

## Readers' Contributions! Tips On FDW Management

Dear Employers,

We would like to thank you for sharing your tips and advice on FDW management with us. Below is a compilation of some of the tips and we hope you enjoy reading them as much as we had.

If you have tips or advice to share with us on FDW management, we will love to hear from you. Please write to us at [INFOCUS@mom.gov.sg](mailto:INFOCUS@mom.gov.sg).

### Improving communication

"I explained to my helper the importance of being honest," shared Ms Ariati, a long-time FDW employer. "I also made her repeat my instructions to make sure she understood what I had said. I found this to be a good way to improve communications between us."



FDW Ella, pictured with Ms Ariati (extreme right) and her daughter



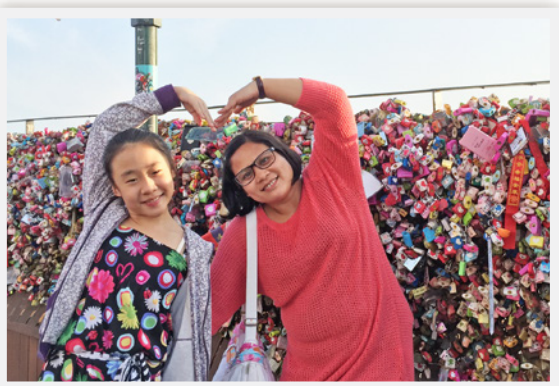
Mdm Ng (left) with her FDW Jocylen

### Communicating clear priorities

"My FDW and I agreed to be straightforward and voice out any concerns to each other," said Mrs Ng, winner of 2017 FDW Employer of the Year award. "I was very clear on her priority, which is the safety and well-being of my three children. We also told her that if she had any problems, she should share with us, and we would help in whatever way we could."

### Showing her respect

"I asked my children to address my helper 'Auntie' at all times, because I believe this is the basic respect to my helper and is one of the best ways to improve bonding between my helper and my family," said Ms Owyong, an FDW employer with three children.



FDW Lea(right) pictured with Ms Owyong's daughter



FDW Darkem, pictured with Mdm Hochstadt's son, Mr James Wong

### Treating her as part of the family

Mdm Jacqueline Louise Hochstadt, 1st runner up of the 2017 FDW Employer of the Year award, was extremely supportive when her FDW expressed interest in attending upgrading courses. "FDWs come here to make a better living for their family. So by treating them as part of our family, they will be more vested in caring for our loved ones," Mdm Hochstadt shared.