

EA Alert Dated: 8 October 2019

EA Alert (11/2019): New Measures to Help Employers Hire FDWs for a Better Match

Dear Key Appointment Holder and EA Personnel,

On 6 Oct 2019, MOM announced a series of new measures to help employers find suitable FDWs. The measures will be implemented progressively over the next two years to allow time for employers and their families, EAs and FDWs to adjust to the changes.

- (i) **[From end Oct 2019] Free dispute resolution services for FDW-related issues**
 - In addition to the existing AEAS dispute resolution service, the Centre for Domestic Employees (CDE) and Foreign Domestic Worker Association for Social Support and Training (FAST) will also be providing this service. The dispute resolution service aims to help resolve issues between employers, FDWs and EAs. In some situations, misunderstandings between the employer and FDW could be resolved rather than ending the employment relationship.

- (ii) **[From Oct 2020] Helping employers and EAs select FDWs**
 - MOM will provide employers and EAs with more information on the work experience of a prospective FDW. This includes the key job scope, residence type and household size, and the reason for leaving the last employment.
 - Some employers may need more help when they hire FDWs (i.e. those who changed five or more FDWs within a span of 12 months). EAs will be able to access the profiles of FDWs hired by such employers in the past 12 months. This allows EAs to provide additional help for them in the selecting suitable FDWs.

- (iii) **[From Oct 2021] EAs taking greater ownership of matching outcomes**
 - Upon successful completion of an FDW's contract, the EA who had earlier placed the FDW, will be informed when she returns home. This will help the EA assess their matching outcomes as well as attract these FDWs to come back to work in Singapore again.
 - With more information, the EA can better match the employer with a suitable FDW. In the situation when an FDW's employment ends prematurely, i.e. within 6 months, the EA will be required to provide an option for a refund of at least 50% of the service fee charged to the FDW employer. MOM will work with EAs on the operational details.

For further details, you may refer to the press release by MOM here, <https://www.mom.gov.sg/newsroom/press-releases/2019/1006-better-match-for-employers-in-hiring-fdws>.

Register for EA Briefing Session

MOM will be having an EA briefing session to share and discuss more details on the above measures. The session will also touch on upcoming developments on other fronts, such as changes to online advertising rules for FDWs. Details are as follows:

- Date: 23 Oct 2019
- Time: 3pm to 5pm
- Venue: Ministry of Manpower Services Centre (1500 Bendemeer Rd S339946)
Level 2, Multipurpose Hall

EAs who are keen to attend the briefing, please **register by 14 Oct 2019** via:

<https://form.gov.sg/5d955d597f5cfb0013133ccb>

Yours sincerely

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