

INFORM

A Ministry of Manpower (MOM) publication for Migrant Domestic Workers (MDWs) in Singapore

A GUIDE TO ENHANCING YOUR MENTAL WELL-BEING

Want to know more about managing stress? Download a copy of “A Guide to Enhancing your Mental Well-being” specially catered for MDWs. Available in English, Tagalog, Bahasa Indonesia, Burmese and Tamil.



FEATURED STORIES:

- Hear from Jo-An Santiago Balberona on how she maintains a good relationship with her employer. – Page 2
- Learn to manage your finances like Siti Mujiati – Page 7



Communication is the key to building a good relationship with your employer.

Let Jo-An Santiago Balberona share some tips on maintaining a good relationship with her employer.



Q: Hi Jo-An! Tell us more about yourself.

A: I am Jo-An Santiago Balberona and I'm a mother of three children. I have worked in Singapore for 14 years. On my rest days, I take up courses to help me to perform well in my job. I've learnt how to cook different types of cuisines, improved my skills as a caregiver, and even enrolled myself in Theology-related courses. I am also a group leader and a volunteer for the children ministry at my church.



Q: Having worked in Singapore for so long, how would you describe your relationship with your employer?

I have worked with my current employer for about five years. My employer and the family are understanding, kind and generous to me.

Once, I woke up several times in the night to attend to my employer's baby who fell ill. My employer noticed that I was tired and spoke to me. I explained the reason and she allowed me to take a nap after completing my chores.

Sometimes I couldn't understand my employer's instructions. I would then politely request her to repeat them. But if I still did not understand, I would not hesitate to clarify further. I would not pretend to understand because I may end up making more mistakes.



Q: Do you have any tips to share with other MDWs?

A: Communication is the key to maintaining a good relationship with your employer.

- 1 Pay attention and listen carefully to your employer's instructions. Write them down so that you can remember them easily.
- 2 Check in and discuss with your employer on how he/she feels about your work performance.
- 3 Be honest and always tell the truth.
- 4 Be humble and respectful towards your employer.





Protect Yourself from Abuse!

- 1 If you have been abused or ill-treated by your employer, you should call the Police (999) for help immediately.



- 2 If you are unable to make phone calls from your employer's house or your mobile phone, you can:

- Fill up and mail the feedback form given out during the Settling-In-Programme to MOM. You do not need a stamp. Just drop it into the letterbox.
- Seek help from your neighbours, fellow MDWs or any member of the public.
- Write a simple note including your name, work permit number and home address, and pass it to your neighbour or any member of the public.

Don't hesitate or be afraid to seek help!

Enhancements to Six-Monthly Medical Examination (6ME) for MDWs

From 29 August 2021, MOM has made several changes to the 6ME requirements for all MDWs.



Recording of a MDW's weight and height



Employer or employer's representative is not allowed in the examination room.



During the examination, the doctor will also check for signs of suspicious and unexplained injury.



You are encouraged to dress in attire that can facilitate these checks, e.g., a short-sleeved t-shirt and bermudas.



MDWs are not required to undress for a comprehensive physical examination unless the doctor suspects there are injuries on areas that are covered by the clothing. In such cases, the MDW may be asked to remove an article of clothing for examination.



Safety Reminder! Prevention of Slips and Falls

Slips and falls are the most common types of accident at home. For some cases, they can cause serious injuries or even deaths. The common causes are:



Slippery surfaces e.g. wet floor



Loose items lying around or loose wires on the floor



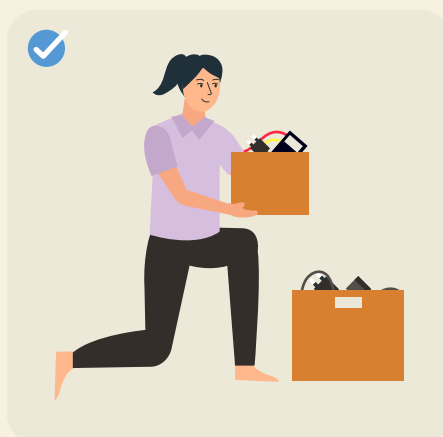
Poor lighting



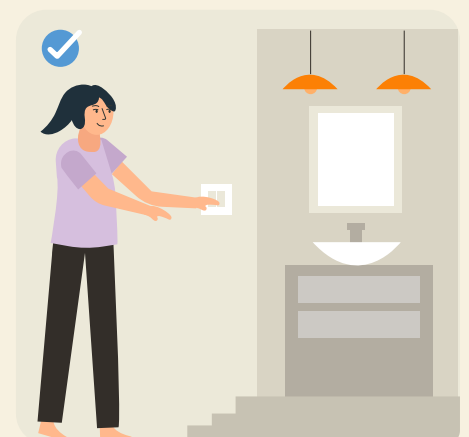
Slips and falls can be prevented. Use the following checklist to keep yourself and those around you safe!



Dry the floor with a towel or napkin immediately when they are wet.



Tidy the clutter on the floor. Do not leave loose wires lying around because it is easy to trip over them.



Switch on the lights when visiting the bathroom or walking the stairs at night.

Illegal Deployment/ Employment of MDWs is a Serious Offence



An MDW's employer baked and sold confectionaries at home. She asked her two MDWs to assist her with the baking.

By asking her two MDWs to assist her with her home business, the employer was convicted and fined \$12,000.

- If you are requested by your employer to work for his/her business, you should reply that it is illegal to do so. If your employer insists, you should call MOM MDW Helpline (1800-339 5505) to report the case.
- Do not worry that your employment will be affected if you make a report against your employer. If your claim is valid, MOM will put you in a safe home and allow you to find a new employer.



A word of caution:

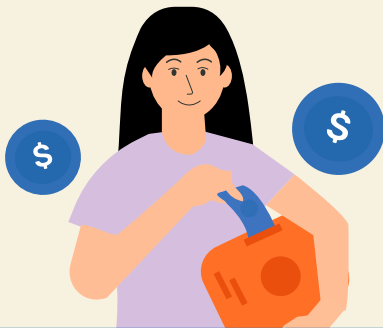
MOM takes every allegation of illegal deployment seriously. Do not make false allegations against your employer. It is an offence to give false information to MOM. You will be charged in court and fined up to \$15,000 and/or jailed for up to 12 months.

Learn How to Save like Siti Mujiati

Siti has been working in Singapore since 2012 to support her family back home. In 2016, she registered for a financial course, 'Module 1 - Manage Your Money and Tech' with Aidha, a non-profit organisation.

After completing the course, she opened a bank account to keep her savings. In just two years, she has saved around S\$2,500!

She is proud and confident of what she has learnt. Now, Siti is teaching her daughters and inspiring others how to manage their money.



She took the following modules:



Module 1
Manage Your Money and Tech



Module 2
Plan Your Financial Future



Module 3
Start Your Business

“

Aidha has opened my mind and eyes to what is possible. I hope to start my own business one day. I realised the importance of savings and managing my finances! With these savings, I can use the money I sent back to build a home in my country. It will be a simple house, but at least it's mine.

”

Learn how to manage your finances with Aidha!

Other than learning how to manage finances, students also develop confidence, communication and leadership skills. They will have a lot of fun too! Classes run online over two Sundays a month.



Photo credit: AIDHA



<https://www.aidha.org/contact-us/courses-overview>



**Going out on your rest day?
Save your transport fees
by using an EZ-Link card,
NETS FlashPay card or
POSB/DBS ATM card today!**

Tap & Pay
With

- EZ-Link card
- NETS FlashPay card
- POSB/DBS ATM card)))

ezlink NETS POSB DBS

Save up to ***80%** when you use these fare cards to travel!

Distance/Cost	EZ-Link, NETS FlashPay and POSB/DBS ATM card	Standard Ticket
Up to 3.2 km	\$0.92	\$1.70
6.3 km - 7.2 km	\$1.31	\$2.10
15.3 km - 16.2 km	\$1.72	\$2.60
24.3 km - 25.2 km	\$2.00	\$2.80
Over 40.2 km	\$2.17	\$2.80

*As compared to the Standard Ticket.

Land Transport Authority
We Keep Your Work Moving

USEFUL CONTACTS FOR EMERGENCIES

MOM HELPLINE FOR MIGRANT DOMESTIC WORKERS (MDW) Ministry of Manpower
1800 339 5505
For assistance and advice on well-being, salary and other employment-related matters

OTHER EMERGENCIES Police 999 Ambulance/ Fire 995

OTHER HELPLINES

Archdiocesan Commission for the Pastoral Care of Migrants and Itinerant People (ACMI)
9188 9162

Association of Employment Agencies (Singapore)
6836 2618

Foreign Domestic Worker Association for Social Support and Training (FAST)
1800 339 4357 (24 hours)

Samaritans of Singapore (SOS)
1800 221 4444 (24 hours)

Centre for Domestic Employees (CDE)
1800 2255 233 (24 Hours)

EMBASSIES AND HIGH COMMISSIONS

Bangladesh 6255 0075	India 9172 9803
Sri Lanka 6254 4595	Philippines 6737 3977
Cambodia 6341 9785	Myanmar 6735 1672
Indonesia 6737 7422 9295 3964	Thailand 6737 2475 8421 0105

