

## **Attachment B: Guidelines on post-placement checks to be conducted for all newly-placed MDWs and their employers**

*Developed by the Association of Employment Agencies (Singapore) (AEA(S)) in partnership with MOM*

### **Before placement**

- EAs should inform prospective employers upfront that:
  - EAs are required by MOM to conduct mandatory checks with both the MDW and employer within the first three months of placement. The objective of such checks is to help address any adjustment issues following placement.
  - All first-time MDWs have to be interviewed by the Centre of Domestic Employees (CDE) during the three to six months after they have started work. This serves as an additional touch-point with MDWs to help them adjust to their new working and living environment.

### **When conducting post-placement checks**

- Checks are minimally to be conducted via a phone call (whether voice or video call). Checks are not to be conducted via text messaging. Phone conversations would better enable EAs to hear from both parties and seek clarification directly if needed. EAs are also encouraged to conduct in-person checks. Before visiting their residence, EAs should ensure that consent from the employer has been obtained.
- Checks are to be conducted with both the MDW and employer. EAs should speak with the employer first, and inform them that EAs would also be having a similar conversation with the MDW.
- EAs are advised to ensure that the MDW and employer have adequate privacy, so that they can share their feedback freely.
- EAs are required to maintain records of the checks. If EAs decide to maintain records in other formats (e.g. Excel), they are to contain all of the fields listed in Annex H.

### **When to refer cases**

- If the MDW or employer shares adjustment or miscommunication issues that are not regulatory breaches (e.g. how and when rest days should be taken, handphone usage), EAs should attempt to mediate and resolve the issue. Such cases need not be referred to MOM.
- If the employer is uncooperative, EAs should follow up with a private call to the MDW where possible. If the MDW is contactable and says that there are no well-being issues, the case need not be referred to MOM. If the MDW cannot be reached, the case should be referred to MOM.
- If any regulatory or well-being issues are raised, the case should be surfaced to MOM.
- If the MDW appears to be in distress, or flags that abuse or ill-treatment has taken place, EAs are to contact the Police immediately.

- For cases referred to MOM/Police, EAs are to send a copy of the completed Annex H to MOM at mom\_fmmd@mom.gov.sg.

**Possible questions to ask during post-placement checks**

The following are possible questions that EAs can consider asking in your conversations with the MDWs and employers. The questions are not exhaustive.

For checks with employers

- How is your family adjusting to your MDW?
- How do you think your MDW is adjusting?
- Does the MDW perform up to your expectations?
- Do you have difficulties communicating with your MDW?
- Are there any issues that you would like to raise?
- Is there any feedback you would like me to convey to your MDW?

For checks with MDWs

- How are you adjusting to your new employer?
- Do you have difficulties communicating with your employer?
- Are there any issues you would like to raise?
- Is there anything that you would like me to convey to the employer?