



# Annual Report 2018

31 December 2018

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## About HOME

Founded in 2004, HOME (Humanitarian Organisation 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.

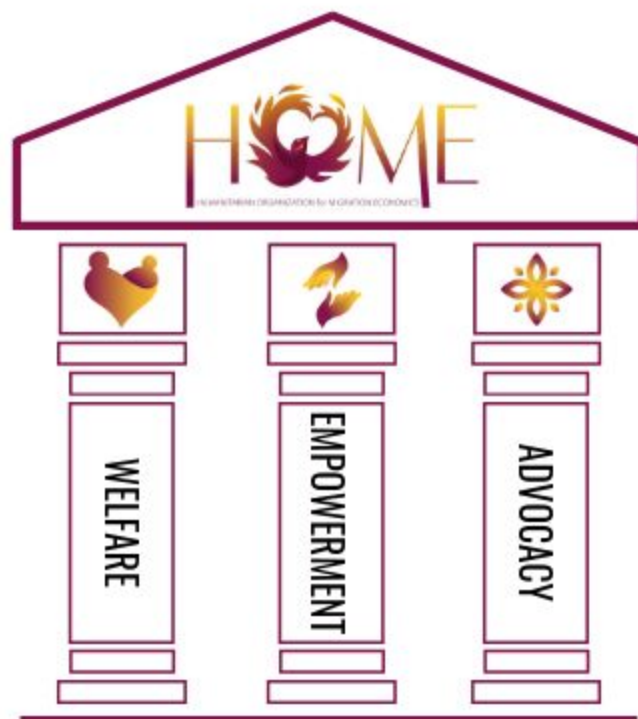
## MISSION

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.

# EXECUTIVE DIRECTOR'S MESSAGE



migrant workers. We hope our research and advocacy efforts will facilitate key stakeholders towards ensuring timely and attentive support to victims of abuse and exploitation as well as ensure prevention of cycles of abuse that vulnerable migrant workers find themselves in.

In 2018, we completed a project on the new Employment Claims Tribunal (ECT) that non-domestic workers need to navigate through to pursue their claims of non-payment of salaries, one of the top issues reported at our non domestic help desk. The project culminated in the development of booklets in various languages to assist migrant workers in navigating through the ECT system.

*I*t is with great pride that I present to you HOME's 15th annual report.

The year 2018 was an exciting one for HOME and saw many positive changes and progress. We set up our public office in Geylang, welcomed new board members and staff and built new partnerships. We increased our outreach specifically within Burmese and Indian migrant workers, who, in our experience, are more vulnerable due to language barriers and fewer support systems. We organised a series of events and legal rights trainings for our community leaders with the aim of encouraging leadership, peer support and more timely help seeking. Corporate partners and students' groups helped us organise 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.

Our shelter, case work and legal support programmes continued to support domestic and non-domestic migrant workers in crises situations. Through our programmes, we were able to provide assistance to over 1,700 migrant workers during the year. 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.

While HOME has been primarily invested in providing humanitarian services to migrant workers in crises, we also aim to present empirically-relevant data and highlight systemic issues that enable exploitation of low-waged

We also initiated a research project on forced labour, in collaboration with Liberty Shared, Hong Kong and another one on recruitment practices that we look forward to publishing in 2019.

We strengthened our regional engagement too, through partnerships with regional networks like Migrant Forum for Asia and local organisations in Philippines, Indonesia and Myanmar. The HOME Academy which provides skill building classes for domestic workers continued to flourish and grow. Over 1,500 students graduated from a wide range of skill building classes.

We continued our partnerships with the Indonesian Embassy, Sri Lankan High Commission and Barker Methodist Church to make classes more accessible to domestic workers. In 2019, we are excited to launch our outreach material in many more languages, including, Burmese, Bahasa, Tamil, Bangla and Hindi and developing in-house capacity to assist workers in the required languages.

We are also planning for targeted campaign and consultations around recruitment reforms that would engage migrant workers, employers, our community partners and the government. None of these would be possible without the trust that our supporters – donors, partners and volunteers - have placed in us through the years. We hope that you will continue to support us in this journey to create a Singapore where everyone is an equal in dignity and rights.

*Sheena Kanwar*

HOME Executive Director

# HOME - BOARD OF DIRECTORS

## PRESIDENT

**Natalia GOH Suk-Lin**

*Head of Credit Cards and  
Unsecured Lending, Standard  
Chartered Bank*

## VICE PRESIDENT

**Henny Mardiani**

*Law Clerk, The Arbitration  
Chambers, Singapore*

## TREASURER

**Linda Ma'arof**

*Admin & Purchasing Manager,  
Kaizen Offshore & Marine  
Solutions*

## VICE TREASURER

**Neil Arora**

*Senior Managing Director,  
Macquarie Group*

## SECRETARY

**Henry Lai Hoe Keat**

*Lecturer, Institute of Technical  
Education*

## VICE SECRETARY

**Christianto**

*Head of Strategic Planning,  
Apical*

## MEMBER

**Abhishek Mittal**

*Director, Talent Consulting  
Business, Willis Towers Watson*

## MEMBER

**Erica Allarey**

*Manager, Lush Fresh Handmade  
Cosmetics*

## MEMBER

**Laavanya Kathiravelu**

*Assistant Professor, Nanyang  
Technological University*

## MEMBER

**Tin Maung Win**

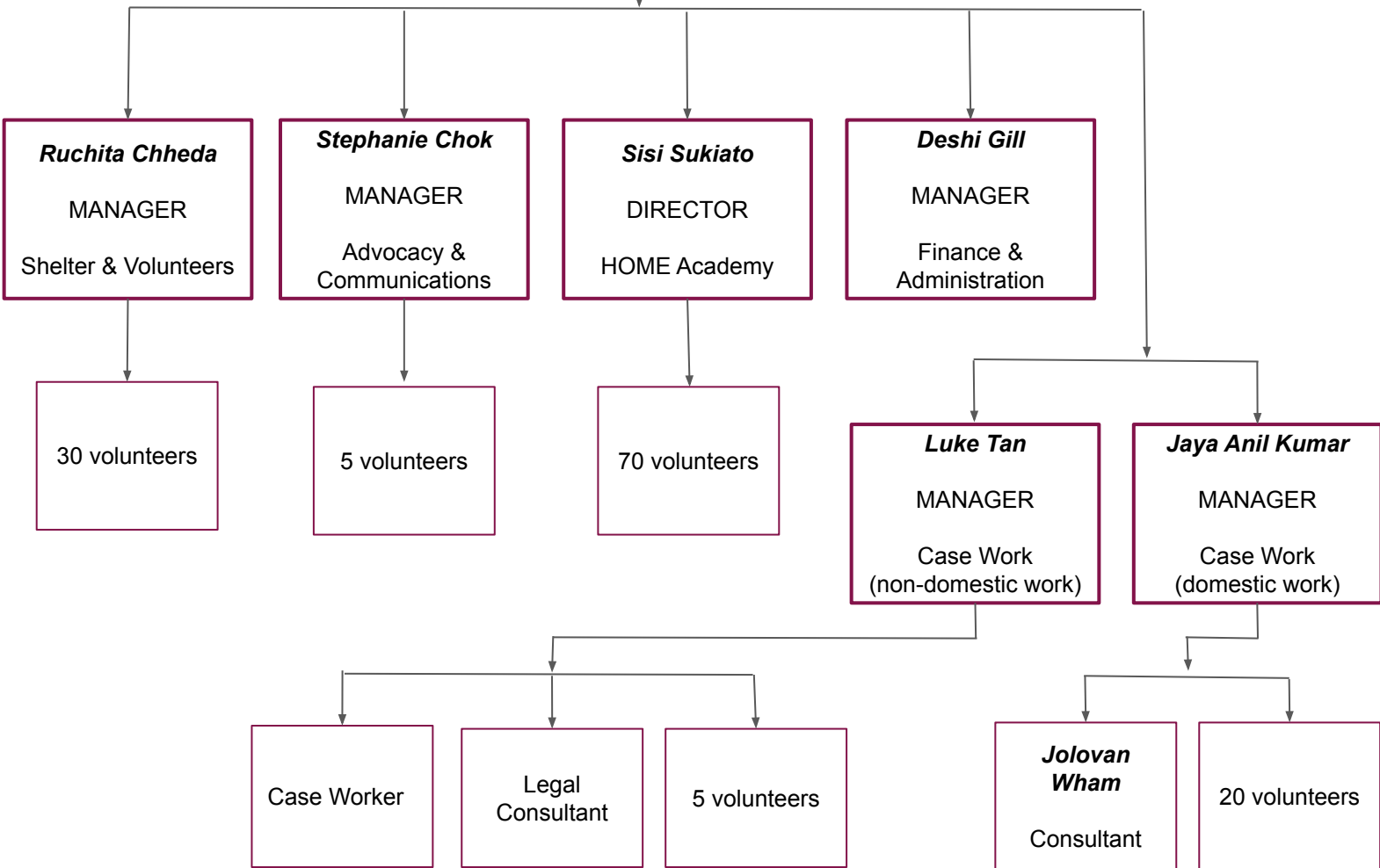
*Project Manager, Rock & Lab Pte  
Ltd*

# HOME ORGANISATIONAL STRUCTURE



Board of Directors & CEO

**Sheena Kanwar**  
EXECUTIVE DIRECTOR





# **HOME DESK, CASE WORK AND LEGAL SUPPORT**



# HELP DESK, 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 Indonesian domestic workers on Sundays and non-domestic migrant workers on weekdays.

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 mainly verbal abuse, overwork and food issues. Please see Table 2 for the breakdown of top issues reported at the domestic helpdesk.

The table below shows the nationalities of clients HOME has received in the past year. Domestic workers from the Philippines make up the largest group, followed by Indonesia and Myanmar.

**TABLE 1: Nationalities of Clients at the Domestic Work Help Desk**

<b>NATIONALITY</b>	<b>NO. OF CLIENTS</b>
<b>Philippines</b>	<b>450</b>
<b>Indonesia</b>	<b>177</b>
<b>Myanmar</b>	<b>128</b>
<b>India</b>	<b>44</b>
<b>Sri Lanka</b>	<b>1</b>
<b>TOTAL</b>	<b>800</b>

# HELP DESK, CASE WORK & LEGAL SUPPORT

## Top issues reported at domestic work help desk

	Verbal abuse	611		No days off	227
	Overwork	447		Denied medical treatment	151
	Food issues	417		Work while sick	148
	Salary	386		Inappropriate tasks	147
	Phone restrictions	379		Dangerous work	130
	Poor living conditions	277		Physical abuse	125
	Illegal deployment	248			

**1**  
Verbal Abuse

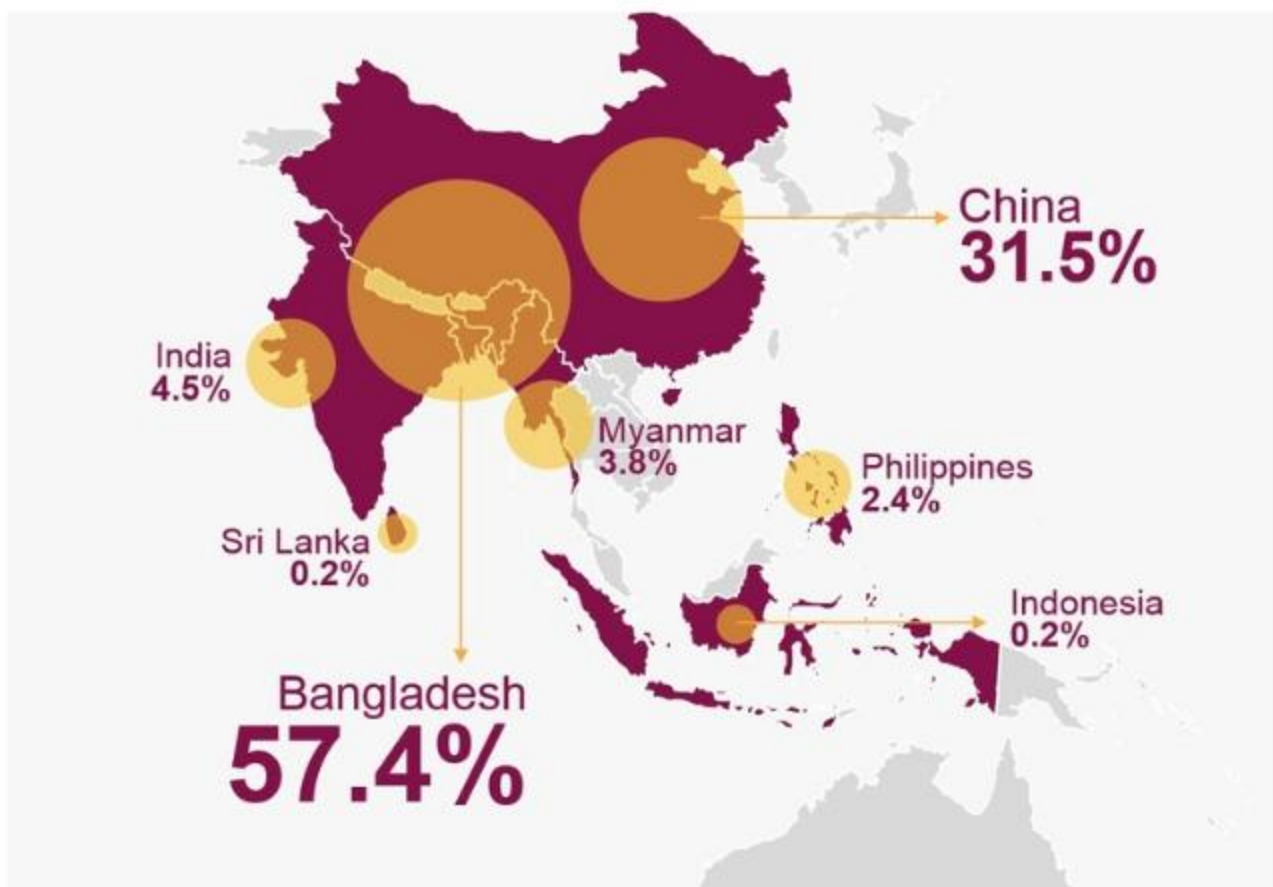
**2**  
Overwork

**3**  
Food Issues

# HELP DESK, CASE WORK & LEGAL SUPPORT








TABLE 2: Nationalities of Clients at the Non-Domestic Work Help Desk

NATIONALITY	NO. OF CLIENTS
Bangladesh	568
China	312
India	44
Myanmar	38
Philippines	24
Indonesia	2
Sri Lanka	2
TOTAL	990



# HELP DESK, CASE WORK & LEGAL SUPPORT

## Top issues reported at non-domestic work help desk

	Unpaid salary	591		Overcharged by agent	243
	Overtime not according to Employment Act (EA)	434		Rest days and public holidays not per EA	232
	IPA letter salary different from actual salary	310		Workplace injury cases	139
	Kickbacks	256			

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

1. Information, emotional support and advice 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 with questions about Singapore's employment practices and laws.
5. Connecting them to pro bono lawyers for legal representation wherever required.

Full time case workers and volunteers run the HOME helpdesks to offer advice and assistance to migrant workers in crisis situations.

The main objective of help desks is to ensure that workers' immediate issues are addressed, that their voice is not compromised amidst the negotiations with employers and agencies, that they are adequately supported while navigating the institutional processes. At the same time, case management, also creates a platform, where systemic issues get highlighted and inform our work, whether it is strategic litigation, or research based advocacy for policy changes.



# HELP DESK, CASE WORK & LEGAL SUPPORT

## **Regular dialogues with the government:**

To have a better connection between our case work and advocacy goals, continue to have 'Case Conferences' with the Ministry of Manpower on a regular basis, to discuss case related and general issues faced by workers, while navigating MoM processes.

## **Capacity building of case management and legal support teams:**

- In 2018, we recruited a **full time Case Manager** dedicated to managing and assuring quality of services provided via the help desk for domestic workers.
- We also recruited a **full time in-house Legal Consultant** at the non-domestic help desk to ensure sustained legal support to workers with claims for injuries at workplace, non-payment of salaries or facing charges for crimes. The full time Legal Consultant acts as a coordinating point between case workers, pro bono lawyers and the clients and also assists the lawyers in research for the cases.

## **Training programmes for domestic worker volunteers:**

Four workshops for domestic workers were conducted on legal issues, case work and access to justice for workers who wish to file statutory and civil claims for their employment related disputes. Participants were taught how to advise other domestic workers who seek help. One of these trainings included a presentation by Eden Law Corporation, in collaboration with the Singapore Committee For UN Women, on the legal rights of domestic workers who are involved in police investigations.

## **Training for case workers included:**

1. 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.
2. Suicide awareness workshop with SOS: participants learned about the warning signs of suicide, and how to respond when someone is feeling suicidal.
3. Casework training where casework volunteers were briefed on well-being issues, best practices and case management techniques.
4. Mediation and conflict resolution with Singapore International Mediation Institute: volunteers learned collaborative techniques to deal with situations of conflict and how to apply them to migrant workers, relevant authorities, employers and agencies.

# SNAPS FROM THE NON-DOMESTIC HELPDESK

*Lunch for volunteers and staff cooked by our client and friend Chunlian (in pink), April 2018. Chunlian had suffered work injuries and salary issues.*



*Mid Autumn Festival celebration, September 2018.*

*Outreach at Tuas South Dormitory, November 2018.*



# SNAPS FROM THE NON-DOMESTIC HELPDESK



*Outing at Gardens by the Bay, August 2018.*

*Right: Outreach at Woodlands Dormitory, April 2018.*

*Below: Communally making dessert balls at HOME's Chinese New Year celebration, February 2018.*



*Right: Dinner sponsored by Crossings Cafe, November 2018, where workers shared their experiences with members of the Catholic group Focolare, both from individual perspectives and as migrant workers facing employment issues in Singapore.*

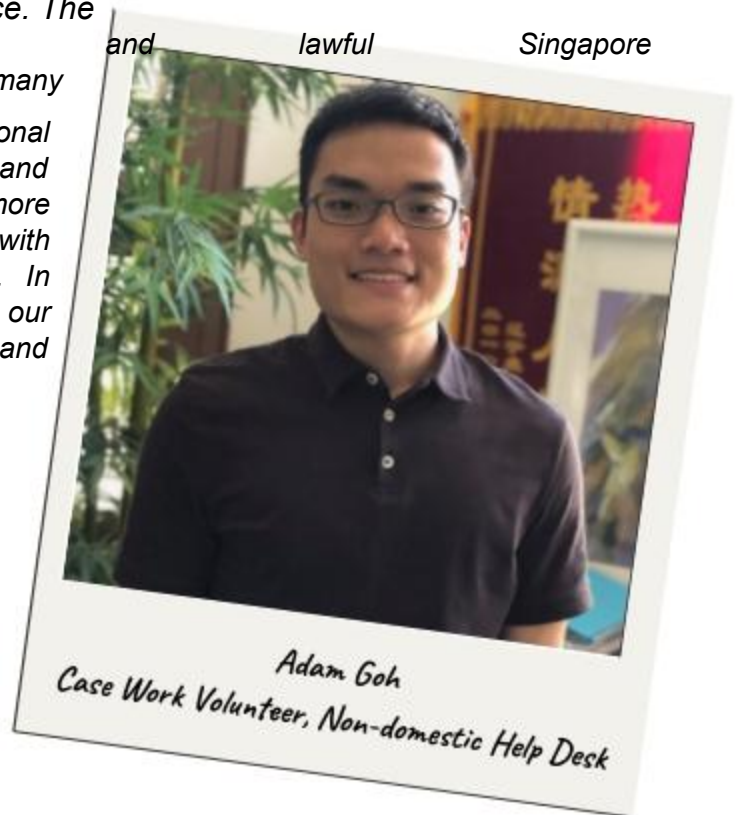


# Volunteer Testimonials



*HOME gives me the invaluable opportunity to walk alongside migrant workers as they navigate complex systems in our society. It's when I filled out the waiver application form on behalf of a worker for a Magistrate's Complaint at the State Courts, and waited hours at a police station and saw him receive suspicious stares from the security personnel there, that I realised just how many obstacles migrant workers face in Singapore when trying to meet basic needs or seek justice. The clean, efficient and lawful Singapore we know is not a reality for many*

*of them. What I really like about HOME is emotional connections that we form. When we laugh, cry, eat and chat with foreign workers, I begin to see them as more than their cases – they become human beings with hopes, aspirations, dreams, anxieties and fears. In supporting and empowering the most vulnerable in our society, HOME breaks down the walls between us and emphasizes our common humanity.*



*Adam Goh  
Case Work Volunteer, Non-domestic Help Desk*



*Jofel Dosano Villaruel  
Shelter Leader and Resident*

*I moved to Singapore in 2006, as there weren't enough opportunities in the Philippines. After a very tough experience as a domestic helper I arrived at Home shelter where eventually I started my rebuilding journey. When I was chosen as shelter leader, I felt honoured and very proud. Very soon I realised how challenging this role was. How many of you have kids? Well, I don't but sometimes I feel as if I do. All the residents have difficult stories: they feel the pressure of not earning money, they feel stuck without a clear vision about the future, they are homesick and depressed. As a leader I had to learn how to manage this kind of situation, being firm but also calm, patient and gentle. I learned to listen more, to hug with more passion and make them laugh louder.*

*My life has been pretty complex so far, but I won't deny anything. Bad experiences and unkind people made me stronger; the love, friendship, empathy and humanity that I found at HOME empowered me, and writing about my wounds healed me. Staying at the HOME shelter is a great thing that impacted my life profoundly. HOME help me to realize that I have a talent for crafting. If I go back to my country I don't need to worry much because I will continue my crafting as a business. Thank you for giving me this opportunity to learn and discover more of my talents. There is a saying: "If one door is closed, God will open another door for you." And which door God opens, no one can close it! So Keep the faith. Don't let anyone to steal your dreams.*







# SHELTER

# SHELTER FOR MIGRANT DOMESTIC WORKERS

For the period between January 2018 and December 2018, we provided shelter to over 800 women, out of which over 400 women were victims of forced labour and exploitative employment practices.[1] The women were from Myanmar, Indonesia, the Philippines and India.

Along with the boarding, lodging, financial and medical support, we ensure long term socio-legal support for the shelter residents.

**Dedicated Shelter Manager:** In 2018, we recruited a **Shelter and Partnerships Manager**. The Shelter Manager ensures quality of services provided at the shelter, prompt and appropriate crisis management as well as constant engagement with volunteers and partners to ensure sustainability of the operations. The Shelter Manager recruits, trains and works with different teams of volunteers to ensure adequate services to the clients.

**Case Workers:** Every client at the shelter is assigned a Case Worker. With supervision from Case Manager and Shelter Manager, Case Workers journey with the clients, follow up with authorities and connect the clients to different support programmes.

**Counsellors:** A team of qualified counsellors works closely with clients who need emotional support. We now have a multi lingual team of counsellors to ensure that clients are able to share about their challenges and feelings comfortably. Counsellors get external supervision from the Counselling and Care Centre to ensure the quality of the counselling service. Recently, we have adopted a support group model to work with the residents, to create sustainable support systems within the shelter community along with support provided by counselling and befriending teams.

**Medical team:** A team of trained nurses led by a practicing doctor visit the shelter, on a weekly basis, to provide on site screening, over the counter medication, advice and referrals to specialists, if needed. The team has worked tirelessly to ensure clients in medical crises get immediate support and are connected to specialized services.

**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 immediate well being of the workers, as well as long term support for them to repatriate or reintegrate back into the workforce.

[1] Regarding forced labour, HOME is guided by the ILO's 2012 document, *Hard to See, Harder to Count*, which sets guidelines to estimate the incidence of forced labour of adults and children.<sup>[1]</sup>

# CASE STUDIES

## DOMESTIC SECTOR



*Rosa*



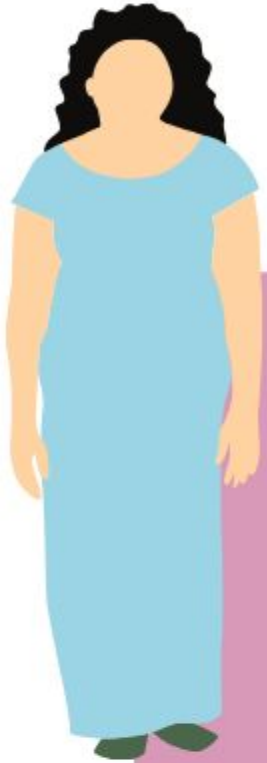
Rosa worked around 19 hours each day at her employer's house. She was not allowed to rest (or even sit down) during the day, except when having her meals, and even then she would be constantly rushed while she was eating. She had no rest days and was subject to seven months of salary deductions to repay her recruitment fees. Rosa said she was constantly scolded by her employer and other family members, who would find fault with everything she did. Her passport was withheld by her employer.

When Rosa asked her employer for a transfer, her employer refused and said she had paid a lot of money to hire Rosa and if she dared to leave she would be reported to the police. After Rosa asked for a transfer, her employer kept the house key on her person and did not let Rosa out of the house; not even to take out the trash. Meanwhile, the grilles to the front door were always locked. Feeling increasingly stressed about being confined in the house and not allowed to transfer, Rosa tried to escape from the bedroom window and fell from a height of several storeys. She ended up badly injured, with both legs fractured. Rosa has been told by the doctor it will take her at least a year to recover from her injuries.

Rosa stayed at our shelter after being discharged from the hospital until she was certified fit to fly. Rosa was injured and required wheelchair assistance. During her stay, HOME volunteers accompanied Rosa for hospital visits and physiotherapy sessions, and also sought to find a foldable walking aid for her when she was able to walk a little. HOME's caseworkers liaised with the police to ask for follow-ups and advocated for Rosa not to be investigated for attempted suicide. HOME volunteers and staff also raised money for Rosa before she left for home.

# CASE STUDIES

## DOMESTIC SECTOR



*Lila*



Lila ran away from her employer as she claimed that her employer was not paying her salary, and had not done so for at least four months. She claimed she was also kept within the employers' HDB flat with four dogs from 2 PM to 9 PM daily, and Lila did not have access to any key to exit the flat. She had also suffered significant weight loss over her time working with this employer, as she could only eat small quantities of noodles, bread, or chapati. Lila rarely got the opportunity to eat protein such as eggs or meat, and lost 6kg over the 6 months she had worked there.

At HOME, we tried to arrange for the collection of her belongings and the substantial amount of outstanding salary for Lila as soon as possible. Regarding her outstanding salary, it was an extremely difficult issue to resolve as we needed proof in order to pursue the claim with the employer. We studied records from Lila's bank statements which reflected salary transfers from the employer. Initially, Lila was compensated for a total of 3 months and 1 week of unpaid work. However, going through the bank statements in detail showed that she was owed a sum closer to 4 and a half months' worth of her salary. After raising this issue with the Ministry Of Manpower (MOM), the employer finally paid the remaining salary that was owed to Lila. After settling the outstanding salary issues, HOME facilitated Lila's repatriation where she is now happily reunited with her family.

*\*All names have been altered to maintain confidentiality.*

# CASE STUDIES

## Cleaning & Construction



Zin

3

Zin came from Myanmar in July 2018 and worked as a cleaner. She was asked to pay a \$4,000 kickback to the employer in person. She was instructed to provide services to at least three different offices every day without any support. She had to navigate herself via Google Maps to reach each destination whilst carrying all her equipment such as toilet rolls, brushes, detergents etc.

Being her first employment in Singapore, she experienced difficulties such as being unable to locate the addresses or managing the local transportation. Even though she worked more than 12 hours daily, she was paid a flat salary. On several occasions she raised her issues with the employer, however, they responded harshly and decided to dismiss her. She sought help from HOME and we guided her on capturing evidence.

The employer later purchased a ticket to forcibly repatriate her. She sought emergency help from HOME as the ICA refused to release her from the airport, even when she told them that she has unresolved employment issues such as unpaid salary and the kickback. HOME's team rushed to the airport and after four hours of effort, managed to get the ICA to release her. We sought the support of MOM for her salary claims and pressed the FMMD to initiate an investigation. After about 2 months of waiting, the Foreign Manpower Division of MOM finally allowed her to go under the Temporary Job Scheme and she was able to find a new employer. She has also managed to recover her salary of \$2,000.

*\*All names have been altered to maintain confidentiality.*

# CASE STUDIES

## Cleaning & Construction



*Hasan*



Hasan worked on the State Courts Towers for three months starting mid September 2018. He was deployed through various middlemen and other subcontractors, and never met his employer. His employer, who had taken kickbacks, declared his fixed salary as \$1,600. But in reality, only less than one-fifth of the salary stated in the IPA, i.e., \$286, was to be his basic salary; the rest were to be allowances. In addition, the total monthly amount of \$1,600 was subject to further deductions of \$800. A few employers follow this practice in order to circumvent MOM's productivity incentive systems and to qualify for paying lower levies.

However, during his employment, Hasan was not paid a single cent. During his employment, he had to borrow \$200 from other workers for his daily survival. In late December, he discovered his employer had cancelled his Work Permit a month earlier. He was very distressed and afraid because he realised he had been illegally overstaying and working in Singapore for weeks.

HOME assisted Hasan in gathering evidence and advised him on his options. The Ministry of Manpower was receptive when he approached them with support from HOME and granted him the permission for temporary work pending further investigations. This outcome has been very helpful to Hasan because as per the case workers' assessment, it seems likely that his original employer is a shell or a phantom company and he will never recover his unpaid salary from them.

*\*All names have been altered to maintain confidentiality.*

# Volunteer Testimonials



*It's an honor to volunteer on the domestic worker casework team with HOME. Over the past four years, I've seen HOME evolve from an organisation with few volunteers to a successful volunteer driven model, where relatively few staff can supervise and organize literally a huge army of volunteers. It's exciting to see the expansion in services and activities HOME can now offer—and this, in the face of a limited budget and a difficult political climate for migrant rights organizations. As volunteers, we have countless opportunities to share our strengths, skills, and ideas to benefit the lives of migrant workers in our community. Specifically in regard to casework, I appreciate that volunteers are encouraged to be part of the process to reflect on and improve our practices, as well as help train new volunteers. HOME's philosophy of empowerment and feminism in our work with migrant workers is mirrored in the management of volunteers, and that's a big part of why I have stayed for so long.*



*Kimberly Hoover  
Case Work Volunteer, Domestic Work Help Desk*

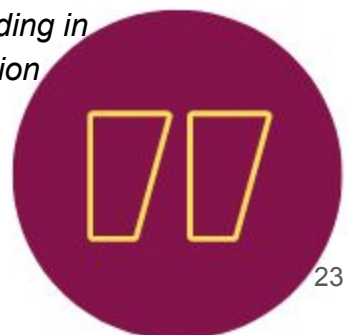
*In this globally integrated world of the twenty first century, we see high human mobility and a high level of reliance on migrants to grow a country's economy. Unfortunately, a state's awareness of the significant contribution by migrant workers is not necessarily accompanied by efforts to increase the protection of their rights.*

*To me, when Singapore opens its doors to migrant workers to help build the country, it should keep its door open to take the migrant workers in when they seek help. I believe it is both government and citizens' responsibility to constantly ensure the wellbeing of migrant workers.*

*As an Indonesian citizen who is residing in Singapore, I make my own contribution in raising awareness and helping migrant workers by volunteering for HOME.*



*Gusti  
Case Work Volunteer at HOME's shelter for domestic workers*



*HOME has become a safe haven in Singapore that remains holding its door open to these migrant workers at all times. I am proud to be a part of HOME that sees the situation surrounding migrant workers from a moral perspective, and therefore continues to provide services to migrant workers regardless of its limited fund and human resources.*

*I would like to see Singapore and my home country Indonesia work harmoniously together in promoting migrant workers' rights in order to create a healthier globalized world. As a fellow migrant who is fortunate to see things from the two countries' perspectives, I will continue to contribute my time, knowledge and skills through volunteering at HOME.*





# LOOKING TO THE FUTURE: PROPOSALS FOR 2019-2021

*This is an artwork by a shelter resident, Josefina and was presented at the Art Exhibition, "Freedom to Create".*



# LOOKING TO THE FUTURE: PROPOSALS FOR 2019-2021

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.

## A. **Crisis intervention and access to justice**

We will continue to strengthen and expand our help desks, case work services and the shelter, to ensure adequate crisis response, legal support and protection for victims who have escaped abusive situations. We plan to set up help desks in Little India specifically for migrant workers from South Asia, from where increased and unregulated migration has been taking place to Singapore in recent years.

We plan to do targeted support work around the recently set up Employment Claims Tribunal that poses several barriers for non domestic workers in pursuing their claims.

## B. **Building an informed and empowered community**

Along with providing emotional and legal support, we also plan to run skill-building classes and connecting shelter residents to various opportunities for safe repatriation and reintegration into the workforce. We have plans to build support systems within the community of the shelter residents, through support group work and peer-to-peer counselling models.

Further, we plan 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.

### **B.1. Specific activities planned for the shelter residents in 2019 include:**

- Training on Financial Planning.
- Sex Education and health check-up camp against most common STDs.
- First Aid and CPR.
- How to prepare yourself for interviews with prospective employers.
- Loan fraud and money lending scenario in Singapore.
- Negotiation skills.
- More skill building and handicraft classes.

# LOOKING TO THE FUTURE: PROPOSALS FOR 2019-2021



## **B.2 Training sessions for case work volunteers:**

- More volunteer interactions: online and through in person meet ups.
- Empathy training.
- Mediation and conflict resolution training.
- Training on first response in situations when victims have faced physical or sexual abuse.

## **B.3 Community outreach activities for the migrant workers' community include:**

- Hari Raya celebrations for Indonesian and Bangladeshi workers.
- Traditional New Year celebrations for Burmese and Indian workers.
- Kartini Day for the Indonesian community.
- Leadership training for domestic workers who volunteer at help desks and help organise skill-building classes.
- Legal awareness training sessions.

## **C. Outreach and awareness amongst Singaporean society:**

We plan to work actively with the community of employers, employment agencies, our networks in countries of origin as well as the government, to facilitate awareness of victims' rights and interventions at the structural level that contribute to prevention exploitation of migrant workers. We plan to organize social media campaigns and in person consultations with employers and agents on finding alternatives to situations that put workers in a vulnerable situation.

## **D. Ethical recruitment:**

We plan to work with stakeholders in countries of origins as well as Singapore to set up basic standards for ethical recruitment and organise a community of recruitment agencies that adhere to those standards. 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.

# LOOKING TO THE FUTURE: PROPOSALS FOR 2019-2021

*Table 1: Projected number of beneficiaries*

	2018 (actual)	2019	2020
Help desk programme	1700	2000	2500
Shelter programme	814	800	800





# HOME ACADEMY



# HOME ACADEMY

Home Academy runs skill building courses for domestic workers who are currently employed in Singapore. We run a wide range of courses, including caregiving, baking, computer and financial literacy, English language, and dressmaking. In 2018, close to 2,000 domestic workers graduated from the Home Academy. A course is five months long and is run on alternate Sundays. These courses culminate with a final assessment and a graduation ceremony.

In 2018, in order to reach out to more workers, we strengthened our partnerships with the Indonesian School, Barker Methodist Church, Mozaic School and United World College South Asia Campus in Tampines, where we currently conduct our classes.

The Home Academy, while providing an opportunity to domestic workers to develop new skills and confidence, very importantly, creates an invaluable sense of community and support.

# HOME ACADEMY

## Breakdown of Home Academy students: January to December 2018

No.	Name of course	Filipino	Indonesia	Myanmar	India	Sri Lanka	Others	Total
1	Basic Caregiver	110	60	72	6			248
2	Advance Caregiver	73	12	17	4			106
3	Nursing Aide	60	5	44	14			123
4	Child Care	3	0	0	32			35
5	Basic Cosmetology	42	3	32	45	3	1	126
6	Advance Cosmetology	47	1	35	47	3		133
7	Basic Baking	138	131	20	2	1		292
8	Advance Baking	72	5	8				85
9	Cooking	59	27	9	2			97
10	Basic Dressmaking	29	44	21				94
11	Advance/Tailoring	11	8	4				23
12	Basic Computer	36	29	14	5	2		86
13	Intermediate Computer	12	18	5	1			36
14	Basic English Level 1	5	28	14	1	122		170
15	Basic English Level 2	3	10	2	7	4		26
16	Beauty Salon		46					46
17	Bridal & Modern make-up		50					50
18	Financial Planning	58	31	8				97
19	Martial Art	16						16
20	Aromatherapy	15						15
21	Art & Craft	5					1	6
	<b>TOTAL</b>	<b>794</b>	<b>508</b>	<b>305</b>	<b>165</b>	<b>135</b>	<b>2</b>	<b>1910</b>

# HOME ACADEMY

Total number above included students from Indonesia School, Mosaic Ministry, Methodist Church and Ngee Ann Poly.

## In-house training:

1 <i>Indonesia School</i>	Number of students
Caregiver in Bahasa	35
Baking class	84
2 <i>Mosaic Ministry</i>	
Basic Baking	15
Advance Baking	33
3 <i>Methodist Church</i>	
Caregiver	13
Hair Dressing	5
4 <i>Ngee Ann Poly</i>	
Financial Planning	92
<b>TOTAL</b>	<b>277</b>

## Training programme for teachers

	Number of students
1. Sri Lanka Community Leadership session	26
2. Financial Planning Training for Trainers programme	11
3. National Institute of Education Training for Trainers	26
<b>TOTAL</b>	<b>63</b>

## Participation of HOME students in the certification test by TESDA (National skill competency framework of the Government of The Philippines)

	Number of Students
1. Cookery NC II	17
2. Bread & Pastry Production NC II	8
<b>TOTAL</b>	<b>25</b>



# SNAPS FROM HOME ACADEMY



*HOME Academy reached out to 2,000 domestic workers through our skill-building classes.*

*These classes equip the domestic workers with useful skills that will give them the opportunity for to grow professionally.*

*HOME Academy's most popular classes are Caregiving, Cosmetology and Baking.*



*HOME Academy's students learn how to perform CPR in the Basic Elderly Caregiving class.*



# SNAPS FROM HOME ACADEMY



*Above: HOME Academy's baking students take a picture with their bakes - cakes with drip effect ganache and an assortment of cupcakes!*



*Below: Both volunteers and students of the Basic Cosmetology class focus as they give the dolls a makeover.*



# Volunteer Testimonials



*I first came to Singapore seven years ago and have been volunteering as a teacher and mentor for HOME Academy since 2012. This year, I was*

*given the opportunity to be a coordinator for the academy for the first and third Sunday classes of the month. Teaching has always been a passion for me. My experience here will always be close to my heart as I have learnt so much as a teacher. Volunteering with HOME Academy has also helped me develop the skills to create more program like the Childcare Advanced Caregiver and Nursing Aide Course to cater to the needs of more students.*

*I feel a great sense of satisfaction when I see my students graduate with their certificates after every intake as a result of their hard work. It has also been very fulfilling learning that some of the graduates have been able to get jobs as live-in caregivers in Singapore and other countries. It fills me with joy knowing that I have made a difference in their lives. The students' success and achievements have inspired me to continue volunteering and give back to the community.*



*Maria Concepcion C. Maligaya (Connie)  
Volunteer Teacher of Child & Advance Caregiver  
Nursing Aide cum Coordinator of Home Academy*

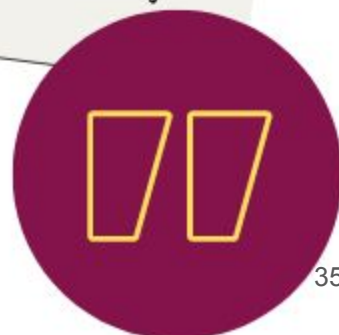
*I first joined HOME Academy in April 2013 through the Kartini Dance and Cooking Class 1. In July 2014, I started participating as an assistant instructor for the cooking class when the academy's Indonesian group formed. After graduating from the Advanced Cooking Class in Expat Kitchen the following year, I was given the instructor role for the cooking class. During that time, I also acquired a baking certificate from the Master Training International Baking and Cooking class. There, I met various people, who enriched my life. I believe that the key to my success are patience and perseverance.*

*To upgrade our skills, HOME Academy engages teachers from National Institute of Education to train us in teaching. In addition, I was empowered with Financial Planning knowledge conducted by Ngee Ann Polytechnic.*

*I am grateful to my mentors, Sister Bridget and Sister Dominic, for inspiring me. Thank you Sister Sisi Sukiato for the guidance and encouragement you have given to me till this day. And my special thanks to HOME Kartini, love you all.*



*Wartiningsih (Zahira)  
Volunteer Teacher of Baking and Cooking  
Course*



# Volunteer Testimonials



*Mary Joan A. Roja (Joan),  
Volunteer Teacher of Basic and Advance Caregiver  
Course*

*Like every other OFW in Singapore, I was quite contented working and supporting my family back home. I promised our Father in Heaven that if I were to be given more time in Singapore, I would share my knowledge with my fellow Filipinos.*

*In 2008, He sent me to Novena Filipino, where I had the privilege to teach caregiving and I find a rewarding vocation. And this has led me to become a volunteer teacher of Home Academy for more than six years. I am proud that I have been able to see my students graduate and have a successful career.*

*Although teaching was hard, I am happy that I am able to inspire people. And on the other hand I have learnt to love, to be more patient, compassionate, hopeful and persevere during the hardest times. I know that there will be more challenges ahead, but the journey will widen my perspective and reward me with new values and experiences. I love you all!*

*I knew about HOME Academy through my volunteer friend. After spending my Sundays here, I actually discovered more about myself. I learned to be patient, tolerant, considerate and more helpful. As a volunteer teacher, I realised that all of my students have taught and motivated me more than the other way round. It is like I have given less but received more. I am really thankful that I had decided to join HOME Academy.*

*To all my fellow volunteers, I really hope that we will continue to be selfless, and continue helping our fellow OFWs, regardless of what is going on in our own personal lives. For me volunteering is self-satisfying. My motto now is, 'BE HOME'.*



*Soyen M. Pinzon,  
Cooking Class Teacher; 1st and 3rd  
Sunday*





# **RESEARCH AND ADVOCACY**

# RESEARCH AND ADVOCACY

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, civil society groups in Singapore and regionally towards ensuring timely support to migrant workers who are victims of abuse as well as prevention of 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.

## RESEARCH

- Employment Claims Tribunal Report and Pamphlets: HOME completed a research project on challenges faced by migrant workers while pursuing the salary claims through the recently set up Employment Claims Tribunal (ECT). The findings also led to the development of pamphlets to guide migrant workers through the ECT process. The detailed and extensive pamphlet was translated and published in different languages: Chinese, Burmese, Bengali and Tamil. The key findings were presented by Desiree Leong (HOME's Legal Consultant and author of the report) at a Transient Workers Count Too (TWC2) Forum in September.

## REPORTS & SUBMISSIONS

- Thematic Report on Domestic Servitude of Migrant Women and Girls to the UN Special Rapporteur on Contemporary Forms of Slavery:  
<https://www.ohchr.org/Documents/Issues/Slavery/SR/DomesticServitude/CSO/Reply%20HOME.pdf>
- UPR Mid-Term Review: HOME submitted its UN Universal Periodic Review (UPR) Mid-Term Review in August 2018.
- Penal Code Review: HOME's Submission to the Ministry of Home Affairs's Public Consultation on Proposed Amendments to the Penal Code:  
[https://static1.squarespace.com/static/5a12725612abd96b9c737354/t/5c0f707baa4a99f7e98ef0b/1544515711054/FINAL\\_Penal+Code+Review+Submissions+290918.pdf](https://static1.squarespace.com/static/5a12725612abd96b9c737354/t/5c0f707baa4a99f7e98ef0b/1544515711054/FINAL_Penal+Code+Review+Submissions+290918.pdf)
- HOME's Submission: Comments on Proposed Reforms to the Civil Justice System and Related Amendments to the Rules of Court (Nov 2018):  
<https://static1.squarespace.com/static/5a12725612abd96b9c737354/t/5c0f7a054ae2379685ec0e24/1544518153732/HOME+-+Civil+Justice+reform+submissions.pdf>
- HOME contributed to a report published by Human Rights Working Group (HRWG), Indonesia—Migrant Workers' Rights in ASEAN Region: A Baseline Study. Link to the report:  
<https://drive.google.com/file/d/1U8ocOZGGwLc0jMASC2bAPpwDG4R9RZpb/view>

# RESEARCH AND ADVOCACY - MEDIA

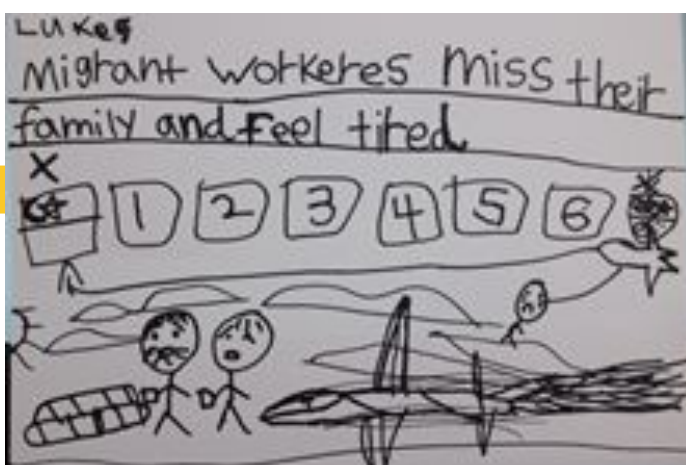
Through the year, HOME's contributions led to 23 media mentions, notably:

- [‘Myanmar's Youngest Maids’](#), Al Jazeera, 29 March 2018 [documentary]
- Eugenia Lim, [‘Spotlight: More Protection for Foreign Domestic Workers’](#), Channel News Asia, 9 September 2018 [TV, interview with shelter resident, Fitriyah, a victim of severe physical abuse by her employer, who has since returned to Indonesia, but without compensation by her employers even though compensation was ordered by the court]
- HOME's letter, published in TODAY newspaper's Voices section in December 2018: ‘Take Seriously Caregivers’ Needs and Well-Being to Prevent Tragedies from Happening’:  
<https://www.home.org.sg/letters-to-the-press/2018/12/10/take-seriously-caregivers-needs-and-well-being-to-prevent-tragedies-from-happening>
- HOME's letter, published in Straits Times' Forum page: ‘Time to Consider Rights-Based Protection for Victims of Abuse’:  
<https://www.home.org.sg/letters-to-the-press/2018/8/16/rights-based-protection-for-victims-of-abuse>
- **Press Statements**
  - Labour Day Statement: Celebrating the Rights of All Workers  
<https://www.home.org.sg/statements/2018/5/1/labour-day-statement-2018-celebrating-the-rights-of-all-workers> (1 May 2018)
  - International Domestic Workers' Day statement:  
<https://www.home.org.sg/statements/2018/6/15/international-domestic-workers-day-statement-2018> (14 June 2018)
  - World Day Against Trafficking In Persons Statement 2018: Rights-Based Approach to Victim Protection:  
<https://www.home.org.sg/statements/2018/7/30/world-day-against-trafficking-in-persons-statement-2018-rights-based-approach-to-victim-protection> (July 2018)
  - Joint CSO statement on behalf of HOME, TWC2 and Project X: 11th ASEAN Forum on Migrant Labour:  
<https://www.home.org.sg/statements/2018/10/27/joint-cso-statement-on-behalf-of-home-twc2-and-project-x-11th-asean-forum-on-migrant-labour> (October 2018)
  - International Migrants' Day 2018: Recognition and Solidarity with Migrant Workers:  
<https://www.home.org.sg/statements/2018/12/18/international-migrants-day-2018-recognition-and-solidarity-with-migrant-workers> (Dec 2018)

# PUBLIC ENGAGEMENT

Public engagement is an integral aspect of HOME's work and HOME 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:

- A panel discussion at the National University of Singapore's Pro Bono Awareness Week, along with Toh Joo Seng from the Ministry of Manpower's Joint Operations Division.
- Session with leaders from non profit sectors from the ASEAN region as part of the American Express Leadership Academy on HOME's work and the challenges faced by those working in the non-profit sector.
- Panel discussion at National University & Asia Research Institute, 'Materializing Change for Migrant Workers'.
- Panel discussion at the National Museum of Singapore on minority identities within arts.
- Panel discussion for mid career public servants from Australia and New Zealand as part of the Executive Fellows Programme run by Lee Kuan Yew School.





# REGIONAL & INTERNATIONAL NETWORKING

Regional engagement is key to advocacy when it comes to labour and migration issues. HOME staff regularly participate in regional and international workshops and conferences related to migrant workers, workers' rights, and access to justice to present the experience of migrant workers in countries of destination and contribute to regional strategies and networking. Some of the regional events that HOME participated in are listed below:

- 'Civil Society Parallel Event on the Abu Dhabi Dialogue Senior Officials' Meeting in May 2018 in Colombo, Sri Lanka': It was organized by Migrant Forum in Asia, a network of migrant worker NGOs that HOME is a member of:  
<http://mfasia.org/civil-society-mobilizing-for-the-abu-dabhi-dialogue-senior-officials-meeting/>
- 'Interfaith Mission for Solidarity and Service with Migrants, Refugees and Uprooted People': It was jointly organized by the Persekutuan Gereja-gereja di Indonesia (PGI), National Council of Churches in the Philippines (NCCP), Keluarga Besar Buruh Migran Indonesia (KABAR BUMI), Migrante International and Asia Pacific Mission for Migrants (APMM) and took place in Jakarta, Indonesia on September 12-14, 2018:  
<https://weareigrants.net/2018/09/12/interfaith-mission-for-solidarity-and-service-with-migrants-refugees-and-uprooted-people-12-to-14-september-2018-jakarta-indonesia/>
- 'Regional Conference on Recruitment Reform': Held in December 2018 in Manila Philippines and organised by Migrant Forum for Asia, the event brought together representatives of civil society organizations and trade unions from the Philippines, Indonesia, Malaysia, Singapore, Nepal, and Sri Lanka participated in the two day program:  
<http://mfasia.org/regional-conference-on-recruitment-reform-understanding-recruitment-fees-and-cost/>
- 'Regional Planning Meeting for Promoting ASEAN Women Migrant Workers' Rights through Organizing': Organised jointly by ILO and UN Women under the Spotlight Initiative to eliminate violence against women and girls, the event was attended by women union leaders and CSO representatives from the ASEAN region.



# RESEARCH AND ADVOCACY

## - REGIONAL & INTERNATIONAL NETWORKING



HOME also attended an International Labour Organization course at the ILO Campus in Turin, Italy, 'Establishing Fair Recruitment Processes'. The week-long course, which took place in November 2018, involved an international cohort, including participants from Bangladesh, Canada, Ethiopia, Nepal, Bahrain, Lebanon, Hong Kong, Mexico, United States and more. HOME also gave a presentation during the course to participants, detailing the current recruitment regime for migrant workers who come to Singapore for work.

## ONGOING PROJECTS & PLANS

- Launch of the Report on forced labour in the domestic work sector and continued analysis of case work for domestic and non domestic sectors from the perspective of forced labour and trafficking.
- Launch of the Report on Bangladeshi conservancy workers.
- Research project on recruitment fees of domestic workers.
- Engagement of other stakeholders groups, including employers and employment agents through development of handbooks for hiring domestic workers and engaging a community of fair and ethical recruitment agencies.
- Continued partnerships with relevant government authorities and embassies of countries of origin.

## FINANCE & GOVERNANCE

At HOME's Annual General Meeting, held on 1st of July 2018, the general body approved the proposal to change the financial year to January-December from April-March. Accordingly, this Annual Report includes audited financial statements for the period, April-December, 2018, the previous audited statement being for the period, April 2017-March 2018.

During the nine month period from April - December 2018, the total amount of donation, income from programmes, and funding from grants amounted to approximately SGD \$1.18 million. Our main donations came from private foundations. Individual donations also raised a substantial amount of the budget for the year.

HOME's operating expenses this financial year, was about SGD \$1.02 million. As we are reporting for a 9 month period during this transition, the figures would be different from past years' trends.

### **Reserves policy**

The reserves provide financial stability and the means for the development of our principal activity. As per our policy, we are required to maintain our reserves at a level which is at least equivalent to 2-3 full financial years of expenditure.

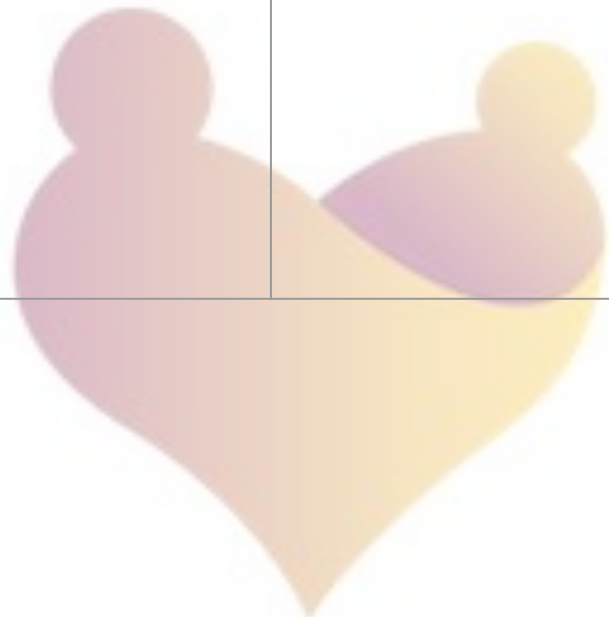


## FINANCE & GOVERNANCE

# Thank you!

A heartfelt THANK YOU to each and every one of our donors and partners who made 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:

SGD \$5,000 - \$9,999	SGD \$10,000 - \$49,000	SGD \$50,000 +
<p>Ruby LOKE Yuen Kin</p> <p>Roel Meulendijks, Netherlands Charity Association</p> <p>Paul A Tambyah, ASEAN CSR Network</p> <p>Dany LIM Teck Chai</p> <p>Lee Sue-Lynn</p> <p>George Robert Nast</p> <p>David Harris Zemans and Catherine Mary Poye</p> <p>Barry John Davies</p>	<p>SAMBA/Asia Brokers Asset Managers Charity</p> <p>Condo Champs- Facilitated by Bridgeable</p> <p>Shirdi Sai Baba Worship Centre</p> <p>Ashok Samual</p> <p>VISA Worldwide</p>	<p>Users Pte Ltd</p> <p>Lee Foundation</p> <p>Kwan Im Thong Hood Cho Temple</p> <p>Asia Pacific Breweries Foundation</p>



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