

A guide on MOM's MDW interview process



Dear Employers,

Is your helper new to Singapore? If so, she would need to attend a mandatory interview to ensure that she is adapting well to her new working and living environment.

This in-person 1-hour interview, which takes place twice in her first year here, is conducted by the Centre for Domestic Employees (CDE) on behalf of MOM.

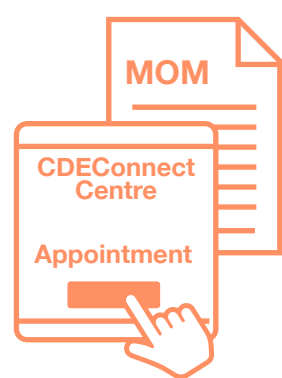
Read on to find out more about the interview process.



The MDW interview process

When are the mandatory interviews conducted?

- 1st interview: Within 3 to 6 months of MDW's employment
- 2nd interview: End of the MDW's first year of employment



What should I do when I receive MOM's letter of notification for the interview?

You should schedule your MDW's interview at a CDEConnect Centre in Tampines, Woodlands or Pasir Panjang within 3 weeks through the online e-appointment system.

Teleconferencing is only available for those who can't send their MDWs for in-person interviews due to constant caregiving needs.



What should my MDW bring on the day of the interview?

She should bring her work permit and employment contract to the interview.



What happens during the interview?

Your MDW will attend the interview alone and will be asked well-being related questions, such as whether she is eating and sleeping well or performing her work in safe conditions. The interview will be conducted by a CDE interviewer in her native language and will take up to an hour.

[More info on MDW interview](#)

FAQs for Employers

Is the interview available on weekends?

No, the interview is only conducted on weekdays (9am to 5pm) as most MDWs would have a rest day over the weekend.

Can I be present when CDE interviews my MDW?

You may accompany her to CDEConnect Centre's waiting area, but the interview is conducted only with your MDW.

Will I be informed of the interview results?

The information that your MDW shares with the CDE interviewer is confidential.

If you have any queries, please reach out to CDE. Similarly, CDE may contact you if there are clarifications.

I am planning to terminate my MDW's employment in the next few weeks. Does she still need to go through the MDW interview?

Yes, your MDW still needs to go through the interview so that she has an opportunity to provide feedback on how she is adapting to her working and living environment before her employment ends.

Did You Know?



If your MDW is ending her employment, remind her to close her bank account(s) in Singapore before returning home. This will prevent unauthorised use of her bank account. Do help your MDW to contact her bank if she has queries on how to initiate the process.

Event Highlights

Aidha Workshops

► Protect Yourself from Scams

17 March 2024, 10am

Free workshop for your MDW to learn how to spot different kinds of scams, and to protect her money and personal information.

[Register here](#)

Aidha Workshops

► Understanding Debt

17 March 2024, 12.45pm

Help your MDW to manage her money wisely through this free workshop, and avoid the traps of debt and understand borrowing rules.

[Register here](#)

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