanade, Cricket at St Andrew's Secondary School, RSAF Open Day, Gardens by the Bay, Night Safari, River Safari, Science Centre Singapore, and SEA Aquarium in Sentosa.

Planned outings for 2017 include Istana Open Day, Holi at Esplanade, Yale-NUS Lunchtag, NUS Tembusu College Dinner, St John's Island camping, and Night Safari.

2.6 Outreach

Outreach is aimed at informing the wider migrant-worker community of our mission. Apart from giving away tissue paper souvenir packets printed with our information, we also distribute flyers in Chinese, Bengali, Tamil, Indonesian, Burmese and Tagalog. Outreach is also an opportunity to conduct some of the smaller surveys referred to under Research.

In 2016 our team of Social Workers led 10 Outreach Sundays assisted by volunteers from each month's Heartbeat session. They went to locations like Lucky Plaza, Little India, Aljunied and City Hall, targeting Filipino, Bangladeshi, Indian, Indonesian, Chinese and Burmese workers. In a variation organised by a polytechnic, Outreach involved 230 students in May and another 171 in Nov.

2.7 Wednesday Clinic

The Wednesday Clinic aims to support our Social Workers in managing the more complex injury or salary claims, claims that have proceeded to Labour Court, or claims where criminal charges are involved or legal advice is needed. The team's name derives from its practice of meeting clients at the office every Wednesday.

Among the Clinic's goals are to help prepare clients for hearings and pre-hearing conferences; help clients understand the costs and risks (including time) of their options so they can make informed decisions; find and organise pro bono representation where needed and support pro bono initiatives for migrant workers; monitor and track MOM practices and application of the law and key rulings of the courts; identify problems with the law, policy and practice commonly faced by migrant workers; and fully document the cases handled.

All of the Clinic’s 2016 clients were male Bangladeshi and Indian construction or marine workers. The majority had salary or injury claims heading for Labour Court hearings or pre-hearing conferences. The rest had criminal and police cases, or injury cases delayed by objections and clarifications.

Wednesday Clinic	2016	2015
Number of Clients	57	36
Number of Volunteers (not including interns)	7	3

Volunteers included three lawyers and a Bengali interpreter. In addition, the team had the support of six summer interns. The Clinic has also developed a salary calculator tool which automatically creates precise salary claim summaries once the data is entered. This is useful for MOM salary hearings and High Court appeals.

Wednesday Clinic cases contributed to the Labour Court Research Project (*see 1.1 Research*).

2.8 Filipino Family Network & Indonesian Family Network

TWC2 recognises the continuing work of FFN and IFN in offering skills-upgrading and social and cultural activities for their members and counselling for domestic workers in trouble.

FFN and IFN are independent support groups of Indonesian and Filipino domestic workers affiliated to TWC2. We support them by providing the space and some funding for their activities. In return, they contribute to our work in many areas, including public and media engagement, research, outreach and case counseling.

At the FFN graduation ceremony at the end of the year, 71 students received certificates for successful completion of courses in subjects like Photography, Floral Arrangement, Dress Making, Art & Craft, Computer Literacy and Cosmetology.

In early 2017, IFN held their graduation ceremony for 86 students who successfully completed courses such as Computer Literacy, Dressmaking, English Language, Handicraft and Bridal Make-up.

TWC2 also recognises the active participation of FFN and IFN in our International Domestic Workers' Day Celebration in June, and International Migrants Day Celebration in Dec. 150 of their members took part in IDWD, which was organised to enhance awareness of the ILO Domestic Workers' Convention (C189). They also actively participated in IMD, held in conjunction with our annual fund-raiser which this time was called ♥@theMovies.

PART 3: ORGANISATIONAL SUPPORT

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

3.1 Human Resource

TWC2 experienced major staff movements in 2016. We began the year with a four-strong social work team, but the two most senior members left to pursue careers elsewhere. Another left briefly, but was rehired later. Two new social workers were hired to replace the staff loss, and the year ended with the social work team back to its strength of four.

There was a decline in total casework volume handled by the social work team, down to 429 cases from 720 in 2015. A possible cause was the major turnover in the team. Another was the lack of experience of the three new team members. Nevertheless it is a situation that should be addressed and the volume of casework must regain normal standards. Should the shortfall persist, it would be hard to justify this level of social work staff strength.

We paid a 13th-month salary and merit-based bonuses for 2016. In September, all confirmed members of the social work team also received salary increments to keep up with the market.

In 2016, TWC2 hosted 11 interns from both Singapore and foreign universities, an increase from seven in the year before. Beginning in 2016, interns can opt to specialise in legal issues related to foreign workers. They would work under the supervision of the Wednesday Clinic, a project helmed by volunteers familiar with the workings of the law.

3.2 Fund Raising

TWC2's expenditure crept close to \$600,000 in 2016 which was an expected outcome because of the growth in its activities. Fortunately, funds raised were sufficient to cover the amount. Once again we are grateful to major donors such as Lee Foundation, Chen Su Lan Trust, Ms Stefanie Yuen and others who have chosen not to be named.

The annual fundraiser, traditionally called Lunch With Heart, was revamped and renamed ♥@theMovies, a film show with lunch and lucky draw thrown in. It was held in conjunction with TWC2's marking of International Migrants Day at arthouse cinema The Projector, with the movie Dr Strange as the main attraction. Initially, tickets moved very slowly causing some worries. But supporters rallied at the last moment to help raise a record \$60,000. As in 2015, ticket sales got a much needed boost from Cargill TSF Asia Private Ltd.

Another unexpected windfall came from Goldman Sachs Gives, the philanthropic fund of the company. Participants in its Investment Banking Division (IBD) Intern Challenge recommended TWC2 to receive grants amounting to USD20,000 and GBP7,743.

While fundraising did bring in the necessary funds for the year, 2017 will see expenditure increase significantly arising from the need to hire an Executive Director to help run an increasingly busy and growing organization. Fundraising will have to be stepped up and be better structured to improve engagement with existing donors and identify new sources of funding.

3.3 Process Efficiency

Camans, our cloud-based app for case management, functioned smoothly through 2016. It has enabled us to retrieve information far more easily than previously, both with respect to individual cases and in aggregate terms.

Much of 2016 was spent developing a second cloud-based app called Bahamas, comprising a database of contacts (volunteers, members, donors and external parties), a database of volunteering events and a way for volunteers to sign up for participation in events.

Bahamas was developed by a team of students from the SMU School of Information Systems for their IS480 project. It went live in October 2016, and now most volunteering events are organised through this platform.

TWC2 Executive Committee 2015-2017

23 Apr 2017

Contributors:

Noorashikin Abdul Rahman, Russell Heng, Alex Au, John Gee, Debbie Fordyce, Christine Pelly, Loh Wei Hung, Pat Meyer, Tamera Fillinger, Ethan Guo, Jason Lee Kang Yao, Gwee Min Yi and Staff of TWC2

APPENDIX 1 Select List of Research, Advocacy & Public Engagement Activities 2016

1.1 Research & Policy Submissions

- TWC2 and SMU, Labour Court Research Project, completed end 2016, release expected May 2017
- TWC2, country reports on recruitment costs in China, Hong Kong, Indonesia, Macau, Malaysia, Philippines, Qatar and Taiwan, published on website end 2016
- TWC2, *The Price of a Job*, on recruitment costs for Indonesian, Filipina and Myanmar domestic workers in Singapore, research report released 31 Oct
- Sallie Yea and TWC2, *Diluted Justice*, on human trafficking in Southeast Asian fishing industry, research report released 21 Oct
- TWC2 contributed to section on foreign domestic workers in joint NGO report to UN CEDAW for 2017 submission
- TWC2, survey on living conditions of foreign domestic workers, released Jun 2016

1.2 Dialogues & discussions with policymakers & stakeholders

- CP: NGO dialogue with Minister for Law & Minister for Home Affairs K Shanmugam, organised by AWARE, 23 Sep
- NAR, CP, LWH: Informal meeting with new MOM Divisional Director for Foreign Worker Policy Lee Pak Sing, 20 Jul
- JG: Observer at consultation by Migrant Forum in Asia with group of domestic workers, 29 May
- DF: Meeting with MP Louis Ng, 30 Mar
- NAR, LWH, LO: Visit to Centre for Domestic Employees and Meeting with Migrant Workers Centre Chairman Yeo Guat Kwang, 10 Feb

1.3 Talks & Presentations

- AA: Asia Journalism Foundation Conference, 23 Sep
- JG: Panelist, Commentary and Appreciation, NUSS Guild House, 31 Aug
- NAR: Apa itu Activist? A forum on civil society action and advocacy, SMU, 20 Aug
- JG: Panel discussion "Why human trafficking undermines Singapore's future", organised by HOME & Soroptimist International Singapore, 30 Jul
- DF: Nanyang Girls' High School Racial Harmony Day, 18 Jul
- CP, SL: Youth members from Church of Our Saviour, Social justice in the context of Migrant Workers, 29 May
- SL: School of the Arts (SOTA), SOTA Humanities Camp, 24 May
- AA: Masters in Communications students, Université Sorbonne Nouvelle, 16 May
- Law trainees from San Beda Legal Aid Bureau, Manila, 23 Feb

1.4 Day Schools

- DF, CP, BBB: University of Adelaide, 7 Dec
- DF, JG, CP: Peaceboat (Japanese NGO), 28 & 31 Aug
- SL: Innova Junior College, 20 Apr
- PE: Ahmad Ibrahim Secondary School, 11 Mar
- PE: Temasek Junior College, 7-10 Mar
- SL: University of Sydney, 29 Jan
- DF: United World College of Southeast Asia, 20 Jan
- Grace Baey, Kellynn Wee: School of the Arts (SOTA), 5 Jan

1.5 Mainstream Media Presence & Engagement

- TWC2 featured, DF and RH quoted, *A helping hand in a foreign land*, ST special commemorating Migrant Workers Day, 18 Dec
- Results of TWC2 survey of recruitment fees for foreign domestic workers, *More transparency urged in agency fees for maids*, ST 30 Oct
- TWC2 3G phone donation campaign featured, AA quoted, *Group helping foreign workers to get 3G phones*, ST 23 Sep
- V Anbazhaga story, AA and DF quoted, *Worker with crushed finger gets just 1 day off*, ST 2 Aug
- Results of TWC2 survey of foreign domestic workers' living conditions, JG and AA quoted, *Four in 10 maids sleep in shared room: Poll*, ST 18 Jun
- AA letter to Forum page, *Ensure pay is banked, offer mobility*, ST 17 Jun
- Shahidulla Md Anser Ali story, DF quoted, *Worker accused of making false claim: MOM drops charges*, ST 9 May
- Molla Shahjahan story, TWC2 quoted, *MOM probes claims that foreign worker was locked up by boss*, ST 12 Jun
- HOME-TWC2-Cambodian NGO joint statement, *NGOs: Need to protect Cambodian maids better*, ST 1 Feb

1.6 Events with Advocacy focus

- TWC2, IFN, FFN: Sports & Fitness event, International Domestic Workers Day, 10 Jul
- JG: Panel discussion, Yale-NUS & NUS Law, Migrant Workers Awareness Week, 3 Feb
- AA: Panel discussion, Yale-NUS & NUS Law, Migrant Workers Awareness Week, 1 Feb

Legend:

AA: Alex Au; BBB: Balambigai Balakrishnan; CP: Christine Pelly; DF: Debbie Fordyce; JG: John Gee; LWH: Loh Wei Hung; LO: Louis Ong; NAR: Noor Abdul Rahman; PE: Public Engagement team; RH: Russell Heng; SL: Shona Loong

APPENDIX 2 Case Work and Helpline cases handled by staff Social Workers 2016

SW Case Work by Chief Problems, Gender & Nationality

	Totals by Category/Nationality									
	Male	Female	Bangladesh	India	China	Myanmar	Philippines	Indonesia	Others	Total
Injury, work	138	0	130	8	0	0	0	0	0	138
Salary/Deductions	192	3	179	11	3	1	0	1	0	195
Contract dispute	7	0	4	1	1	0	0	0	1	7
Criminal investigation/charges	7	1	6	0	0	0	0	1	1	8
Dispute with agency	0	1	0	0	0	0	0	1	0	1
Illness	5	1	5	0	0	0	0	1	0	6
Injury, non-work	3	0	2	1	0	0	0	0	0	3
Insufficient work assigned	2	0	2	0	0	0	0	0	0	2
Kickbacks	2	0	2	0	0	0	0	0	0	2
Mistreatment	0	5	0	2	0	0	0	3	0	5
Premature termination	11	1	10	1	1	0	0	0	0	12
Recruitment fail, not scam	9	0	6	2	0	0	0	0	1	9
Recruitment fail, scam/misrepresentation	10	0	8	2	0	0	0	0	0	10
Repatriation/transportation	2	0	1	1	0	0	0	0	0	2
Resignation/Change of employer	14	1	13	1	0	1	0	0	0	15
Run away	0	1	0	0	0	0	0	1	0	1
Work pass revoked by MOM	3	0	3	0	0	0	0	0	0	3
Other	8	2	7	1	0	1	0	0	1	10
TOTAL	413	16	378	31	5	3	0	8	4	429

NB: The table shows only the primary complaint lodged in each case. In almost all cases, however, there may be additional complaints such as Contract dispute, Dispute with agency, Illegal deployment, Kickbacks, Retention of personal documents, Excessive hours and Safety violations.

Information & Referrals that did not progress to case work	2016
Helpline calls:	
Male caller	127
Female caller	26
Gender unknown	0
Subtotal helpline calls	153
Other I&R contacts/conversations (e.g. email, face-to-face)	
Male caller	90
Female caller	17
Gender unknown	0
Subtotal other modes of contact	107
TOTAL	260

NB: Nationality and Case Category figures, for both Case Work and Helpline calls, do not necessarily match up as a single client may present more than one problem.