



1. Before hiring a foreign domestic worker (FDW)



Before you hire an FDW, have you considered other options and services for your needs?

Have you considered the following?

- How much it will **cost to hire an FDW?** Besides her salary and levy, there is also the cost of her food, medical expenses, air ticket home and other unexpected expenses, for example, potentially large fees if she has to stay in hospital.
- Is there room in your home to provide your FDW with **proper accommodation?** Accommodation should include basic amenities (mattress, pillow, blanket and so on), and provide enough space, ventilation, safety, privacy and protection from the elements (rain, sun and so on).
- It can be stressful for you and your FDW in the first few months, especially if it is her first time working in Singapore. **Be patient and provide suitable guidance.** Everyone can make mistakes.

2. Applying to employ an FDW



If you have decided to hire an FDW, the following will guide you on what you need to do.

A) Using an employment agency (EA)

- Make sure the EA you go to is **licensed**. Check this using the EA directory (www.mom.gov.sg/eadirectory), which also has information on the EA's track record and contact details.
- You should check with the agency on the fee as it depends on the range of services provided. The fee usually includes the following:

- Agency fee** (each agency can charge a different fee)
- Settling-In Programme** if your FDW is working here for the first time (\$75)
- Work permit application** (\$30 administrative fee)
- Work permit issuance** (\$30 administrative fee)
- FDW levy** (\$265 a month without concession; \$60 with concession)
- Security bond of \$5,000** in the form of an insurance or banker's guarantee
- Medical insurance cover** of at least \$15,000
- Personal accident insurance (PAI)** of at least \$40,000

Look at the items covered under your insurance plans, including the ward class that is covered under the medical insurance, and discuss with your agent whether you want to add extra cover.



- To choose a suitable FDW who meets your needs, check her **standard biodata and employment history** which the agency must give you.
- Ask to **interview** (face-to-face or overseas phone call) the FDW to get to know her better before you decide to employ her.
- Look out for the following important items that must be included in the **service agreement** you sign with your agency. They are:
 - A breakdown of the fees** you will be paying;
 - The circumstances under which you may be **eligible for a refund** and how soon the refund should be given;
 - The **number of replacement FDWs** you are eligible for and the action you can take if your agency cannot find a replacement FDW; and
 - How service-related disputes between you and your agency will be dealt with.
- Sign the safety agreement provided by your employment agency. This will make sure that both you and your FDW are aware of, and understand, MOM's requirements when cleaning the outside of windows.



B) Application procedures



If you are applying to employ an FDW, you must do the following:

- Complete the **Employers' Orientation Programme (EOP)** if you are a first-time employer. You can choose to do this online or in a classroom. For information on the training providers for EOP and how to register, please see: www.mom.gov.sg/eop
- Set up a **general interbank recurring order (GIRO)** account for **monthly levy deductions** by the Ministry of Manpower (MOM). You must keep enough money in your GIRO account for these deductions or MOM may revoke your FDW's work permit.
- Make sure your FDW has a **pre-employment medical examination**.

Useful Links



This brochure provides important information about hiring an FDW and is not meant to be exhaustive. For more details, please see the following websites.

Ministry of Manpower
<http://www.mom.gov.sg>

Employer Requirements
www.mom.gov.sg/fdw-employer
• Provides information on the requirements and conditions you must meet if you want to employ an FDW.

Employment Agency Directory
<http://www.mom.gov.sg/eadirectory>
• An e-service that allows you to search for all licensed employment agencies.

FDW Weekly Rest Day: A Guide for Employers
<http://www.mom.gov.sg/restdayguide>
• A publication to guide you on the details of the weekly rest-day requirement.

INFOCUS Subscription
www.mom.gov.sg/subscribe
• A subscription page for online newsletter INFOCUS if you want to stay up-to-date on our latest announcements on FDW-related issues.

Online Publications for FDW Employers
www.mom.gov.sg/fdw-employer-resources
• A list of publications targeted at FDW employers, including the FDW employer guidebook, safety pamphlet, past issues of INFOCUS, and so on.

Association of Employment Agencies (Singapore)
<http://www.aeas.org.sg/>

Small Claims Tribunals - State Courts Singapore
<https://www.statecourts.gov.sg/SmallClaims/Pages/LodgingaClaim.aspx>
• Deals with disputes you may have with your employment agency.

Getting you started

If you need to employ a foreign domestic worker (FDW), please take some time to go through this brochure to understand the responsibilities of an FDW employer under the Work Permit Conditions. It also provides useful tips that can help you maintain a harmonious relationship with your FDW.

C) Choosing a foreign domestic worker

When choosing an FDW, remember the following:



- Make sure she is from a country approved by MOM, is **at least 23 years old** and has **at least eight years of formal education**. For more information on the requirements, please see:

<http://www.mom.gov.sg/fdw-requirements>

- Take note of any **requirements imposed by the country** she is coming from (if this applies). These requirements are set by the overseas government. You may want to contact the relevant embassy for more information.
- One of the main reasons employer and FDW relationships break down is due to **communication issues**. Do choose an FDW who can understand the language you speak.
- If you have any special requirements for your FDW, carry out a **face-to-face interview** with her to get to know her and assess if she has the relevant skills and experience before you decide to employ her.
- Make sure the FDW brings the necessary **educational certificates** as proof of her education. Otherwise, she will not be allowed to attend the Settling-In Programme (SIP) which is necessary for the work permit to be issued.

3. Knowing your responsibilities as an employer



Employing an FDW is a major responsibility. This section will help you better understand what these responsibilities are.



You must do the following:

- Your FDW must meet certain requirements. These include:

- Attending the **Settling-In Programme (SIP)** within three working days of arriving in Singapore (if this is her first time working here);
- Passing a medical examination** by a Singapore registered doctor and submit a request to MOM for her work permit to be issued within 14 calendar days upon arrival; and
- Registering her for fingerprinting and phototaking** at MOM Services Centre – Hall C within 7 calendar days after her work permit is issued.

- Draw up an **employment contract** with your FDW that sets out the terms and conditions of employment such as wages, rest days, duties and notice for ending the contract, to avoid misunderstanding.

- Spell out the **rest day arrangements** in the employment contract with your FDW. She is entitled to a weekly rest day or compensation in lieu. If you want to change the rest-day arrangements, you must do so in writing to avoid misunderstandings and disputes.

- Bring your FDW for her **medical examination every six months**. Otherwise, MOM will withdraw her work permit.

- Keep a **proper record of the monthly salary** you pay to your FDW. This involves recording the amount and the date the salary is paid. There should be an acknowledgement by you and your FDW on the record.

- You should allow your FDW to manage her own salary. Some FDWs agree for their employers to keep their salaries for them. It is not a good idea to do this as it could give rise to misunderstanding if your employment relationship breaks down or when either you or your FDW decide to end the employment relationship early.

- As a good practice, you should take your FDW to **open a local bank account** so that you can pay the salary each month into that account. Look for banks which offer accounts to FDWs without a minimum balance (for example, DBS / POSB bank has a scheme called 'POSB FDW Savings Account for Foreign Domestic Worker (FDW)' which allows your FDW to open a new account without an initial deposit and a minimum balance).

- You must look after the overall **well-being of your FDW**.

- To ensure your FDW's safety, give her clear instructions on what she can do and what she cannot do.

! If your home is above ground level and you need your FDW to clean the outside of the windows, you must make sure the window grilles are installed and locked, and you or another adult is present to supervise your FDW. Your FDW cannot clean the outside of the windows if there are no window grilles installed.

- If your **FDW goes missing** and you have made reasonable efforts to find her, you may lose part of your security bond. You must inform the police and cancel your FDW's work permit within seven days. If you do not do this, you may lose the full security bond.
- You have to **pay to send your FDW back** to her home country when she ends her employment with you.



USEFUL CONTACT INFORMATION	
General enquiries (MOM)	6438 5122
Cancel a Work Permit	
Notify MOM of changes	http://www.mom.gov.sg/notify-about-fdw
<ul style="list-style-type: none"> You need to notify MOM of changes during your FDW's employment, including changes in residential address and worker's passport details, worker's pregnancy, missing worker or death of a worker. 	



Hiring A Foreign Domestic Worker?

