

Dispute resolution services offered by the Centre for Domestic Employees (CDE)

CDE is working with the Lutheran Community Care Services (LCCS) to offer dispute resolution services for FDW employers, FDWs and EAs. The objective of this service is to de-escalate and resolve conflict, and to restore relationships between affected parties.

LCCS is an independent and non-profit charitable organisation that is currently providing dispute resolution services to the State Courts to help resolve conflicts arising from neighbour disputes and minor criminal offences.

Employers, FDWs or EAs who are interested to tap on the free dispute resolution services can contact CDE via CDE's 24-hour helpline (1800-2255-233) or email (contact@cde.org.sg). CDE will assess the issue and refer suitable cases to LCCS. The cases will be managed by individuals who are trained and certified by the International Institute of Restorative Practice (IIRP).

Dispute resolution services offered by Foreign Domestic Worker Association for Social Support and Training (FAST)

FAST started piloting mediation services in 2016 to help resolve disputes between FDWs and employers.

Employers, FDWs or EAs who are interested to use the free mediation service to resolve disputes can contact FAST via FAST's 24-hour helpline (1800-339-4357), phone (6509 1535 - request for the social support department) or email (contact@fast.org.sg). FAST's mediation service is provided by individuals who are trained and certified by the Singapore International Mediation Institute (SIMI).