

EA Alert Dated: 13 June 2017

EA Alert: Employment Agencies' (EA) Role in Managing Runaway Foreign Domestic Workers (FDWs)

A 'Runaway FDW' is one who leaves her employer's home without informing her employer. These FDWs may seek assistance from MOM, EAs, NGO, Embassies, or even their friends. Runaway FDWs can cause undue alarm and distress to all involved as their whereabouts may be unknown for some time.

2 MOM is concerned with the well-being of all FDWs in Singapore, and we want them to receive the necessary assistance as soon as possible. EAs play a critical role in providing FDWs the necessary assistance. Below are three key roles of EAs in managing 'Runaway FDWs':

- a) EA is to inform the "Runaway FDWs' " employer of her whereabouts immediately.
- b) EA is to inform MOM of all 'Runaway FDWs' via a Notification Form (attached) immediately, or by the next working day.
- c) EA is to render prompt assistance:
 - i. For FDWs who reveal breaches, EA need to bring the FDWs to the relevant authority (e.g. non-payment of salary to be referred to MOM, allegations of abuse to be referred to SPF) immediately or by the next working day.
 - ii. For FDWs who face employment relationship issues (e.g. employer disallowing FDW to transfer), EA is to expeditiously mediate and resolve issues **within 7 calendar days after notifying MOM.**
 - iii. Provide shelter for the 'Runaway FDWs' (where applicable).

The above will take effect from **1st July 2017.** Please refer to the Flowcharts appended below for more details.

3 FDWs are educated on the responsible way to seek help and not merely running away. FDWs are encouraged to speak to their employers first, if they face any issues, before approaching MOM or EAs. However, if they have to leave their employer's house to seek help, they are to report to MOM immediately or by the next working day. If FDWs fail to comply, they may be penalised.

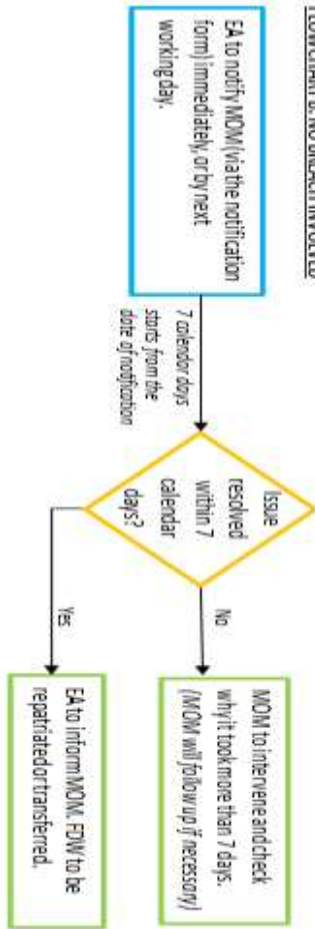
4 MOM will continue to share such useful and important information with all EAs through this channel. Please keep your EA email address updated. For further clarification, you may call us at 6438 5122 or email us at MOM_FMMD@mom.gov.sg.

Thank you.

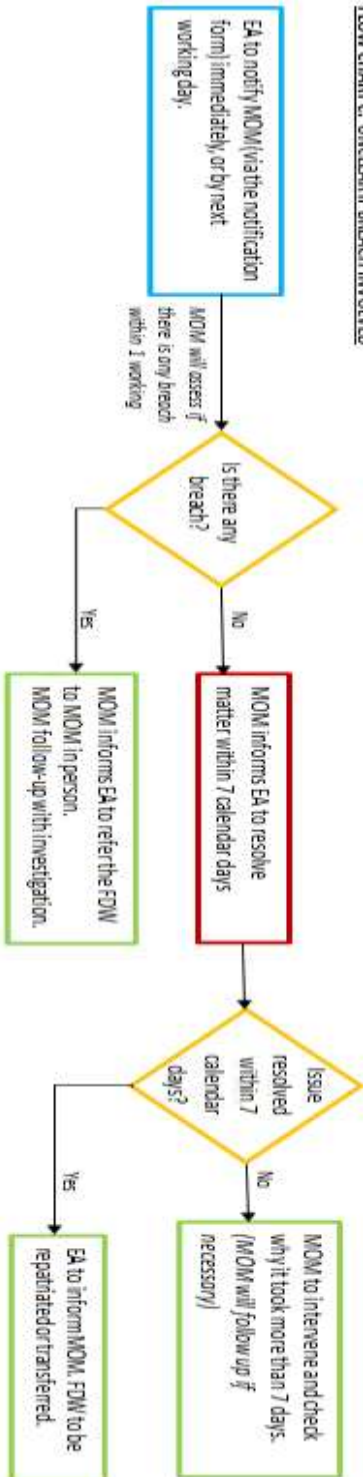
FLOWCHART A: BREACH INVOLVED



FLOWCHART B: NO BREACH INVOLVED



FLOW CHART C: UNCLEAR IF BREACH INVOLVED



Yours sincerely
 Brian Wong
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 For Commissioner for Employment Agencies